



CITY OF HOUSTON
FINANCE DEPARTMENT
Strategic Procurement Division

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May 23, 2016

SUBJECT: Letter of Clarification No. 3
Portal and Content Management System

REFERENCE: RFP No.: S33-T25645

TO: All Prospective Respondents

This Letter of Clarification is issued for the following reasons:

1. Extend the solicitation due from Thursday, May 26, 2016 at 2:00 p.m. CDT to Thursday, June 2, 2016 at 2:00 p.m. CDT.
2. To provide all prospective respondents with a response to the following questions:

1. **Question** If an MWBE business is awarded the prime contract, is that business still required to have 11% MWBE sub-contractor?

Response Yes

2. **Question** Are there any restrictions on contractor's location for performing the work for this RFP?
Response Contractors may perform some work outside of the Houston area, including outside the state of Texas and the US. However, certain activities may require the contractor to be onsite, such as testing and requirements gathering. Travel costs should be included in the Price Proposal following the city guidelines for reimbursement. In addition the contractor must be registered to do business in the State of Texas and possess the necessary insurance coverages.

3. **Question** Are there any citizenship requirements for the prime or subcontractors working on this project?

Response The City will not sponsor work visas for contractors and employees of the Prime vendor. Citizenship requirements for subcontractors will be dependent upon the policies of the selected Prime vendor. For more information regarding citizenship please visit the following website: <https://www.uscis.gov/us-citizenship>

4. **Question** On the Human Factors Requirements section in page 29 it mentions the User Interface Language Support is for English for the Management Portal but the content publishing language support is for 3 languages including English, Spanish and Vietnamese. Both functions seem to include a management component and seem to be contradictory on the requirement one saying English only and the other requiring 2 additional languages. Can you please clarify the second requirement?

Response The default language of all content is US English. Users should have the ability to display content in Latin American Spanish and Vietnamese.

5. **Question** Is the City of Houston open to the solution being implemented in the Cloud?

Response Yes

Council Members: Brenda Stardig Jerry Davis Ellen R. Cohen Dwight A. Boykins Dave Martin Steve Le Greg Travis Karla Cisneros Robert Gallegos
Mike Laster Larry V. Green Mike Knox David W. Robinson Michael Kubosh Amanda K. Edwards Jack Christie

Controller: Chris B. Brown

6. **Question** Is the City of Houston open to a Managed service solution, meaning implemented in a full SaaS model?
Response Yes
7. **Question** Could you provide the name of the company that wrote the Exhibit VII please?
Response Explorer Digital, Inc.
8. **Question** Can the City clarify whether PDFs are permissible for the electronic versions? Page 11, item 1.0, the end of the second paragraph reads "Electronic copies must be compatible with Microsoft Office 2010." However, it goes on to say that "Proposers that submit content in a PDF format must submit "searchable" PDF files."
Response Proposers may choose the file format(s) used for their electronic proposals. In choosing a format, keep in mind that City computers run on a Windows 7 operating system and are supplied with standard Microsoft Office 2010 suite. If a PDF format is chosen, it must be searchable whenever possible. Electronic proposals with non-compatible files may be deemed unresponsive.
9. **Question** Can the City clarify whether the pricing document and the M/WBE form should go together on a set of flash drives? Or should they each have their own flash drive?
Response The price and MWBE documents can be together on the same flash drive.
10. **Question** Can the City please elaborate how you intend to use INFOR Configurator as described in the RFP: "The HPC intends to leverage the existing "Decision Engine" software (INFOR Configurator). Proposers will analyze software functionality and usability and provide comments and recommendations." Would that be the module used to build the Permitting Wizard, or do you intend to use it for some other purpose?
Response The City no longer intends to use the INFOR Configurator for this project. Proposers may recommend any software to build, configure, and manage the Permitting Wizard. Disregard Part III, Existing Software section in the specifications document.
11. **Question** Can the City provide any documentation for the INFOR software?
Response Documentation of the software will not be provided as the INFOR software will no longer be utilized for this project.
12. **Question** Because of the broad abilities and solutions available, is there a Not To Exceed Budgetary amount?
a. If so, what is that amount to help manage realistic expectations of the proposed solution?
Response Please develop and price your solution(s) based on the requirements listed in the Request for Proposal (RFP).
13. **Question** Is the budget already approved?
Response City council is reviewing the proposed budget for fiscal year 2017, with the expectation that it will be approved.
14. **Question** What is the average growth in volume of contracts and purchase orders to be issued over the next 1, 3, 5 years?
Response Unknown at this time
15. **Question** Is there a desire for this solution to have mobile capabilities?
Response Yes, the solution should be responsive to multiple electronic platforms and display sizes (i.e. tablets, computers, smart phones, iPhone, Android, Windows, etc.)
16. **Question** Is there a desire for a mobile app for these processes and solutions?
Response Yes, the solution should be responsive to multiple electronic platforms and display sizes (i.e. tablets, computers, smart phones, iPhone, Android, Windows, etc.)

