



CITY OF HOUSTON
Administration and Regulatory Affairs Department
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June 18, 2012

SUBJECT: Letter of Clarification No. 1 – Interview Room Expansion
Project for the Houston Police Department

REFERENCE: Request for Proposal No. S33-T24296

TO: All Prospective Proposers:

This Letter of Clarification is issued for the following reasons:

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

Question: What type of cameras will need to be quoted? Zoom, analog, IP?

Answer: The City will utilize existing cameras and microphones as much as possible, otherwise analog cameras.

Question: Number of Microphones per room

Answer: One

Question: Conduit per camera and microphone= does the existing rooms have conduit or can plenum cable be used?

Answer: The City will utilize existing cable when possible. Conduit or plenum is to be used only if there are situations that require it.

Question: Will the software be installed on an application server, SQL database of a SQL server and will the videos be stored on a storage server?

Answer: Yes

Question: Does the product need to be able to record a video on the DVR and the desktop of the PC starting the interview for long interviews simultaneously?

Answer: Yes

Question: Does the PD require that the product allow starting the interview from the door of the interview room allowing the interviewer be immediately assigned the interview?

Answer: This is not required. If you would like to quote as an option you may do so.

Question: Does the PD want the function of allowing other depts. to view the interviews of other depts. and make their own annotations during the live interview?

Answer: Yes, but only when access is granted through the systems security.

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Question: Since Texas is going to require certain interviews to be recorded from start to finish, which can be 10 hrs +, does the Houston PD want the system to “chunk” the video by 2 hours with a 15 second overlay?

Answer: Yes

Question: Do you have drawings exhibiting the location of the DVR, camera and microphones per room and location between the items?

Answer: No – site visit can be scheduled if needed. Please contact Pat Cheesman at 713-247-8545.

Question: Do you know the footage between the cameras/microphones and the DVR.

Answer: No, but it will generally be in an adjacent room.

Question: a. Do you know if the installation calls for conduit, if so how many rooms require conduit?
b. How many feet of conduit?
c. If conduit is not required, how many rooms will utilize standard cable and how many will utilize Plenum?

Answer: Contractor will be advised to use existing cable; if not then determine what is needed for a, b and c.

Question: Where are the locations of the firewalls?

Answer: Will be provided upon contract award.

Question: Will the HPD provide access thru the firewalls or will the contractor have to contract with a special cabling organization to pierce the firewall? (*Firewalls are still in question regardless of conduit or cable*).

Answer: If needed, cable should go around the firewalls.

Question: The RFP states in section 1.3 that HPD will provide all specific hardware and infrastructure. Will HPD provide all equipment proposed including cameras, microphones, etc.?

Answer: The hardware and infrastructure that HPD will provide is the backend (app servers, SQL database servers, etc). Existing cameras and microphones should be utilized as much as possible.

Question: Section 5.1, bullet 7 refers to a zoom and stationary camera. Does HPD want 1 or 2 cameras in each interview room?

Answer: Yes

Question: Does HPD desire covert or covert cameras?

Answer: Covert

Question: Section 5.2, bullet 1 requires the system to support Microsoft SQL database. Does HPD have an existing Microsoft SQL license that can be leveraged?

Answer: Yes

Question: Section 5.3, bullet 5 says the System Administrator needs to be able to monitor and manage multiple DVDs at multiple locations from their remote console. Is this requirement supposed to say monitor and manage multiple rooms instead of multiple DVDs?

Answer: This Section has been revised. See revised page 16 attached.

Question: Section 5.6, Data Archiving Requirements says the system will record the AV to the local hard disk and automatically archive to an external storage location. Does this requirement indicate that HPD wants the video from all locations to be centrally stored in one location?

Answer: Yes

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- **To Revise the solicitation as follows:**

1. Page 16, Section 5.3, bullet number 5 has been revised to read as follows:

"The System Administrator needs to be able to monitor and manage multiple DVR's and rooms at multiple locations from their remote console".

Remove Page 16 and replace with the attached Page 16 marked Revised - June 18, 2012.

2. Page 18 and 19, Section 8.3 has been removed in its entirety and should be revised to read as follows: "Reserved."

Remove page 18 and 19 and replace with the attached Page 18 and 19 marked Revised - June 18, 2012.

