



CITY OF HOUSTON

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February 17, 2014

SUBJECT: Letter of Clarification No. 1
IAD Case Management System for the Houston Police Department

REFERENCE: RFP No.: S33-T24883

TO: All Prospective Respondents

This Letter of Clarification is issued for the following reasons:

1. To provide a response to the following questions:

Question Is the scope of this project is (sic) IAD only?

Response Initial scope is IAD only, but we desire flexibility to deploy the product throughout the department as needed by the divisions.

Question HPD will consider a Software as a Service model (subscription based SaaS), however all software and hardware will be installed behind the HPD firewall on HPD premises.

Response Need further clarification on what you consider a "Service Model"

Question However, referencing #1, the system must pass acceptance with the Chiefs office for replacement of their system, or use by them, and potential for other departments in the future?

Response Yes, we need a system that is flexible enough to be used throughout the department with only configurations by HPD personnel.

Question Conversion of VisiFLOW is required?

Response Yes.

Question Is data migration from VisiFLOW required?

Response Yes.

Question Is image migration (conversion of DMS documents) required?

Response Yes.

Question Conversion of ISynergy is not required at this time?

Response Correct, not at this time.

Question Is Barcode is currently used with VisiFLOW?

Response Yes.

Question Is OCR currently used with VisiFLOW?

Response Yes.

- Question** 1. High Volume Scan is currently used in VisiFlow?
2. How many pages/documents per day are scanned?
- Response** 1. Yes.
2. About 1500.
- Question** Do we know the current VisiFLOW image repository size both in number of documents and actual file storage total?
- Response** About 50,000 images. Images range from 2k to 1.7MB. The total database is about 13 GB in size; however this contains documents from other users, not just IAD.
- Question** 1. Integration points with external systems (RMS, CAD, etc.) are not fully defined at this time. Therefore, it is our understanding you want from us details on what integration methods and abilities we have for performing integrations and data sharing with external systems, rather than specifics on what will actually occur in this project?
2. Will the integration be considered as change request on T&M basis to the proposed solution?
- Response** 1. Yes, describe your interface methodology and types of interfaces you have today, and how HPD might interface to its existing systems.
2. Yes, but include what the rate would be and an estimated number of hours for a standard type interface you have done in the past.
- Question** At this time, no external facing portals are envisioned, but we are invited to define our abilities in this area as part of our proposal?
- Response** Yes, but list it under optional services/functionality.
- Question** At this time, no mobile applications are envisioned, but we are invited to define our abilities in this area as part of our proposal?
- Response** Yes, but list it under optional services/functionality.
- Question** Training is preferred on-site and is preferred as Train-the-Trainer. Estimated 3-4 people from user side, plus IT personnel?
- Response** Yes, allow for up to 6 people to be trained.
- Question** A demo system installation is specified in this bid. Our understanding is that prior to final selection, a fully functional demo system needs to a) be installed on premise, or b) be made available on the web. This is to be a fully functional "test drive" system which is isolated from any other data on which HPD can perform hands-on evaluation and from which Vendor can demonstrate system for HPD, especially IAD and the Chiefs office?
- Response** Yes.
- Question** 1. What is the scope of the expected demo?
2. Question to Todd: can we push to install in the cloud? For onsite installation they will need to have pretty good hardware and admin support available + licenses + travel – which may result in the cost of full project.
- Response** 1. Allows HPD to evaluate functionality of the system to ensure it meets or exceed the requirements.
2. For the demo we could use a remote system to do our evaluation. Keep in mind response time, etc. will be evaluated. The demo system used should give HPD the same look, feel, and response of a production system.
- Question** Recommended hardware specifications are to be provided by vendor. HPD will procure and support said hardware. Vendor will sign-off on said hardware and hardware specifications prior to purchase?
- Response** Yes.
- Question** Travel expenses, if any, will not be the responsibility of HPD and vendor must account for these in their proposal totals. They are not to be detailed separately.
- Response** Yes, HPD does not pay for travel expenses.

