CITY OF HOUSTON

Administration & Regulatory Affairs Department
Strategic Purchasing Division

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Mayor

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September 10, 2010

SUBJECT: Letter of Clarification No.2
Mobile Data Strategy for the Houston Police Departments

REFERENCE: RFP No.: S17-T23713

TO: All Prospective Respondents

This Letter of Clarification is issued for the following reasons:

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

1. Page 1 is revised to read as follows,

   Solicitation Due Date/Time: October 1, 2010 at 2:00 P.M., CST

2. Page 12, Section 8.2 is revised to read as follows,

   Proposals Due from Offeror(s) October 1, 2010

3. Replace the attachment attached to Letter of Clarification No.1 titled "Requirements Matrix for HPD's Mobile Computing Device (MCD) Project" with the attachment titled "Revised Requirements Matrix for HPD's Mobile Computing Device (MCD) Project" attached to Letter of Clarification No. 2

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

1. Does the hardware install include all of the following:

   Answer:

   - MDT - Yes
   - Dock Cradle with mount hardware - Yes
   - Console Setup from Havis including face plates for Moto radios, Whelen control head, and cup holders (section 9) - Yes
   - Pentax or comparable Printer (mentioned in section 8.1.1.6) - Optional
   - Pentax or comparable Scanner (mentioned in section 8.1.1.7) - Optional
   - Card Scan somewhere on Dock (mentioned in section 6.1.3) - Optional
   - Antennas, External for GPS and/or Broadband connections (mentioned in section 8.1.1.3 and 4) - Yes

All vehicles should already have external antenna for the GPS, and about 700 have an external antenna for the wireless card. Vehicles with existing antennas can be used to reduce cost.

- Andrea Microphone, where does that need to be installed (mentioned in section 6.1.2) - Yes, will be installed on a location close to driver (overhead) and will be used for voice commands.
- Some sort of Charge Guard to protect devices - Yes
- Relay timers or power distribution panel - Yes

The "hardware install" includes installation of any and all proposed components in the 1800 vehicles. Some of the components listed above are optional, and will be reviewed and selected based upon price and value to the officers.

2. Where is the Moto modem currently installed if it has to be relocated to new console setup (mentioned in section 10.1.6)?

   Answer: Currently it is installed in the old console.

3. What is procedure for "cleaning hard drives", does contractor perform the erasing or "cleaning" (section 10.1.4)

   Answer: The vendor is responsible for the cleaning and erasing of the hard drives. Because erasure/overwriting methods vary all vendors must meet standards defined in US Department of Defense standard 5220.22-M standard for disk sanitization. All tasks will be performed on HPD premises and cleaning of disks will be checked & certified by HPD personnel.

4. Where are installs to be performed, one section mentions at HPD Division Stations, another portion mentions no use of HPD facilities

   Answer: Installs are to be performed at the divisional stations. If the facility has maintenance bays we will try to provide space, but this can not be guaranteed. It is up to the vendor to provide equipment and supplies required to install proposed hardware. This might include tent or awning type equipment to provide protection from the weather.

5. If required to perform installs at Division Stations, how does hardware get transported and who is accountable for inventory. Is there a checklist or checkout procedure?

   Answer: Vendor is responsible for providing and transportation all required equipment, suppliers, and resources.

6. On the actual hardware portion, does the 24/7 maintenance solution extend after installs are completed? Does HPD not have department that can do that if they are trained during the installations?

   Answer: This is an option HPD wishes to explore to have vendor provided maintenance external to HPD.

7. What is timeline for repairs (is there a service level agreement) on hardware and/or installations?

   Answer: HPD wishes to minimize equipment downtime. It would be expected to have units out of service for less than 24 hours, except in extreme cases.

8. With such an aggressive schedule for installations, do the 100 spare cars get built first so there are enough to down the 12 cars per day to meet the timeline?