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- 17 **Question** Do any of the forms for the instruments require attachments such as pictures, scanned images, or additional files?
Response Yes
- 18 **Question** How many different process owners are there?
Response There are approximately 40 business units from across seven departments which operate at the Houston Permitting Center. The process owners are dependent upon the instrument being sold.
- 19 **Question** Will external users or customers need to have a login and password?
Response Yes, external users or customers will need a login and password in order to access features of the private portal. Refer to page 12 of the specifications document.
- 20 **Question** Is it expected that external users or customers will have their own custom portal page for visibility into their own information?
Response Yes, information displayed in the private portal will be customized to each registered guest. Refer to page 12 of the specifications document.
- 21 **Question** How many customers are expected to interact with this website?
Response Refer to page 26, "Users, Traffic & Transactions" section in the specifications document for user statistics and expected growth.
- 22 **Question** Will this website be required to interact or to be integrated with other external solutions or applications?
Response Yes
- 23 **Question** To help with scoping and any automation needs, how many business processes need to be streamlined in this solution?
Response To be determined
- 25 **Question** How often do these processes change?
Response There is no defined schedule for when processes change.
- 26 **Question** Are these business processes currently documented?
Response Current processes are not fully documented. Refer to the Workflow Index and Instrument Index Appendix D in the specifications document.
- 27 **Question** Is there a need for digital or electronic signatures?
Response Yes
- 28 **Question** Are there compliance requirements such as ADA, PII, or other compliance considerations that should be made?
Response There are compliance requirements for ADA and payment card industry (PCI) which would apply wholly to the City. In addition, there are Criminal Justice Information Services (CJIS) compliance requirements for instruments sold by the HPD's Identity Verification Unit.
- 29 **Question** Will the solution be required to accept payments?
Response System must facilitate online payment of invoices through integration with one or more third-party payment processors. Refer to page 25 in the specifications document for e-commerce requirements.
- 30 **Question** Is this solution expected to assign, monitor, and help with task management regarding the permits, licenses, and instruments? I.e. inspections, expirations, renewals, etc.
Response Yes

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- 31 **Question** What is the expected start date of this project - or is this the same as Contract Start Date?
Response The anticipated contract/project start date is August 1, 2016.
- 32 **Question** What is the target completion date for this project?
Response The target completion date is 12 months after the contract start date. Refer to page 12 in the specifications document and to Part V, section 2.5 in the RFP document.
- 33 **Question** Is there a preference for the location that this project has to be completed?
Response This is subject to negotiation.
- 34 **Question** What technology is the current system built upon?
Response Refer to the existing systems and applications tables in the specifications document (Part III, pages 30-32).
- 35 **Question** Will content need to be migrated from the existing system into the new system?
Response Yes
- 36 **Question** Does the City of Houston have Microsoft SharePoint, or enterprise licensing that can be used for this project?
Response The City has existing licenses to SharePoint and Microsoft Project.
- 37 **Question** Is the solution expected to be hosted internally by the city, or hosted externally?
Response The current intent is to host internally in the PWE virtual environment. Please include hardware requirement specifications.
- 38 **Question** Are there specific technology preferences for this project?
Response The City is making preference to Drupal web CMS as the presentation layer of the redesign. However the City will be open to other technologies. Recommendations should be compatible with existing technologies (refer to pages 30-32 in the specifications document.)
- 39 **Question** Can the solution leverage infrastructure as a service (such as Microsoft Azure), or software as a service?
Response Yes
- 40 **Question** Can you please clarify if we can subcontract a portion of the work in order to meet the MWBE requirement?
Response Yes, you may subcontract a portion of the work in order to meet the MWBE requirements. However, the selected subcontractor must be registered as a certified MWBE contractor with the City of Houston.
- 41 **Question** Is there an expectation of post-implementation support?
Response Yes. Extended maintenance and support services for hardware and software for 3 years with two optional 1-year renewal periods.
- 42 **Question** Out of respect to our existing customers, it is our policy that we do not provide direct customer contacts as references until we have either been short-listed or selected. At this stage we are willing to provide the names of organizations that are our customers. We are more than happy to provide customer contact information at later stages of the procurement process. Please advise whether the City is amenable to this.
Response No. Please see page 14, section 2.8.1

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43 **Question** Re: Proposed Controlled Library: on page 20 of the specifications document, we are advised that "The proposed controlled vocabulary of HPC Instruments is published online at <http://pwedev.houstontx.gov/hpcdev/tematres/instruments/thesauruswebpublisher/>." However, when we attempt to accessed the proposed library, we are confronted with error messages such as "The connection has timed out. The server at pwedev.houstontx.gov is taking too long to respond."

a. Would the City either send a revised URL for the proposed controlled library or make this available as a file on the City's bids site?