- Question** 1. Remote Access during project is acceptable, if all vendor resources with such access are specified in advance and pass required background checks.
2. Remote Access for support purposes is acceptable, if all vendor resources with such access are specified in advance and pass required background checks.
- Response** 1. Yes, any resources accessing must pass CJIS background and agree to terms.
2. Yes, any resources accessing must pass CJIS background and agree to terms.
- Question** Terms such as “faster performance” and “better satisfaction” are used to mean in comparison to current processes, which are mostly manual paper-based processes along with the technology.
- Response** Yes, in general we would like to see response times after save/update below 2 seconds.
- Question** Document Check-in / Check-out:
a. You want an audit of every view or print?
b. You want to see who has accessed the case itself?
c. You want to see who has ownership of a case at any time?
d. You want to see routing history of any case?
e. If someone does a search of the repository, they are considered to have viewed the case from an Audit perspective. If they then “Check-Out” the case, they are taking that case into ownership in their own “queue” or “inbox”. Any others doing a search at that time will see the case is “checked-out” or “owned by” said person but still have ability to view case based on their rights. All documents in said case are also “checked-out” with the case (though only viewable if they have rights). Does this accurately describe what is desired under this requirement?
- Response** a Yes, but only after it has been completed/archived.
b Yes, but only after it has been completed/archived.
c Yes, ideally through a queue.
d Yes, with date & time.
e Yes.
- Question** Does HPD use document annotations (color annotations, text overlay etc.?) now?
- Response** Not currently, but we want this in the new system.
- Question** Would HPD like to use document annotations (color annotations, text overlay etc.?)? For example, making notes on a PDF or image?
- Response** Yes.
- Question** What is the name/brand of the current scanners used at HPD?
- Response** Cannon DR9080C.
- Question** How will be the users entered to the system? Manually created or integration with Active Directory is required?
- Response** Windows Active Directory is the HPD standard.
- Question** Are there any Letter Generation requirements. If so – any estimates on how many templates?
- Response** Yes, about 5 templates. Long term we would like to email these rather than generate and print.
- Question** What is standard client desktop specification?
- a. OS Version.
b. Memory.
- Response** a Windows 7 32-bit Enterprise.
b Minimum 2gb.
- Question** What are standard client desktop monitors as to typical size?
- Response** 19 inch.
- Question** The Background section of the RFP solicitation states that HPD has a need for an enterprise wide Case/Document Management System. Could the City clarify the usage of the system?

For example, is the desired system intended to be a scanned document management system or a case management system that documents the entire investigation electronically from initial tip through case closure (case assignment, report writing, supervisory review and approval of reports)?

- Response** We would like a system that could be used throughout the Houston Police Department (not City) for any work flow/document management business processes.
- The example is correct in how we would use the system.
- Question** 1. Can the City state the number of users (sworn and civilian) who will use the proposed solution, both at go-live and over the span of system lifecycle?
2. Of that user group can the City estimate how many will access the proposed solution concurrently?
- Response** 1. Go-live about 200, long term about 500
2. About 25, we would estimate.
- Question** 1. Is the City and HPD willing to accept a "Train-the-Trainer" approach for product training?
2. Also, can the City estimate how many users require training by the selected vendor for the proposed solution?
- Response** 1 Yes.
2 Approximately 6.
- Question** 1. For this project is there is (sic) a fixed budget or will funding be encumbered based on the cost of the selected solution?
2. If a fixed budget is being used for this project, can the agency state what that amount is?
- Response** 1. Fixed Budget based on proposals.
2. No, budget cannot be published.
- Question** Section 1.1 of Special Instructions describes the number of copies that vendors should provide when responding to the RFP. For printed copies, should vendors provide 1 signed original and 6 copies?
- Response** Vendor should provide 1 signed original copy in blue ink and 6 copies of the signed original
- Question** Section 8.0 of the Proposal Outline describes the contents of the proposal to be submitted by vendors. Should the various items, exhibits, and sections required in the proposal be presented in the order listed in this section? If so, should the technical response to the Scope of Work be the final section in the proposal?
- Response** Yes.
- Question** 1. Similar to the previous question, the Proposal Outline includes the Pricing Form/Fee Schedule within the same outline as the Business/Technical proposal. Does the City wish to have a single proposal document, or should pricing be separated into its own document for evaluation purposes?
2. If the pricing should remain in the same document as the remainder of the proposal, should it be placed immediately after the List of References (as described in the Proposal Outline)?
- Response** 1. Pricing should be separated into its own document
2. Yes.
- Question** Does HPD have the need for the following aspects of Case Management? Analysis of telephone tolls, pin registers, or other communications between targets of investigations and their associates
a. Suspicious Activity Reporting (SAR).
b. Data sharing with other government entities beyond HPD.
c. Property & Evidence Management (documenting Chain of Custody for physical evidence at the agency, tracking current status of individual evidence items, etc.)
- Response** a Yes, and we would like trending analytics to notify when certain thresholds have been encountered.
Ex. An employee having more than 2 complaints against them, etc.
b No.
c Yes.
- Question** 1. Item 5.1.16 in the Scope of Work asks for the ability to barcode documents for ease of use and indexing. Could HPD describe this process as it would relate to a paperless Case Management System as desired in the General Requirements?
2. Would this functionality be required if the proposed solution were electronic and could route investigations and include electronic file attachments for investigative records?