Council Members: Brenda Stardig Jarvis Johnson Anne Clutterbuck Wanda Adams Mike Sullivan Al Hoang Oliver Pennington Edward Gonzalez James G. Rodriguez Stephen C. Costello Sue Lovell Melissa Noriega C.O. "Brad" Bradford Jolanda "Jo" Jones **Controller: Ronald C Green**

Answer: The Police Department needs more clarification on this question.

9. Does HPD plan to have personnel transport the cars between the division stations for installers? Who is lead on that portion?

   Answer: Final plan will be agreed with the vendor, one option is to have officer bring their vehicle to the site and take a loaner car until their vehicle is completed.

10. Will HPD have someone on site to do final QA check before vehicle goes back in to service?

    Answer: Yes, but vendor must perform QA. HPD will verify quality before releasing the vehicles back into service.

11. Section 8.1.1.3 What GPS protocols can the legacy (and new) SW interpret and is there a mandatory requirement?

    Answer: GPS must use NMEA 0183 protocol, and at a minimum output the following sentences: GGA, GLL, GSA, RMC, VTC, ZDA, and $GPRMC. External device must be connected to the serial port #2 using a serial RS232 connector (not USB).

12. General Question – will Houston provide a technical resource to assist with the development of the custom disk image(s)?

    Answer: Yes.

13. General Question – Due to the complexity and detailed nature required of complete solution can the city extend the due date of the RFP?

    Answer: The RFP has been extended to October 1, 2010 at 2:00 p.m.

14. Where are installs to be performed, one section mentions at HPD Division Stations, another portion mentions no use of HPD facilities

    Answer: See question 4

15. Sections 12.1.4 – please expand on desired components for phone support.

    Answer: Installed or provided with this proposal. Should questions or problems occur we need an avenue to get help on the solution provided.

16. Section 9.1.8 – Is there a detailed specification established or is there an existing product specified for the "car power system" that might be in use currently? Is there a current 'voltage protection' product in test or has been tested and approved?

    Answer: HPD has done some testing of a product called "Dock Master" from Copeland Engineering. This product is in production use at the Harris County Sheriff Office, and is working well. The requirement is to provide a device that will turn off power to selected equipment after ignition has been turned off and a configurable amount of time has passed. It should perform a gentle shutdown on the computer, not just terminate power which can cause damage.

17. Section 15.0 – Who bears responsibility for assuring the legacy SW providers are delivering applications/updates compatible for web portal interface?

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Answer: This section involves creating the portal that will initiate software that is in existence and use today at HPD. The vendor will be required and responsible to create the portal that will initiate the application. If modifications to the legacy software are required for the portal, it will be the vendor's responsibility. The assumption is the legacy applications that run today will not have to be modified to work within the portal.

18. Section 17.3 – Who bears responsibility for assuring the existing wireless data thru put rates?

    Answer: The wireless plans are not part of this project. Thru put rates will be determined by the contract in place.

19. Section 17.3 – Who bears responsibility for assuring any non RDLAP wireless data thru put rates?

    Answer: The goal of this project is to replace the RDLAP with wireless technology. RDLAP may be used as a backup communications technology.

20. Section 30.0 – How many installed test systems will be required and will these systems become part of the overall deployment?

    Answer: Approximately 6 to 12 installations will be used for testing and will be deployed to different divisions for testing. They will be part of the deployment.

21. Section 7.3.1 – Will the City or the bidder provide the PGP encryption software?

    Answer: This will be provided by the bidder in the scope of this RFP.

22. Section 7.3.2 – Will the City or the bidder provide the solution for the 2-factor authentication?

    Answer: This will be provided by the bidder in the scope of this RFP.

23. Section 10.1.4 – Who bears the cost of the disposal of the equipment as directed by the city the vendor or the city?

    Answer: This will be provided by the bidder in the scope of this RFP.

When issued, Letter(s) of Clarification shall automatically become a part of the solicitation 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 respondent to ensure that it has obtained all such letter(s). By submitting a bid on this project, respondents 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 solicitation, please contact me.