Response This link has been reactivated.

44 **Question** Re: Services and Keywords: On page 39 of the specifications document, we find the note "See Reference.xlsx for entire list of Services & Keywords." We have failed to locate a file called "Reference.xlsx" on Houston's Solicitation Files page for this bid (http://purchasing.houstontx.gov/Bid_Display.aspx?id=T25645).

a. Would the City please make this file available to us on the Solicitation Files page for this bid?

Response Please refer to the "Service Reference Guide" found on the solicitation website.

45 **Question** Browser Support – The specifications indicate that the proposed solution must support Internet Explorer (IE) 6+. Our proposed implementation would only support IE 9+, for its support of the responsive design framework included in our solution for external portal users. Internal users would be required to be at IE 10+.

Response Yes, the City will consider updating the requirement for IE support to a more modern standard.

46 **Question** Will City consider any offshore resources for development/support of the application, or all resources should be on site in Houston?

Response Yes, offshore resources may be utilized provided they can meet the requirements outlined in the RFP.

47 **Question** Is the Support needed 24/7 once new application is live ?

Response Yes, extended maintenance and support is needed 24/7.

48 **Question** We understand that there is a need to Integrate new Web portal with other existing applications, does City have a preference on the integration process and/or integration tool to be considered in design?

Response The preferred standard for system integration for PWE applications is RESTful web APIs.

49 **Question** Can City provide the comprehensive list of the existing websites (as mentioned on Page 20 of the Specifications) with the technologies behind those, e.g, Joomla, Drupal, etc.

Response The existing comprehensive list is up-to-date, and presentation level content is actively updated and managed by various department content managers. Aside from the existing PWE eGov and HPC Drupal PWEs, department store fronts like www.houstonburglaralarmpermits.org are windows applications. The template based city web pages have been constructed with HTML5.

www.houstonpermittingcenter.org (Drupal)
www.houstontx.gov/parking/ (HTML5)
www.houstontx.gov/barc/ (HTML5)
www.licensepet.com/houston (HTML5)
www.houstontx.gov/health/Food/index.html (HTML5)
houstontx.gov/fire/permits (HTML5)
www.houstonpolice.org (HTML5)
www.houstontx.gov/specialevents/ (HTML5)
www.houstonplanning.org (HTML5)
www.houstontx.gov/parks/permits.html (HTML5)
apm.activecommunities.com/houstonparks/Home

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www.houstontx.gov/parks/greenspace.html (HTML5)
www.houstonpermittingcenter.org/building-code-enforcement.html (Drupal)
www.houstonpermittingcenter.org/code-enforcement/inspections.html (Drupal)
www.houstonpermittingcenter.org/code-enforcement/sign-administration-and-permits.html (Drupal)
www.houstonpermittingcenter.org/code-enforcement/plan-review.html (Drupal)
www.houstonpermittingcenter.org/code-enforcement/permits-section.html (Drupal)
www.publicworks.houstontx.gov (Drupal) (Drupal)
www.publicworks.houstontx.gov/pds/index.html (Drupal)
www.publicworks.houstontx.gov/pds/cityengineer.html (Drupal)
www.publicworks.houstontx.gov/notices/floodplain.html (Drupal)
<https://edocs.publicworks.houstontx.gov/> (Drupal)
www.houstontx.gov/planning/ (HTML5)
houstontx.gov/solidwaste/ (HTML5)
www.houstontx.gov/solidwaste/commercial-dumpster-permits (HTML5)
www.codegreenhouston.org/ (HTML5)
www.hpceservices.org/ (Drupal)
www.houstontx.gov/ara/regaffairs/commercialpermitting/ (HTML5)
www.houstontx.gov/ara/regaffairs/transportation/ (HTML5)
www.houstonburglaralarmpermits.org (ASPX)

- 50 **Question** CMS requirement is to support 3 languages for all content, is City responsible for providing the converted content or vendor should arrange for the translation of content, forms etc.
Response The City is responsible for providing converted or translated content.
- 51 **Question** Does City need training material including videos in multiple languages or just US English?
Response Training materials are to be supplied by the vendor in US English only.

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 Procurement 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,



Conley Jackson
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END OF LETTER OF CLARIFICATION 3

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