- Response**
- Barcode should print on the document, so that when it is scanned back to the system, the user does not have to enter case/document information, it would use this to find where it needs to store the document (which reduces user errors).
 - The expectation is for the near future, there will always be some paperwork. The goal is to minimize the paperwork.
- Question**
- Items 5.2.8 and 5.2.9 in the Scope of Work reference the ability to interface with CAD, RMS, PRE, and other systems in place at HPD. Do these systems support web service integration or have APIs that can be accessed by third party developers?
 - Also, does the City or HPD have personnel in-house with web service programming expertise?
- Response**
- API's does not exist for this purpose today, that is the scope of this request to produce an API that can get the information required by the application, such as employee information, status, etc.
 - Yes
- Question**
- The Hire Houston First Affidavit is included in this RFP. For vendors who are not headquartered in the Houston area, should this affidavit be completed? If yes, question 2 on page 1 of the affidavit asks the applicant to identify as either a Local or City Business. If out-of-area vendors are to complete this affidavit, how should this question be answered?
- Response**
- You should submit this form only if your company is headquartered in the designated Houston area or you meet the other guidelines listed in the Hire Houston First documents.
- Question**
- Exhibit II for Minority/Women Business Enterprises outlines the participation of MWBE companies or subcontractors in the proposed solution. If the vendor will not use subcontractors and the vendor company is not a MWBE, does this exhibit need to be included in the RFP response? Can vendors in this situation explain the structure of their company and state why they are not MWBE?
- Response**
- All prime contractors are required to make a good faith effort to achieve the 11% M/WBE participation goal.
- All prime contractors are required to submit the requested documents with your RFP response. Otherwise, you will not receive percentage points shown on page 28 of the Terms and Specification document.
- Question**
- Similar to the previous question, Exhibit IX for Conflict of Interest requests information for personnel or businesses with relationships to Houston governmental entities. If the vendor has no relationships to entities, can they state that there are no relationships and not complete this exhibit as displayed? If not, can the City advise how to complete this exhibit for vendors in this situation?
- Response**
- If there are no relationships, feel free to enter N/A on the form.
- Question**
- What are some of the user profiles as mentioned in # 5.1.1?
- Response**
- Administrator, User groups by division (IAD, Chief's Office, etc.), squad (gang, Homicide, etc.), etc.
- Question**
- Please provide some examples of the nature of documents to be stored, accessed, retrieved, and entered in the proposed system, so that we can focus on appropriate features accordingly.
- Response**
- Offense reports, witness statements, physical evidence (pics, videos, etc.), mediation, harassment, etc.
- Question**
- Regarding section 5.1.16 that mentions bar-coding, would you consider a RFID based solutions as well?
- Response**
- Would you like us to address an RFID based solution as an alternative in the bid?
- Response**
- Yes, but list it under optional services/functionality
- Question**
- If data in your access databases is useful to the Proposed IAD Case management system, then it is highly recommended that we convert this data to the new SQL Server database. However if you still have systems using these access databases that you intend to continue to use, then we will have to do a thorough analysis to find the optimal solution. One alternative is that the proposed system also read from the access database directly.
- According to you, will all data be required to be converted from your access databases to the new SQL Server database?
- Response**
- As a future phase we would look to replace the MS Access databases with the new solution. We would look at converting that data during the future phases, not during the initial implementation. Part of the training should include how we could convert data into the new solution.