Sincerely,

Murdock Smith III
Sr. Procurement Specialist
City of Houston, Strategic Purchasing Division
DM 832-393-8725

LETTER OF CLARIFICATION 2
MOBILE DATA STRATEGY
SOLICITATION NO. S17-T23713

Attached: Revised Pages of RFP S17-T23713: 1,12
Revised Requirements Matrix for HPD's Mobile Computing Device (MCD) Project

End of Letter of Clarification 1

City of Houston ARA Administration & Regulatory Affairs	**CITY OF HOUSTON, TEXAS** **NOTICE OF REQUEST FOR PROPOSAL (RFP)** **SOLICITATION NO.: S17-T23713**	**STRATEGIC PURCHASING DIVISION** ***"PARTNERING TO BETTER SERVE HOUSTON"***

NIGP CODE: 204-54

SOLICITATION DUE DATE/TIME: October 1, 2010 at 2:00 P.M., CST

SUBMITTAL LOCATION:
City Secretary's Office
City Hall Annex, Public Level
900 Bagby Street
Houston, Texas 77002

DESCRIPTION:

MOBILE DATA STRATEGY

PRE-PROPOSAL CONFERENCE:

Date	*Time*	*Location*
08-25-2010	10:00 AM	SPD, 901 Bagby, Conference Rm. 1 (Lower Level), Houston, TX 77002

In accordance with T.L.G.C. § Chapter 252, competitive sealed Proposals for the services specified will be received by the City Secretary's Office of the City of Houston at the above specified location, until the time and date cited. Offers must be in the actual possession of the City Secretary's Office on or prior to the time and date, and at the location indicated above. Late offers will not be considered.

Offers must be submitted in a sealed envelope or package with the Solicitation Number and the Offeror's name and address clearly indicated on the envelope or package. All offers must be completed in ink or typewritten. Additional instructions for preparing an offer are included in this Solicitation.

OFFERORS ARE STRONGLY ENCOURAGED TO CAREFULLY READ THE ENTIRE SOLICITATION

Sollicitation Contact Person:
Murdock Smith III

Name

Murdock.Smith@cityofhouston.net

E-Mail Address

City Purchasing Agent

Date

6.1 The Contractor shall furnish and maintain a performance bond in the amount of 100% of the yearly total contract cost throughout each year of the Agreement, renewable each year of the Agreement Term including extension terms, conditioned on the Contractor's full and timely performance of the Agreement. The bond must be issued by a corporate surety authorized to write surety bonds in the State of Texas and in the form set out in Exhibit "XI".

6.2 If the City exercises any option years, Contractor shall maintain a Performance Bond in the amount equal to 100% of the contract amount for the option year, as determined by the City Purchasing Agent or Director. The bond must be in substantially the form attached as Exhibit "XI" and issued by a corporate surety authorized.

7.0 PROJECT ADMINISTRATION:

7.1 Questions regarding the scope of the project, technical specifications, proposed applications, etc., may be addressed to the Project Manager at the Pre-Proposal conference.

8.0 PROCUREMENT TIMELINE/SCHEDULE:

8.1 Listed below are the important estimated completion dates and times for this Request for Proposal (RFP).

8.2

EVENT	DATE
Date of RFP Issued	August 6, 2010
Pre-Proposal Conference	August 25, 2010
Questions from Proposers Due to City	August 31, 2010
Proposals Due from Offeror(s)	October 1, 2010
Notification of Intent to Award (*Estimated*)	January 18, 2011
Council Agenda Date (Estimated)	February 9, 2011
Contract Start Date *(Estimated)*	February 16, 2011

