



CITY OF HOUSTON

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September 17, 2010

SUBJECT: Letter of Clarification No.3
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 provide additional information:**

Proposers can view Harris County's installation as it relates to the referenced RFP on Friday 9/24/2010 from 9:00am to 11:00am at 33 Artesian, Houston, TX 77002 on 9/24/10 from 9:00a.m. - 11:00 a.m.

The Revised Requirements Matrix for HPD's Mobile Computing Device (MCD) Project has been posted as an MS Excel document at the following link:

http://purchasing.houstontx.gov/Bid_Display.aspx?id=T23713

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

Scope of Work section 16, pages 20 & 21 has been revised. The revised pages of the RFP are attached to this letter of clarification.

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

1. Special Terms and Conditions Section 8.2: Will the City consider a one month extension (or a minimum of two weeks) for a due date of October 17, 2010? Due to the complexity of the software component, the questions being returned within seven to ten days of the response, a need to review a Harris County's Sheriff's vehicle, and the long term impact of the RFP we are requesting this extension.

Answer: Letter of Clarification No. 2 extends the proposal to 10/1/10.

2. Scope of Work Section 1.2: Will the contractor be required to develop the MCD client and dispatching application or is this an internal City of Houston and/or Tiburon development?

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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**

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Answer: HPD resources are currently in final testing of the MDC client software that will work on the wireless air cards and it is expected to be ready in time for deployment with the new equipment. Since this is a critical piece to the overall solution, the vendor should be prepared to provide assistance should an unforeseen problem occur. The dispatching function must be functional before deployment can begin.

3. Scope of Work Section 3.1: Please provide a minimum hardware requirement that the RMS requires to operate effectively.

Answer: Minimum hardware requirements are listed in Scope of Work Section 5.1 of the RFP document.

4. Scope of Work Section 5.1.1.1.15: Is the City only going to entertain a response from a core manufacturer or will dealers/distributors be considered?

Answer: Core manufacturer is desired to help mitigate delivery and support issues, but it is not required that the solution proposed be from a core manufacturer.

5. Scope of Work Section 5.1.1.1.18: Please define Next Business Day maintenance support.

Answer: Next Business Day maintenance will replace defective laptops in approximately one business day. HPD plans to have spare units to swap out defective units, with the expectation the defective units will be replaced with working units in a short period of time. Replacement units will arrive with current disk image and configuration.

6. Scope of Work Section 9.1.7: Is there a preferred Havis console being tested and approved by the City? If so, please provide specific model number and configuration desired.

Answer: The part # for the Havis console HPD has been evaluating is PKG-CON-112-Z1. There is no "approved" console as this will be part of the vendor provided solution. The Havis console is preferred due to the modularity, quality, and functionality we have observed but any console meeting or exceeding this will be considered.

7. Scope of Work section 9.1.9: The requirement to modify the design of the mounting system during one model change is inclusive of what end date? How many vehicles are included in that model change and is it one fleet year worth of vehicles? Is it the Jan. 2012 date of implementation and please define what this would encompass (i.e. replacement of consoles, etc...).

Answer: HPD will be receiving the last of the Ford Crown Victoria vehicles in early 2011. After this point the vehicle will change and most likely will require the change of the console configuration. The design/configuration will need to be provided for the vehicles received after the last Crown Victoria's are received in 2011. From this project standpoint it will affect vehicles received in late 2011 (2012 fleet) and could be up to 300 vehicles. This will encompass changes required to mount the mobile computing devices in the new vehicles, depending on the console proposed it could be just a base plate, up to the entire console.

8. Scope of Work Section 9.1.13: Please clarify the model number of APC7000. Do you mean an APX75000 mobile radio?

Answer: APX7500 mobile is the correct radio.

9. Scope of Work Section 9.1.14: Please define the components and installation Harris County Sheriff deploys now. Is a Harris County vehicle available for potential vendors to review and/or who does the installation for them currently?