- Question** Is this a new contract or is there an incumbent contractor?
If there is an incumbent contractor, who is it?
- Response** This is a new contract for case management workflow.
- The department currently has Visiflow for document management purposes. There is no contract with the vendor, which is Vista Solutions – only maintenance for this product.
- Question** If there is an incumbent contractor, are they eligible to bid on the re-compete?
- Response** If our document management vendor would like to send a proposal they can. We would like anyone that can meet the statement of work to place a proposal.
- Question** How many documents in VisiFlow will need to be converted?
- Response** Approximately 50,000.
- Question** How many documents in Isyenergy will need to be converted?
- Response** Not to be converted at this time.
- Question** Will all integration be (sic) between new solution and current solutions be via XML?
- Response** This is up to the vendor.
- Question** How many users currently use the two systems in use?
- Response** About 200.
- Question** How many potential users could use a fully implemented system?
- Response** About 500 or more
- Question** What is the total number of civilian and police in HPD?
- Response** Approximately 6,500.
- Question** Is HPD comfortable with a tiered pricing structure that is based on the number of users?
- Response** Vendor needs to propose the best solution for HPD
- Question** How many current workflows are in place?
- Response** About 25.
- Question** How many workflows are anticipated in new system?
- Response** 100+.
- Question** Please provide us with as many documented workflow examples/samples as possible.
- Response** See Attached document.
- Question** How many cases are in the current system?
- Response** About 55,500.
- Question** How many cases per year are added?
- Response** About 3,400.
- Question** Is HPD looking for an ongoing integration with current systems or full replacement of those systems?
- Response** Full replacement.
- Question** 1. If selected vendor provides the hardware specifications needed for system will HPD directly acquire necessary hardware?
2. Operating system?
3. SQL Server database?
- Response** 1. Yes.
2. Yes.
3. Yes.

Question	What versions of SQL Server are permissible?
Response	2012.
Question	What current scanning devices are in use? Number and Manf/Model?
Response	Cannon DR9080C.
Question	Is HPD interested in replacing these devices a part of the solution?
Response	Yes.
Question	What is the average storage size of an average case?
Response	About 1.5 MB.
Question	Number and name of all known interfaces and applications
Response	As of today, they are manual.
Question	Are you looking for a complete hardware and software solution?
Response	Yes, but hardware will be purchased by HPD separately.
Question	How many groups or departments will use the system? Please name all that are known and anticipated.
Response	Initially IAD, later the Chief's office and all divisions.
Question	How many physical locations will the system be accessed from? Any out of state?
Response	Initially 100, in the future throughout the department facilities. No out of state.
Question	Are there any other law enforcement agencies expected to use the system?
Response	No.
Question	What is your total number of cases in the current system?
Response	55,500.
Question	What is the estimated growth of cases per year?
Response	About 1300 for IAD cases.
Question	How many pages information are associated with the average case?
Response	About 200-300 pages.
Question	How many people will you expect to be accessing the system at any one time?
Response	Initially 10 – 20.
Question	How many people will be accessing the system on a daily bases?
Response	Initially 10 – 20.
Question	How long will you need to keep case information online?
Response	Indefinitely, but should be configurable parameter or process.
Question	Can information be archived?
Response	Yes, but needs to be a configurable parameter or process.
Question	Will there be a need for remote access to the system?
Response	Potentially, but not in the initial phase.
Question	Is there an architecture or platform preference?
Response	Windows.
Question	Will the system be expected to interface with any other system other than the RMS? If so what are they?
Response	RMS (Records Management System), CAD (Computer Automated Dispatch), and PRE (Personnel, Records, Equipment).

Question Is data encryption a requirement?
Response No.

Question What if any are the CJIS requirements for the system?
Response All HPD systems must be CJIS certified, see Section 8.0 on page 12 of the RFP documentation for information related to CJIS, including a link to the documentation.