Requirements Matrix for HPD's Mobile Computing Device (MCD) Project

9/10/2010

REQ#	REQUIREMENT (See RFP Section for more detail)	CODE	RFP Section	YES, Y/C,A, NO	REF	Comments
	Key		***The Requirement Matrix is intended to summarize the functionality desired in the MDC Enhancement Project as stated in the RFP. A lack of ability to meet each of the functions indicated may not preclude a vendor from***			
	MANDATORY	**M**				
	HIGHLY DESIRABLE	**HD**				
	DESIRABLE	**D**				
	OPTIONAL - PRICE SEPARATELY AS AN OPTION	**O**				
	General Project					
1	Due to the critical nature of this project, HPD requires one vendor to be responsible for all phases of this project. Vendor must provide a solution that encompasses all phases, using reliable, proven, and dedicated resources and sub-contractors. The prime vendor will be responsible for all deliverables on this project.	M	1.4			
2	will remove the current mobile devices and mounting platforms, install current technology devices and mounting platforms, insure that current software applications operate correctly on new platform, and provide maintenance support for the new units and installations. Vendor will be responsible for all tasks "end to end" required to make the proposed solution successfully operational, including the MDC client and dispatching application. A performance bond from the vendor will be required to insure	M	1.4			
3	The winning vendor must have proven hardware, software, installation, and maintenance solutions in the Law Enforcement/Public Safety arena. Vendor will be asked to provide record of satisfied successful implementations in the Law Enforcement/Public Safety arena.	M	1.4			
4	The vendor is responsible to provide, install, make operational, and maintain any and all components required to make the proposed system fully operational with a high degree of performance. Vendor is advised that the function of police dispatching is of a CRITICAL nature and VITAL to the SAFETY and SECURITY of our citizens. Any and all software, hardware, cables, connectors, services, training documentation, or any other item that is necessary to make the systems full functional and productive is the responsibility of the vendor unless specifically defined as a City or HPD responsibility. Any oversights or omission on the part of the vendor shall be the vendors' responsibility to provide at their cost.	M	9			
5	The vendor will be responsible for and will be held accountable for making sure all hardware, software , and service components are working together in the delivered solution. A pilot will be required to insure the design is stable before general installation commences. The design and installation must pass field testing and will be approved by patrol officers before general installation.	M	9			

REQ#	REQUIREMENT (See RFP Section for more detail)	CODE	RFP Section	YES, Y/C,A, NO	REF	Comments
6	The new Mobile Computing Platform will be assessed for user performance, user satisfaction, and usefulness within HPD. The selected vendor will be required to perform an installed system demo with end-users and assist in planning, analyzing, designing, implementing, evaluating, and testing the hardware and software with HPD technical team and end-users to insure all requirements from end-users and senior management have been accommodated.	M	8			
	Phase I - MDC Device Enhancement					
	Laptop General					
7	Panasonic CF-31, Dell E6400 XFR, or better make and model meeting the minimum standards listed.	M	2.2.1			
8	Must be removable from vehicle	M	2.2.1			
9	Rugged style laptop that has been tested and passed the Military testing standard MIL STD 810F	M	2.2.1			
10	Laptop supports and will run on Windows 7 64-bit operating system	M	2.2.1			
11	Laptop is in "new condition" and in current production	M	2.2.1			
12	Laptop is in production use at Law Enforcement Agencies in the USA	M	2.2.1			
13	Hardware provider is a core manufacture. (i.e. components made by that provider, not reliant on other companies)	HD	2.2.1			
14	Hard drive must be created via "disk image" or similar method so that when delivered at initial install or follow on maintenance no installation is required other than docking the laptop. This includes Windows OS, Microsoft Office (Word, Excel, and Web Outlook)	M	2.2.1			
15	Hard drive must have PGP encryption or comparable method of encrypting the hard drive. All licensing, keys, or required items will be provided by the vendor.	M	2.2.1			
16	All hardware and software, encryption, and security of device must meet or exceed the CJIS minimum requirements for a wireless device in a non-secured location. The following document lists the CJIS requirements for the state of Texas: http://www.txdps.state.tx.us/SecurityAddendum.doc	M	2.2.1			
	Laptop Minimum Specifications					
17	Core 2 Duo processor at 1.66GHz or faster with 3MB or more L2 cache	M	2.2.1			
18	4 GB memory (upgradable to 8 GB memory slots must be available to increase without replacing existing memory)	M	2.2.1			
19	120 GB 7200 rpm hard drive	M	2.2.1			
20	External Antenna - Dual Band Pass thru - for all communications functions/hardware	HD	2.2.1			
21	Wireless LAN IEEE standard 802.11 g/n (WiFi)	M	2.2.1			
22	Back-lit keyboard with adjustable brightness	M	2.2.1			

