



CITY OF HOUSTON
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Administration & Regulatory Affairs Department

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September 22, 2008

SUBJECT: **Letter of Clarification 2**

REFERENCE: Request for Proposal No.: **S46-T22973** for

ISSUE TRACKING SYSTEM

TO: All Prospective Proposers:

This Letter of Clarification is issued for the following reasons:

- **To revise the above references solicitation as follows:**

The City of Houston has added a section for Case Management requirements. These requirements are now included as a part of this RFP in Section II – Scope of Work (see requirements below)

12.0 **CASE MANAGEMENT**

12.1 Please describe the functionality and capability of case management support provided as part of your proposed solution.

12.2 Is this case management support included as part of your overall solution or provided as an option.

- **The following questions and City of Houston responses are hereby incorporated and made a part of the Request for Proposal:**

1. **Vendor Question:** “How many users within the Police Department are responsible for imaging documents? Can you project the number of scanners required to meet user function?”

COH Response: Currently there are two users, using two scanners. HPD envision growing to four users.

2. **Vendor Question:** Does the Police Department desire to continue to use Visiflow for the document imaging component or is the department seeking a replacement for that component.

COH Response: No. We seek an integrated replacement.

3. **Vendor Question:** Please describe the data contained in the existing Oracle database that is to be imported into the new system. To include type of data sets, number of records, etc. Is it raw case data or does it include scanned image files?

COH Response: Thousands of records exist in the current database. This is mostly a case management tool, capable of handling attachments (word, pdf, images) in a workflow process; reporting capability is essential. Yes there is raw data and scanned image files.

4. **Vendor Question:** How many users of the issue tracking system will be needed, both within IAD and throughout the department?

COH Response: IAD has 30 users. Department wide we estimate 600 users. Users are assigned from every shift in every station, in addition to Technical Services, other support and command personnel.

5. **Vendor Question:** How many users will require access to the document management component?

COH Response: Currently 5, if by document management you refer to archived issues. However, we would like to facilitate access by additional entities, such as command offices and legal staff. The exact number will need to be adjustable. If an actual document management system is included in the system then the number of users would increase.

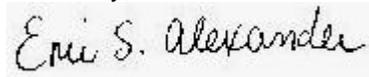
6. **Vendor Question:** How many users will be required to facilitate the document scanning process?

COH Response: Please refer to our response to Q1.

When issued, Letter(s) of Clarification shall automatically become a part of the bid documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Letter(s) of Clarification. It is the responsibility of the bidders to ensure that it has obtained all such letter(s). By submitting a bid on this project, bidders shall be deemed to have received all Letter(s) of Clarification and to have incorporated them into this bid.

If you have any questions or if further clarification is needed regarding this Invitation for Bid, please contact me.

Sincerely,



Eric S. Alexander
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City of Houston, Strategic Purchasing Division
832-393-8704

cc. Pat Cheesman, File

Partnering to better serve the City of Houston