Question Does user definable workflows mean user configurable?
Response Yes.

Question Should the system have only system administrator configurable user security?
Response Yes.

Question You mention that the Solution shall have the capability to export and convert data into different formats and support OCR, which format, please be specific?
Response PDF is our standard.

Question You mention "check-out & check-in capabilities" for documents Does this mean the document cannot be accessed it is checked out?
Response Yes.

Question The selected contractor vendor shall insure that the solution can interface to the current version implemented of HPD systems such as Northrup Grumman Computer Automated Dispatch (CAD) for call slip/call history information, Payroll, Resource, and Equipment (PRE), etc. Please provide information on Northrup Grumman Computer Automated Dispatch (CAD) architecture or what is the Northrup Grumman Computer Automated Dispatch (CAD)?
Response The CAD system is the main method of dispatching officers to a call using the laptops in the vehicles.

Question Is HPD interested in a demo of an existing system or a demo using that interfaces with the current HPD system?
Response An existing system that allows HPD to exercise the functionality specified in the statement of work. This evaluation will be used to select the finalists.

Question Is there a requirement or need for document generation or only document scanning and import?
Response Yes.

Question What types of end-user client devices will be used (i.e. desktop computers, laptops, tables, smartphones, etc.)?
Response Desktop, laptop, and tablets.

Question Which barcoding standard will be used (i.e. 3 of 9, code 128, etc.)?
Response HPD has no preference; we look to the vendors to provide the best solution.

Question How many users will the solution support?
Response Initially about 200.

Question How many non-HPD users will the solution support, i.e. will any workflow require the solution to support non-HPD personnel access to parts of the solution (such as a portal document submission or receipt)?
Response We do not expect any non-HPD users.

Question Does the HPD have a multi-factor authentication capability within its infrastructure? If so, what technology is being used, i.e. what interface must the solution support?
Response Presently internal machines use Windows Active Directory; multifactor is not presently used on internal machines.

Question How will the RFP response be evaluated for CJIS compliance?
Response The proposed solution must be CJIS certified by Texas DPS, refer to the link on page 12 of the RFP for further information.

Question	1. Does the HPD have retention schedules? 2. Can examples of the types of retention period rules be provided?
Response	1. Presently forever, but this will change as other division use the solution. 2. Presently forever.
Question	How many different security groups will the solution need to support?
Response	Initially 3 -4, but long term could be much more, upwards of 90.
Question	Does HPD have document scanners and scanning software? If so, what kind of scanners and what software are being used.
Response	Yes, Cannon DR9080C.
Question	Does HPD anticipate any process re-engineering as part of this effort? If so, how many processes will be re-engineered and what is their complexity?
Response	This depends on the solution provided; process could be changed to meet a COTS application.
Question	Are the HPD workflows documented? If so, can sample workflows be provided?
Response	Yes, see attached.
Question	How many repositories will be converted? What is the size and characteristics of each repository, e.g. number of documents, storage size, formats of documents, metadata, etc.?
Response	Initially 3 or 4, Oracle, MS Access, Images
Question	This infers that the vendor will be providing hardware; will HPD procure equipment as specified by the vendor that will be located within its data center and other facilities?
Response	Yes, HPD will procure hardware based on vendor approved hardware. HPD has a standard manufacture and style of hardware that we use.
Question	Will HPD accept a train-the-trainer approach?
Response	Yes.
Question	Are you planning to use a fat client or thin client for the proposed IAD case management system?
Response	Preferably web base solution.
Question	Does the proposed system also have a mobile device component to it? If so is there a particular device preference?
Response	Not at the present time, tablets using an air card are expected to be used in the future.
Question	1. Is there an alternative language (for example Spanish) that some of the modules of the system might require? 2. For example those modules that are used by the citizens, if any?
Response	1. No. 2. No requirements at this time.
Question	It was mentioned in the RFP pre bid meeting that HPD was interested in a Fixed Bid contract, would they also consider an annual fee for use of software?
Response	Vendor should propose the best solution for HPD.
Question	If fixed bid, would an annual maintenance fee be ok?
Response	Provide annual maintenance as option.
Question	How soon after contract is awarded and hardware acquired would HPD like to start adding work flows into the system?
Response	As soon as possible.
Question	Is the expectation that all work would be completed within 60 – 90 days of contract awarded? Would there be any penalties if not completed within 180 days of contract award?
Response	Yes, no penalties are expected unless the solution does not meet what was proposed.