REQ#	REQUIREMENT (See RFP Section for more detail)	CODE	RFP Section	YES, Y/C,A, NO	REF	Comments
23	Blue Tooth capable with sync to several devices at one time	HD	2.2.1			
24	Four (4) usable USB ports, combination of laptop and docking station, (would prefer 6 usable USB ports)	M	2.2.1			
25	One (1) USB port must be on laptop for use of USB wireless air card that does not require removing the card before removal of laptop (Air card must continue working during the laptop removal process). If an extender is required, it must be in the proposal and it must be flexible to provide movement to place device 90 degrees up or down	M	2.2.1			
26	AC/DC adapter for use plugged into wall socket or car outlet when undocked	M	2.2.1			
27	Two hour minimum battery life when undocked and in use	M	2.2.1			
28	13" Touch screen or larger must be readable in direct sun light or full night time conditions	M	2.2.1			
29	1800 laptops delivered monthly over 2011	M	2.2.1			
30	3 year Next Business Day warranty support	M	2.2.1			
31	Screen Resolution of 1024 by 768, with a color depth of at least 10,000 colors (24-bit "True Color")	M	2.2.1			
	Items to be Separately Priced:					
32	Additional 1 year Next business Day support (years 4 & 5 - to provide support for up to five years)	O	2.1.4			
33	Wireless card built-in with GOBI upgrade capabilities. Verizon or comparable major provider. Must have an external antenna connection. Can be either USB or mini PCMIA	O	2.1.4			
34	Wireless capabilities for WI-Max, LTE, or other equivalent technologies	D	2.1.4			
35	GPS internal card (built in) - Must have external antenna connections. All software and maintenance must be supplied by vendor to interface with AVL dispatch software	O	2.1.4			
36	GPS external device - Must have external antenna connections. All software and maintenance must be supplied by vendor to interface with AVL dispatch software	M	2.1.4			
37	Solid state hard drive 120gb capacity (to be ordered in lieu of standard hard drive)	O	2.1.4			
38	In car, small footprint, thermal printer capable of printing standard sized documents or citations. Pentax Pocket Jet 3 or better thermal printer, with roll type paper. Printer vehicle mount must be included. Printer must be wired into car power supply, and mounted in an accessible position, such as in between seats on the divider	HD	2.1.4			