When issued, Letter(s) of Clarification shall automatically become a part of the proposal 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 proposers to ensure that it has obtained all such letter(s). By submitting a proposal on this project, proposers shall be deemed to have received all Letter(s) of Clarification and to have incorporated them into this proposal.

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

Sincerely,



Senior Procurement Specialist
Strategic Purchasing Division
832-393-8733

DM

END OF LETTER OF CLARIFICATION NO. 1

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SPECIFICATIONS / SCOPE OF WORK

SOLICITATION NO.: S33- T24296

5.0 AV EQUIPMENT REQUIREMENTS

5.1 System Requirements:

- The system will allow authorized users to operate the system from any computer on the network without a license fee, provided appropriate network privileges are in place. The system should use Microsoft Internet Explorer to view and operate the system. The software must be able to be deployed to an unlimited number of personal computers (PC's) on the network without a fee.
- The system will consist of an internet capable DVR with direct connection to cameras and microphones.
- The system will allow users to access AV from anywhere on a Local Area Network (LAN), Wide Area Network (WAN), VPN, through the Internet, or any external digital media device (USB hard drive, SD card, USB Flash drive, CD, DVD).
- The system will support Microsoft Active Directory to include unique security accounts allowing operators to access with specified functionality.
- The system will not require a separate, dedicated PC workstation to administer or maintain the replay recordings.
- The system will have recording, playback, annotation, burn, redaction, transcription, automatic purge, and audit trail features built-into the case management system.
- The system will work with analog and digital cameras. The zoom camera and stationary camera will be available. The cameras will be on an independent video feed by each camera.
- The system will have the capability to add an unlimited number of rooms, if needed, at a later time and date, at any location that has an IP address and access to the network.
- The product will have a client deployment package that allows an unlimited number of PC's to be installed across the network from one location over the network.
- The system will have a built-in burn feature to copy interviews to removable media. In addition to recorded interviews, the system will allow foreign, imported pictures, documents, or videos to also be burned onto removable media.

5.2 Case Management Requirements:

- The system will keep track of interviews and case data in a fully qualified Microsoft SQL compliant database.
- The system is capable of storing video and audio files, along with pictures, and documents that have been generated outside of the interview. This information should be in a case management system format that allows for this information to be retrieved.
- The system database will have customizable fields based on the users and HPD Divisional needs. The system will have the ability to customize roles and add persons involved in the interview, i.e. suspect, victim, witness, etc.
- The system will have a search function to easily find interviews and case information from any PC on the system.

5.3 Security Requirements:

- The system will allow for the custodian of a case to "lock" a case and assign selected users that can only access the case.
- The system will provide the capability of assigning users to HPD Divisions so that a user can only see recordings in that Division. The system will have the ability to have an unlimited number of Divisions and users. The system will have a privacy button to allow users to selectively prevent anyone viewing high profile interviews in the department.
- The system will offer the option to only allow the System Administrator or users with administrator rights the capability of deleting recordings from the storage media.
- The system will have an audit trail of all users on all uses of the system.
- ~~• The System Administrator will be able to monitor and manage multiple DVDs at multiple locations from their remote console.~~
- The System Administrator needs to be able to monitor and manage multiple DVR's and rooms at multiple locations from their remote console.

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7.0 IMPLEMENTATION SERVICES

7.1 The proposal will include all removal and installation activities for the new devices and related equipment including the following tasks:

- The Vendor will include a pre-installation owner checklist that covers hardware, software and staffing levels that HPD will provide.
- The Vendor will provide a list of corporate and technical reference contacts for all AV systems implemented within the past three years utilizing the same software version that is proposed for HPD. The provided references will include a synopsis of work provided to each referenced client and include costs, start and completion dates, and will identify the implementation personnel (if any) being proposed for the HPD task who participated in the references task. The HPD Evaluation Team reserves the right to contact previous customers not specifically provided.
- The Vendor will identify a single individual who will serve as the primary point of contact for the implementation services.
- The Vendor will not change proposed project team personnel for which a resume is submitted without notifying the HPD Project Manager in writing within thirty (30) calendar days of the intended change. The HPD Project Manager will have the right to reasonable prior approval of any proposed project team personnel changes.
- The Vendor will remove old equipment as directed and secure for reuse or disposal as directed by HPD.
- The Vendor will mount all cameras and microphones in room locations as designated by HPD.
- The Vendor will dispose of old equipment as directed and will follow HPD security procedures.
- A Vendor warranty will be provided to mitigate installations not satisfactory to HPD.
- All wiring/cable runs will be enclosed in conduit style enclosures.
- All DVRs will be connected to a LAN server for archiving requirements.
- Installation will be completed at selected HPD division stations. It will be the Vendor's responsibility to transport and securing all required hardware, parts, tools, and resources to installation sites.