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,

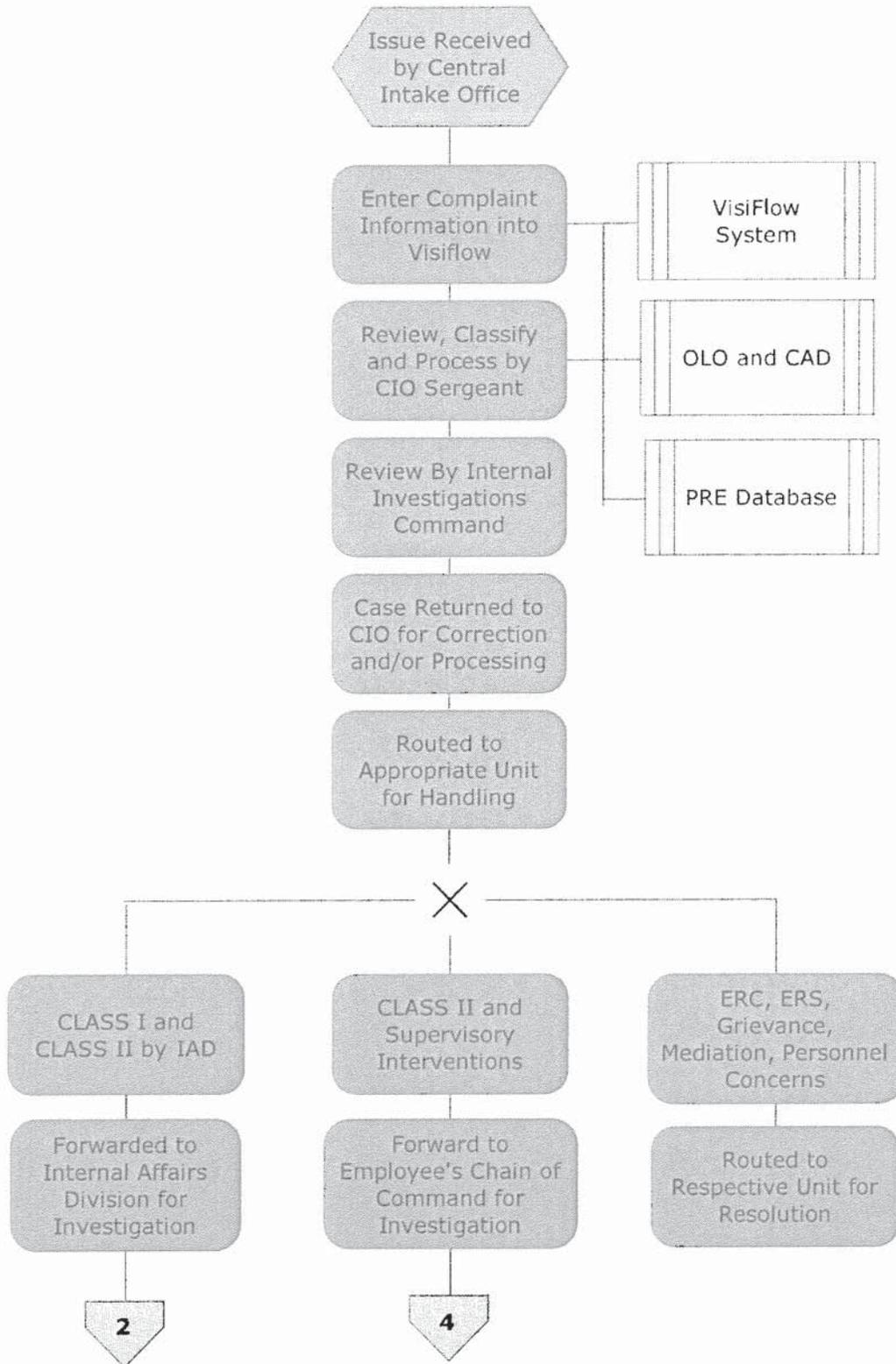