REQ#	REQUIREMENT (See RFP Section for more detail)	CODE	RFP Section	YES, Y/C,A, NO	REF	Comments
39	In car small footprint scanner capable of scanning a standard sized document. Scanner vehicle mount should be included. Pentax DSmobile 600 Scanner or better mobile scanner. Scanner should be wired into car power supply, and mounted in an accessible position	D	2.1.4			
40	Vendor will reinstall selected units in Houston Fire Department (HFD) vehicles (approximately 400 devices). Installed units will be tested to insure proper function and must have HFD approval before completion	O	2.1.4			
41	Andrea Electronics DA-350 linear multi-element array microphone with Digital Signal Processing (DSP) or equivalent	HD	2.1.2			
42	2D barcode and magnetic card reader mounted on laptop and/or mounting solution	M	2.1.2			
	Software (provided by vendor)					
43	Microsoft Enterprise Package:	M	2.2			
44	Windows 7 64-bit All Lng Upg/SA Pack MVL Platform w/Enterprise (2000 CAL)	M	2.2			
45	Office All Lng Lic/SA Pack MVL Platform (2000 CAL) (Word, Excel, Web Outlook)	M	2.2			
46	Core CAL Client Access Lic All Lng Lic/SA Pack MVL Platform Device CAL (2000 CAL)	M	2.2			
47	Adobe PDF viewer	M	2.2			
48	Internet Explorer 7 or 8	M	2.2			
49	.NET framework version 3.5	M	2.2			
50	Virus Protection	M	2.2			
51	NetMotion Wireless Mobility XE	M	2.2			
52	PGP encryption or equivalent	M	2.2			
53	RSA token or better solution	M	2.2			
54	MS Terminal Server Client Licenses	M	2.2			
55	HPD Current Mobile Applications	M	2.2			
56	Full Integration with current dispatch system (CAD AVL)	M	2.2			
57	All software must be the current version deployed throughout the department	M	2.2			
	Vehicle Mounting					
58	Vehicle mount that unifies the installation of the MCD, Radio, emergency equipment switches, and video equipment into one seamless package. Must fit the standard police vehicle models, including Crown Victoria, Impala, Charger, Tahoe, or other standard police vehicle.	M	2.1.6			
59	Comprehensive installation package for all required equipment; including vehicle mount, docking station, laptop, external antenna's, and any other required equipment installed by the vendor at one of the 15 HPD facilities.	M	2.1.6			

REQ#	REQUIREMENT (See RFP Section for more detail)	CODE	RFP Section	YES, Y/C,A, NO	REF	Comments
60	Removal of existing equipment that will be replaced, and proper disposal of identified items. All hard drives will be scrubbed to prevent any access to those devices.	M	2.1.6			
61	Dual Band Pass thru external antennas (for built in components only)	O	2.1.6			
61	Console and mounting solution (Havis-Sheilds prefered)	HD	2.1.6			
62	Console and mounting solution is modularized	M	2.1.6			
62	Locking docking station for laptop, must not all be the same key	M	2.1.5			
63	Must fit the standard police vehicle models, including Crown Victoria, Impala, Charger, Tahoe, Dodge RAM pickup, or other standard police vehicle	M	2.1.5			
64	Mounting platform must provide flexible movement to permit driver or passenger to operate laptop with ease	M	2.1.5			
65	Mounting platform must have stops in place to prevent laptop interference of driver while in motion	M	2.1.5			
66	Mounting platform and all equipment installed must not interfere with airbag restraint systems operation	M	2.1.5			
67	Power to the equipment installed should be integrated into the car power system with sufficient battery back-up and a power management module to initiate an auto-shutdown of the devices connected should battery power reach a minimum point or a selected length of time has transpired since the ignition was shut off	M	2.1.5			
68	Standard police vehicle is expected to change during this project. Proposal must include the costs to modify the design for one model	M	2.1.5			
69	Current standard police vehicle is a Ford Crown Victoria Police Interceptor	M	2.1.5			
70	Docking Station/Port Replicator must have USB and Ethernet connections.	M	2.1.5			
71	Use of the same model of mounting platform on as many vehicles as possible is required for all Ford Crown Victoria Police Interceptors	M	2.1.5			
72	Must have space to mount the Motorola APX7500 radios that HPD will use, siren and emergency light control (Whelen CenCom), and must include two cup holders	M	2.1.5			
73	Design, components, and installation must be the same as the Harris County Sheriff deploys or better.	M	2.1.5			
	Vehicle Mounting Solution Only Option					
74	The proposal shall include and price separately, an option to install the mounting platform and docking station on additional vehicles	HD	2.1.9			
75	Vehicles will be similar make and model listed previously	HD	2.1.9			
76	Quote for quantities of 100 vehicles should be provided	HD	2.1.9			

