



CITY OF HOUSTON

Administration and Regulatory Affairs Department
Strategic Purchasing Division

Annise D. Parker
Mayor

Calvin D. Wells, Deputy Director
City Purchasing Agent
P.O. Box 1562
Houston, Texas 77251-1562

F. 832.393.8755
<https://purchasing.houstontx.gov>

January 19, 2012

SUBJECT: Letter of Clarification No. 2
Smartphone Applications for 3-1-1 Helpline

REFERENCE: RFP No.: S17-T24178

TO: All Prospective Respondents

This Letter of Clarification is issued for the following reasons:

• **To provide the following information:**

1. Page 1, item "Pre-Proposal Conference" has been revised to add conference call bridge number. All prospective respondents can participate in the conference call only pre-proposal meeting scheduled for Thursday 1/19/2012 at 4:00 PM via conference call bridge telephone number 832-395-1387. Remove Page 1 and replace with attached Page 1 marked Revised – January 19, 2012.

2. Page 2, item 4.0, "ADDITIONAL INFORMATION AND SPECIFICATION CHANGES" has been revised to read as follows:

4.1 Requests for additional information and questions should be addressed to the Administration and Regulatory Affairs Department, Strategic Purchasing Division Buyer, Murdock Smith III, telephone: 832.393.8725, fax: 832.393. 8759, or e-mail (preferred method to): murdock.smith@houstontx.gov, no later than ~~Thursday, January 19, 2012~~ Friday, January 20 at 12:00 p.m. CST. The City of Houston shall provide written response to all questions received in writing before the submittal deadline. Questions received from all Offeror(s) shall be answered and sent to all Offeror(s) who are listed as having obtained the RFP. Offeror(s) shall be notified in writing of any changes in the specifications contained in this RFP. Remove Page 2 and replace with attached Page 2 marked Revised – January 19, 2012.

3. Page 12, item 8.0 "PROCUREMENT TIMELINE/SCHEDULE" has been revised to read as follows:

<u>8.2 EVENT</u>	<u>DATE</u>
Date of RFP Issued	January 13, 2012
Pre-Proposal Conference	January 18, 2012 <u>January 19, 2012</u>
Questions from Proposers Due to City	January 19, 2012 <u>January 20, 2012</u>
Proposals Due from Offeror(s)	January 27, 2012
Notification of Intent to Award (<i>Estimated</i>)	February 7, 2012
Council Agenda Date	February 15, 2012
Contract Start Date (<i>Estimated</i>)	February 22, 2012

Remove Page 12 and replace with attached Page 12 marked Revised – January 19, 2012.

4. Page 21, item 2.0 "Selection Process" has been revised to remove evaluation criteria 2.1.6 "~~Other features~~" that was added in Letter of Clarification No. 1 and add "2.1.6 Other Consideration". Remove Page 21 and replace with attached Page 21 marked Revised – January 19, 2012.

Partnering to better serve Houston

**LETTER OF CLARIFICATION 1
SMARTPHONE APPLICATIONS FOR 3-1-1 HELPLINE
SOLICITATION NO. S17-T24101**

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. All revisions, responses, and answers incorporated into the Letter(s) of Clarification are collaboratively from both the Strategic Purchasing Division and the applicable City Department(s). It is the responsibility of the respondent to ensure that it has obtained all such letter(s). By submitting a proposal on this project, respondents shall be deemed to have received all Letter(s) of Clarification and to have incorporated them into their proposals.

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

Sincerely,



Murdock Smith III
Senior Procurement Specialist
Strategic Purchasing Division
832-393-8725

Attached Revised Page: 2, 21

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CITY OF HOUSTON, TEXAS

NOTICE OF REQUEST FOR PROPOSAL (RFP)

SOLICITATION NO.: S17-T24178

STRATEGIC
PURCHASING DIVISION
"PARTNERING TO
BETTER SERVE
HOUSTON"

NIGP CODE:

915-79

SOLICITATION DUE
DATE/TIME:

January 27, 2012 at 2:00 P.M., CST

SUBMITTAL LOCATION:

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

DESCRIPTION:

SMARTPHONE APPLICATIONS FOR THE 3-1-1 HELPLINE

PRE-PROPOSAL
CONFERENCE:

Date	Time
January 18, 2012	4:00PM
January 19, 2012	

Location
SPD, 901 Bagby,
Conference Rm. 1
(Lower Level), Houston,
TX 77002

CONFERENCE CALL
BRIDGE TELEPHONE NO.
832-395-1387

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

Solicitation Contact Person:

Murdock Smith III

Name

murdock.smith@houstontx.gov

E-Mail Address

City Purchasing Agent

1-13-2012

Date

SPECIAL INSTRUCTIONS TO OFFEROR(S)
SOLICITATION NO. S17-T24178

1.0 SUBMITTAL PROCEDURE:

- 1.1 Seven (7) copies of the Proposal, including one (1) printed original signed in BLUE ink, and additional two (2) electronic CD copies are to be submitted in a sealed envelope bearing the assigned Solicitation Number, located on the first page of the RFP document to:

City Secretary's Office
City Hall Annex
900 Bagby
Houston, Texas 77002

- 1.2 The deadline for the submittal of the Proposal to the City Secretary's Office is no later than the date and time as indicated on the first page of the RFP document. Failure to submit the required number of copies as stated above may be subject for disqualification from the Proposal process.
- 1.3 Respondents may elect to either mail or personally deliver their Proposals to the City Secretary's Office.
- 1.4 The City of Houston shall bear no responsibility for submitting responses on behalf of any Offeror. Offeror(s) may submit their Proposal to the City Secretary's Office any time prior to the stated deadline.

2.0 PROPOSAL FORMAT:

- 2.1 The Proposal should be electronically generated, and the printed original signed in ink. They should not be submitted in elaborate or expensive binders. Legibility, clarity, and completeness are important and essential.
- 2.2 The Proposal must be signed by an individual(s) legally authorized to bind the Offeror(s), and must contain a statement that the Proposal and the prices contained therein shall remain firm for a period of one hundred-eighty (180) days.

3.0 PRE-PROPOSAL CONFERENCE:

- 3.1 A Pre-Proposal Conference will be held at the date, time, and location as indicated on the first page of the RFP document. Interested Offeror(s) should plan to attend. It will be assumed that potential Offeror(s) attending this meeting have reviewed the RFP in detail, and are prepared to bring up any substantive questions not already addressed by the City.

4.0 ADDITIONAL INFORMATION AND SPECIFICATION CHANGES:

- 4.1 Requests for additional information and questions should be addressed to the Administration and Regulatory Affairs Department, Strategic Purchasing Division Buyer, Murdock Smith III, telephone: 832.393.8725, fax: 832.393. 8759, or e-mail (preferred method to): murdock.smith@houstontx.gov, no later than Thursday, ~~January 19, 2012~~ January 20, 2012 at 12:00 p.m. CST. The City of Houston shall provide written response to all questions received in writing before the submittal deadline. Questions received from all Offeror(s) shall be answered and sent to all Offeror(s) who are listed as having obtained the RFP. Offeror(s) shall be notified in writing of any changes in the specifications contained in this RFP.

5.0 LETTER(S) OF CLARIFICATION:

- 5.1 All Letters of Clarification and interpretations to this Solicitation shall be in writing. Any Letter of Clarification(s) or interpretation that is not in writing shall not legally bind the City of Houston. Only information supplied by the City of Houston in writing or in this RFP should be used in preparing Proposal responses.
- 5.2 The City does not assume responsibility for the receipt of any Letters of Clarification sent to Offeror(s).

SPECIFICATIONS / SCOPE OF WORK
SOLICITATION NO.: S17-T24178

6.1 Designation as a City Business or Local Business

6.1.1 To be designated as a City or Local Business for the purposes of the Hire Houston First Program, as set out in Article XI of Chapter 15 of the Houston City Code, a bidder or proposer must submit the **Hire Houston First Application and Affidavit (“HHF Affidavit”)** to the Director of the Mayor’s Office of Business Opportunities and receive notice that the submission has been approved prior to award of a contract. Bidders are encouraged to secure a designation prior to submission of a bid or proposal if at all possible.