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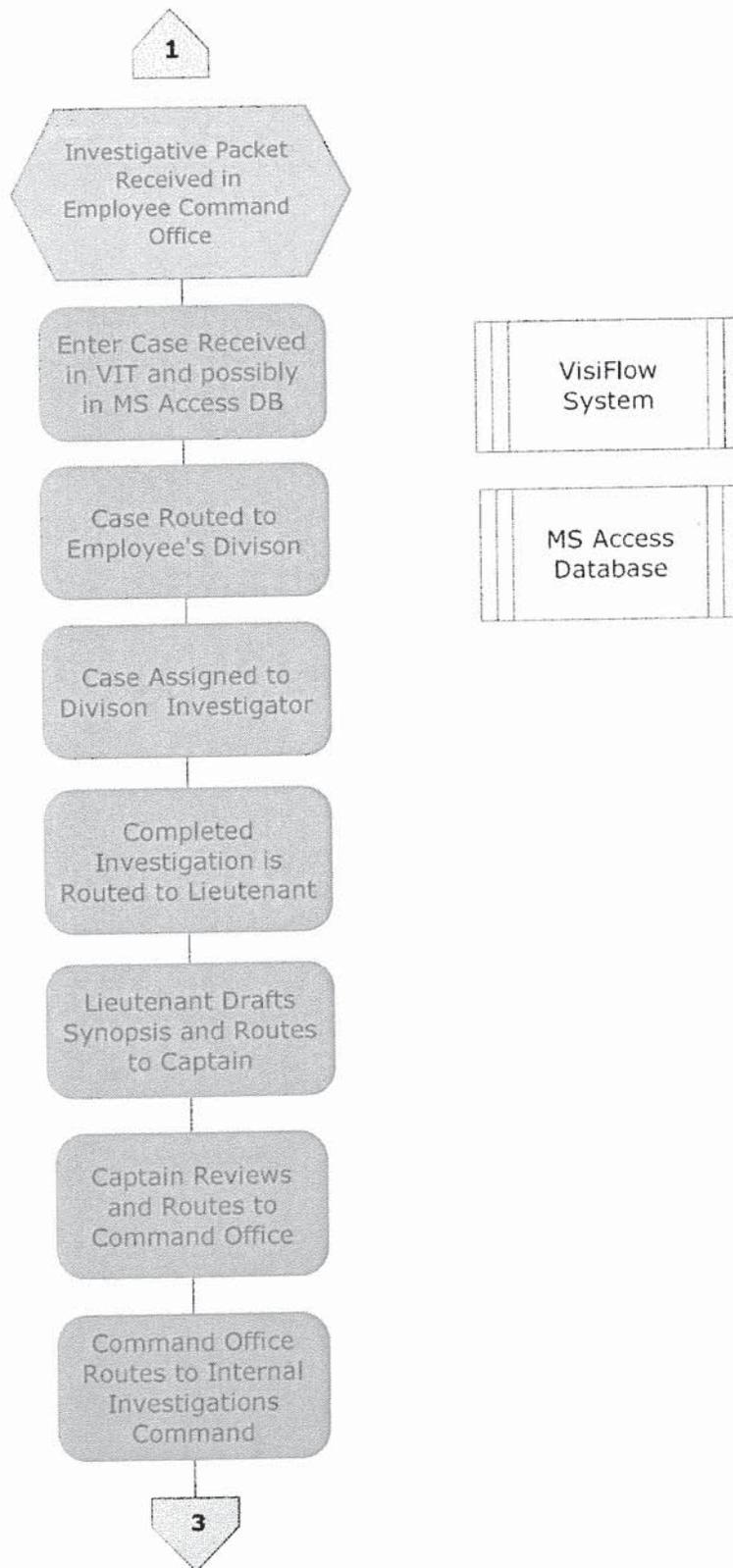
Attachment: Internal Affairs Workflow