REQ#	REQUIREMENT (See RFP Section for more detail)	CODE	RFP Section	YES, Y/C,A, NO	REF	Comments
77	All equipment except for the Mobile Computing Device would be installed and tested prior to completion	HD	2.1.9			
	Installation					
78	Vendor must provide a comprehensive Mobile Computing Solution	M	2.1.6			
79	Vendor will remove old equipment as directed and secure for reuse or disposal as directed.	M	2.1.6			
80	Vendor will consolidate removed equipment, inventory equipment, and optionally reinstall selected units in Houston Fire Department (HFD) vehicles (approximately 400 devices). Installed units will be tested to insure proper function and must have HFD approval before completion	M	2.1.6			
81	Vendor will dispose of old equipment as directed and will follow HPD security procedures for "cleaning" hard drives	M	2.1.6			
82	Laptops must be installed with all required hardware and software	M	2.1.6			
83	Installation may require leaving existing RDLAP modem installed, or reinstalling the modem in the new console	Ok	2.1.6			
84	Vendor warranty must be provided to mitigate installations not satisfactory to HPD	M	2.1.6			
85	All installations will be tested with a "working" device and signed off by HPD before being released to the field	M	2.1.6			
86	All wiring/cable runs will be enclosed in conduit style enclosures	M	2.1.6			
87	The proposal shall include and price separately, an option to install new Motorola APX equipment with MCD equipment	M	2.1.6			
88	Successful implementation of equipment in all vehicles must be completed by January 1, 2012	M	2.1.6			
89	Installation will be completed at selected HPD division stations. It will be the vendor's responsibility to transport all required hardware, parts, tools, and resources to installation sites	M	2.1.6			
90	Vendor will provide detailed installation plan, vehicle installation design, power consumption estimate, and a vehicle install schedule that must be approved by HPD before commencing installation	M	2.1.6			
91	The following types of installations must be addressed in the proposal:	M	2.1.6			
92	o Removal from existing vehicles	M	2.1.6			
93	o Installing in vehicles being changed out	M	2.1.6			
94	o Installing in a new vehicle – brand new installation	M	2.1.6			
95	o Installation of removed HPD units in HFD vehicles	M	2.1.6			
96	Comprehensive maintenance package (9x5 minimum 7am – 5pm) for all required equipment; including vehicle mount, docking station, laptop, external antenna's, and any other equipment installed by the vendor at the identified HPD facilities.	M	2.1.7			
97	Expanded coverage to 24x7 maintenance solution	O	2.1.7			

REQ#	REQUIREMENT (See RFP Section for more detail)	CODE	RFP Section	YES, Y/C,A, NO	REF	Comments
98	Phone support available	M	2.1.7			
99	All equipment installed by vendor to be covered under warranty	M	2.1.7			
	Miscellaneous					
100	Vendor and all sub-contractors must pass HPD security procedures, and all on-site personal must clear finger print and background check.	M	2.1.3			
101	Warranty support for minimum (3) year period for all installed equipment, software, and services	M	2.1.1			
102	Warranty support for additional one (1) year period (years 4+) for all installed equipment, software, and services	M	2.1.1			
	Phase IIa - Web-Enable all MDC Legacy Software					
103	The proposer must "web-enable" all identified applications (limited to 12) to allow them to successfully run over a wireless air card connection within the following boundaries:	M	3.1			
104	All legacy applications and interfaces must be operational on the new devices. This includes CAD, MDC, Data Works, communications, and all other applications used by the officers today	M	3.1			
105	HPD does not want the applications rewritten due to time constraints at this time	M	3.1			
106	HPD resource will identify all required legacy applications (approximately 12)	M	3.1			
107	Allow additional capacity to web-enable 6 application not identified at the start of the project	M	3.1			
108	Most 3rd party tools/utilities can be used to enabled these applications, but any licensing, keys, etc. must be provided by the vendor	M	3.1			
109	A quote per application would be preferable over a total quote, which would allow HPD to make choices should cost be an issue	M	3.1			
110	Testing with HPD resources is required	M	3.1			
111	Testing will be completed on a production configured device, and will be completed using a wireless connection	M	3.1			
112	Performance testing must be completed to insure the 1800 devices and applications will work within the guidelines desired	M	3.1			
113	Once approved by HPD, the "Web-Enabled" applications will be made part of the hard drive image to be deployed to all devices.	M	3.1			
114	Installation and configuration documentation must be provided	M	3.1			
115	All identified legacy software must be enable, tested, and running by the start of the new device installations	M	3.1			