8.0 SECURITY

8.1 The Vendor must comply with HPD'S physical and technical security controls to ensure all of the security requirements are met. In addition, all of the Vendor's personnel will adhere to the rules and regulations on site.

8.2 The Vendor will complete the required security documents and have successful approval from HPD and Texas DPS, before the project can begin and before staff can appear on site. No employee can start working at HPD sites or with HPD equipment (in person or remotely) until a national fingerprint based background check is conducted along with the required level of training required by the Texas Crime Information Center and National Crime Information Center. Required documents for vendor and employee completion are listed below:

- Criminal Justice Information Services (CJIS) Security Addendum / Certification signatory page by the Vendor.
- CJIS Security Addendum Certification Sheet signed by each employee requested to have remote access to HPD's network (logical access) or physical unescorted access where criminal justice information may be transmitted, stored, or processed.
- Authorization of Release of Personal Information and Identity Verification Forms in order to conduct background checks for unescorted and or escorted access.
- Training Acknowledgement forms (TCIC/NCIC Practitioner's Course and Security Awareness) video courses.

~~8.3 Security is extremely important to keep HPD's information confidential and to insure protection of the public that HPD serves. Certain processes and procedures will be implemented with any new systems, and the Software Vendor will follow defined processes when working near confidential information. The following will be adhered to:~~

- ~~• Hard drives will have PGP encryption or a comparable method of encrypting the hard drive. All licensing, keys, or required items will be provided by the Vendor.~~

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- ~~An Advanced Authentication solution approved by HPD will be used to support two factor authentication.~~
- ~~All hardware and software, encryption, and security of devices will meet or exceed the CJIS minimum requirements for a wireless device in a non-secured location. "Reserved."~~

8.4 The Houston Police Department is mandated by the CJIS Security Policy, as it is defined by the Federal Government and expanded by the State of Texas, to ensure all regulations are implemented and enforced on all levels. The following link goes to the current CJIS Security Policy requirements for the state of Texas:

<http://www.txdps.state.tx.us/SecurityReview/CJISSecurityPolicyv5.pdf>

If you have any questions on the policy, contact the HPD CJIS Compliance Office or the HPD Project Manager for clarification.

9.0 DOCUMENTATION

9.1 The Vendor will provide HPD with documentation that includes, but not limited to hardware manuals, installation and troubleshooting guides, and hardware user guides for the equipment that will be purchased.

10.0 TRAINING

10.1 HPD will identify staff that will need to be trained on the general use of the hardware and software. The initial training will include the following:

- An introduction to the new hardware and software.
- Group and Divisional Training.
- Flexible individual training.
- Training manuals and any course materials.
- Trainees will be included in the installation activities to experience actual installation processes.

11.0 WARRANTY AND LICENSING

11.1 The Vendor will provide ongoing hardware installation support for a minimum period of 90 days.

11.2 The Vendor will include and describe any warranties or guarantees that are applicable to the offered products and services.

11.3 The Vendor will define in the contract any warranty boundaries. At a minimum, the AV solution will be warranted against deficiencies in functionality and defects in operation for a period of one year from the date of "go-live" acceptance by HPD.

11.4 The Vendor will include pricing for extending the warranty beyond one (1) year in the form of a yearly maintenance agreement.

12.0 MAINTENANCE AND SUPPORT

12.1 The Vendor will provide any contract options offered. This will include the costs for a maintenance contract, as well as what is and is not provided.

12.2 The Vendor will include various levels of maintenance including an option for on-site support within 24 hours of notification for the lifetime of the support contract. All support options will provide upgrades, fixes, and patches at no additional charge to HPD during the period of support.

12.3 The Vendor will fully describe the various methods used to resolve reported problems.