6.1.2 **Download the HHF Affidavit** from the Office of Business Opportunities Webpage at the City of Houston e-Government Website at the following location:

www.houstontx.gov/obo/moreforms/hirehoustonfirstaffidavit.pdf

6.1.3 Submit the completed application forms to: Mayor’s Office of Business Opportunity, One Stop Business Center, 900 Bagby St., Public Level, Houston, TX 77002 or Applications may be submitted via e-mail to HHF-MOBO@houstontx.gov or faxed to 832.393.0952.

6.2 Award of Procurement Pursuant to a Request for Proposal, Best Value Solicitation or Alternative--- Pursuant to Chapter --- of the Local Government Code

6.2.1 IN EVALUATION OF A PROPOSAL SUBMITTED UNDER ANY OF THE ABOVE PROCUREMENT METHODS, THE CITY SHALL AWARD EXTRA POINTS EQUAL TO

- **THREE PERCENT** OF THE TOTAL EVALUATION POINTS AVAILABLE TO A “LOCAL BUSINESS,” AS DEFINED IN SECTION 15-176 OF THE CITY OF HOUSTON CODE OF ORDINANCES, AND
- **FIVE PERCENT** OF THE TOTAL EVALUATION POINTS AVAILABLE TO A “CITY BUSINESS ,”AS DEFINED IN SECTION 15-176 OF THE CITY OF HOUSTON CODE OF ORDINANCES
- UNLESS THE USER DEPARTMENT DETERMINES THAT AN AWARD TO THE LOCAL OR CITY BUSINESS WOULD UNDULY INTERFERE WITH CONTRACT NEEDS, AS PROVIDED N SECTION 15-181 OF THE CODE.

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 and estimated completion dates and times for this Request for Proposal (RFP).

<u>EVENT</u>	<u>DATE</u>
Date of RFP Issued	January 13, 2012
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Contract Start Date (<i>Estimated</i>)	February 22, 2012

EVALUATION AND SELECTION PROCESS SOLICITATION NO.: S17-T24178
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1.0 EVALUATION SUMMARY:

1.1 An evaluation committee will develop a short list of Offeror(s) based upon the initial review of each Proposal received. The short listed Offeror(s) may be scheduled for a structured oral presentation, demonstration and/or interview. Such presentations will be at no cost to the City of Houston. At the end of the oral presentation, demonstration and/or interview, the evaluation of the short listed Offeror(s) will be completed. However, the evaluation committee reserves the right to issue letter(s) of clarity when deemed necessary to any or all Offeror(s). The oral presentations, demonstrations and/or interview may be recorded and/or videotaped.

2.0 SELECTION PROCESS:

2.1 The award of this contract(s) will be made to the respondent(s) offering the response which best meets the needs of the City. The City may make investigations, as it deems necessary, to determine the capabilities of the Offeror(s) to create, modify and implement the required application modules. The Offeror(s) shall furnish to the City such data as the City may request for this purpose. The City reserves the right to reject any offer if the evidence submitted by or the investigation of the Offeror(s) fails to satisfy the City or the Offeror(s) is deemed unqualified to provide the services contemplated. Each Proposal will be evaluated on the basis of the following evaluation criteria that are listed in order of importance below:

2.1.1 Functional Requirements and Technical Requirements

2.1.2 Implementation, Support, and Customization

2.1.3 Cost

2.1.4 Expertise/Experience/Qualifications

2.1.5 Conformance to RFP Requirements

~~2.1.6 Other Features~~ Other Considerations

* Hire Houston First Preference Points (City Business = five (5) extra percentage points or Local Business = three (3) extra percentage points and Non-City and Non-Local Business will receive zero (0) extra percentage points).

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LETTER OF CLARIFICATION 1
SMARTPHONE APPLICATIONS FOR 3-1-1 HELPLINE
SOLICITATION NO. S17-T24101

END OF LETTER OF CLARIFICATION 2

Partnering to better serve Houston

Council Members: Helena Brown Jerry Davis Ellen Cohen Wanda Adams Mike Sullivan Al Hoang Oliver Pennington Edward Gonzalez
James G. Rodriguez Mike Laster Larry Green Stephen C. Costello Andrew Burks Melissa Noriega C.O. "Brad" Bradford
Jack Christie **Controller:** Ronald C. Green