REQ#	REQUIREMENT (See RFP Section for more detail)	CODE	RFP Section	YES, Y/C,A, NO	REF	Comments
116	Technologies such as Application Virtualization can be explored as a viable solution. A proposal to use this type of solution will need to be approved by HPD in order to implement, any licensing/costs must be provided in the proposal.	M	3.1			
117	Vendors may, if necessary, provide a "client" based system, but must justify the reasoning	M	3.1			
118	The current MDC client software performs dispatching, reporting, and look-up features using RDLAP technology, and is one of the most critical components used by officers. The vendor must assume responsibility to insure this application operates with the proposed solution using a wireless air card to provide officers the same functionality currently used until January 2012 when the new mobile client is migrated to production	M	3.1			
	Phase IIb - Web-Enable all MDC Legacy Software					
119	An HPD portal is to be created that will allow the officers to easily access the applications they require. The general requirements of the portal are:	HD	3.2			
120	· Web Based design, with menu style selections	HD	3.2			
121	· Easy to navigate	HD	3.2			
122	· Easy to use	HD	3.2			
123	· Easy to view on the MCD	HD	3.2			
124	· Installation and configuration documentation must be provided	HD	3.2			
125	· User documentation/On-line help must be provided	HD	3.2			
126	· Bandwidth requirements must be such that it will work quickly on a wireless air-card connections currently deployed at HPD	HD	3.2			
127	· Design of portal to be approved by HPD before coding can start	HD	3.2			
128	· Any 3rd party utilities or tools requiring licensing, keys, etc. must be included in the proposal	HD	3.2			
129	development language	HD	3.2			
	Miscellaneous					
130	Selected vendor shall provide HPD with documentation to include, but not limited to the following: Detailed hardware make & models provided, hardware installation and troubleshooting guides, hardware user guides for provided equipment.	M	4.1.1			
131	**HPD will identify staff that will need training on the general use of the hardware and software. Selected IT staff will be trained on managing and maintaining the solution. The initial training will include the following:**	M	4.1.2			
132	· Installation of hardware/software system in its expected final configuration	M	4.1.2			

REQ#	REQUIREMENT (See RFP Section for more detail)	CODE	RFP Section	YES, Y/C,A, NO	REF	Comments
133	· An introduction to the new hardware and software	M	4.1.2			
134	· Group and Divisional Training	M	4.1.2			
135	· Flexible individual training	M	4.1.2			
136	· Floating training time in specified areas	M	4.1.2			
137	· Training manuals and any course materials	M	4.1.2			
	Acceptance Testing					
138	**Collaborative testing will be performed by HPD staff and selected vendor.**	M	5			
139	· Test vehicles will be installed with the production configuration of hardware and software. These vehicles will be distributed so that all division can use the new configuration to test in a real-time mode.	M	5			
140	· The selected vendor shall test the functionality of the hardware and software in all divisions with the HPD resources.	M	5			
141	· Acceptance will be determined by evaluating the failed Acceptance Testing document. HPD will provide final approval to proceed with existence of known functional issues or bugs if HPD so desires.	M	5			
142	· HPD initial acceptance testing is expected to run approximately 4-6 weeks. If there are functional variations in the solution identified during Acceptance Testing, the variations will need to be addressed and acceptance testing restarted.	M	5			
143	· HPD resources will create and provide to the vendor the Acceptance Test Plan, and the Acceptance Testing document	M	5			