END OF LETTER OF CLARIFICATION 1

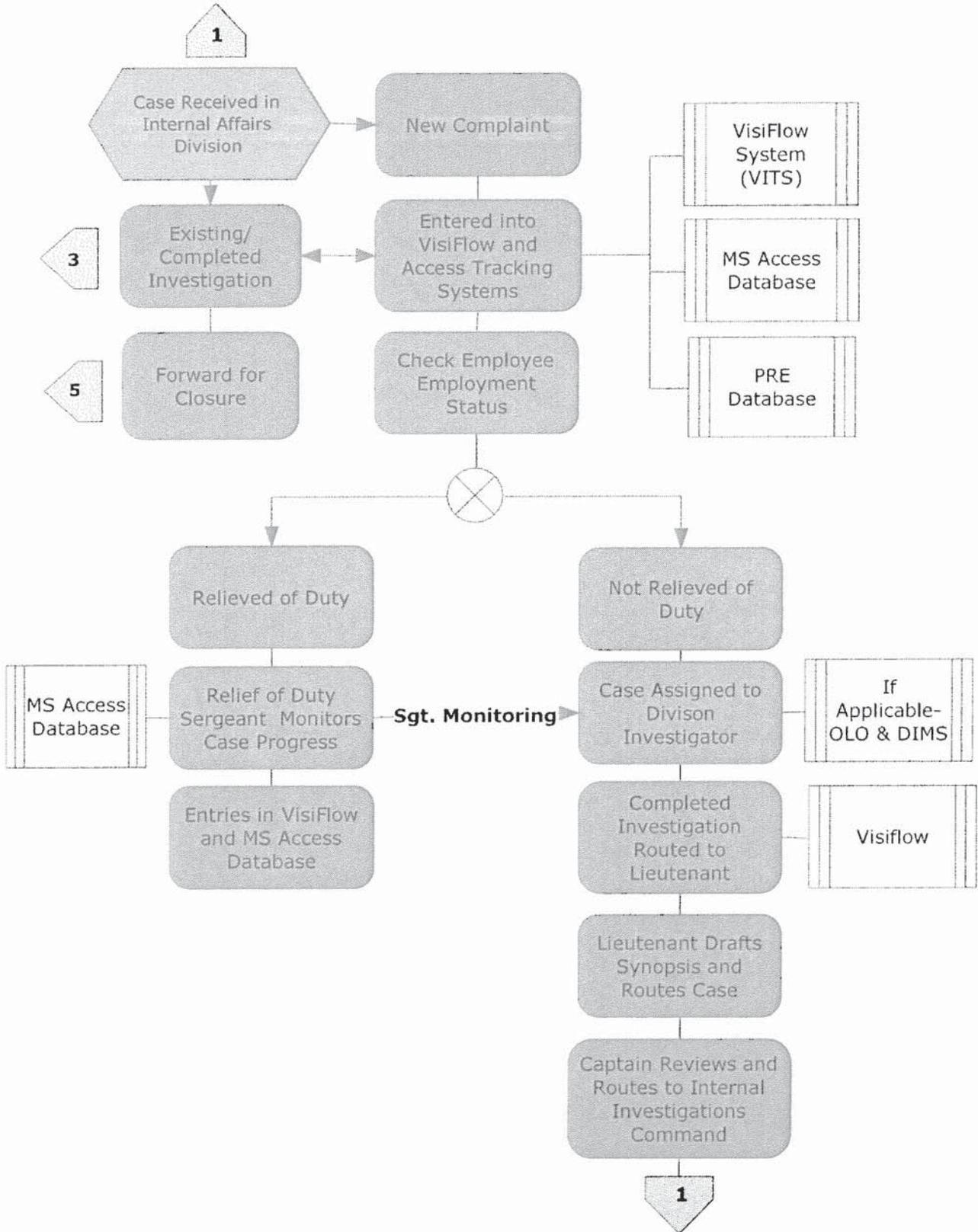
FINAL: Internal Affairs Workflow- Central Intake Office 10/13/09



FINAL: Internal Affairs Workflow- Employee Chain Routing 10/13/09



FINAL: Internal Affairs Workflow- Internal Affairs Division 10/13/09



FINAL: Internal Affairs Workflow-IAD Case Closure Process 10/13/09