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Answer: We can arrange with the HCSO to view one of their vehicles, but we will minimize the interruption to that office by limiting visits to one or two. HCSO currently uses a Havis console, Panasonic CF28 & CF30 models, Panasonic docking station, external wireless air card, external GPS Trimble 450, Pentax Pocket Jet printer, and a Power Commander control unit. They use a Motorola radio, and a fabricated emergency switch panel for the lights and siren controls.

10. Scope of Work Section 10.1.3: The sentence reads that the contractor can "optionally" reinstall the removed units. Please clarify that the City wants a price to potentially put them into HFD as an option?

Answer: The installation into Houston Fire Department vehicle should be provided as a separately priced option. Depending on the cost and the budget, HPD will determine if this option will be requested

11. Scope of Work Section 10.1.4: Is it the City's intent to allow the contractor to dispose of the old equipment not used by HFD or should the contractor follow current City guidelines for disposing of City assets? If so, please provide the process for inventory and control of the old equipment.

Answer: Answered in Letter of Clarification #2

12. Scope of Work Section 10.1.10: How many units will be available per day/month to install the mobiles? Will this project work in tandem with the current radio replacement project to minimize impact on its timeline?

Answer: It is desirable to have the installs completed at the same time the new radio installations occur. This will minimize the downtime of the vehicles. Final installation schedule will need to be agreed by the vendor and HPD. Approximately 200 units per month would need to be completed starting in April 2011 time frame and ending in December 2011.

13. Scope of Work Section 14.1 indicates the hard drive image must include NetMotion and Microsoft Office. Is the City of Houston providing the Netmotion and/or Microsoft Office under its citywide software license? In general, is the provider of the MDC expected to perform the integration and testing of Netmotion client and server applications prior to installing said software on the new MDC?

Answer: This software should be separately priced and included with this proposal. It will most likely be a separate enterprise agreement for the vehicles. Some of the current license such as NetMotion, McAfee will be carried over to the new units.

14. Scope of Work Section 14.1 indicates the hard drive image must include full integration with current dispatch system (CAD, AVL). Is the City going to perform testing and integration of the applications to ensure they are web-enabled and functional from end to end (client to server and vice versa) prior to installation on the new devices?

Answer: Vendor must perform testing with HPD. HPD will perform acceptance testing and will utilize a small pilot deployment to insure all components are fully functional before approval to start fully deploying. The vendor has responsibility to make the solution work end-to-end, all software, hardware, and services.

15. Scope of Work Section 15, 16 and 17: Is the provider of the new MDC supposed to provide software and services to transition legacy software products to web-enabled versions? Or, are sections 15, 16 and 17 simply intended to provide background as to the types of applications the City is providing? In other words, can the provider of the MDC assume that all applications will be web-enabled and tested by the City prior to installation of said applications on the new MDCs?

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Answer: This phase has been revised. "Web-Enabled" is no longer the emphasis in this phase. The solution provided must use wireless for MCD functions on the new devices, while simultaneously allowing legacy RDLAP equipped cars to operate normally. This most importantly would be the dispatch functions, but all currently used legacy applications must function on the new devices just as they do on the old devices. The vendor has responsibility to make the solution work end-to-end, all software, hardware, and services using the wireless air-card technology.

16. Scope of Work Section 16.0: Will the contractor be required to develop applications needed to interface existing/future RMS applications and mobile client applications?

Answer: Vendor will be required to make the proposed solution fully functional, if this requires applications, hardware, services, etc. it would be the vendor's responsibility to provide. For the two applications mentioned (RMS and Mobile Client) we do not expect any effort, as these are being completed by Tiburon the RMS vendor and by the HPD team working on the mobile client.

17. Scope of Work Section 21.3.1: Please define ongoing system administration.

Answer: Vendor to provide administration type support for any application/software/hardware required to support the software listed in Phase II. Ex. A configuration update needs to be performed, the vendor would assist in this process.

18. In order to satisfy the hardware requirements, the new mobile platform has to be 64 bit and therefore Windows 7. Has HPD verified that all of the legacy applications operate under Windows 7?

Answer: No, part of the scope of this project is to test all components and insure they work with the proposed solution. The applications presently run on Windows XP Professional SP2 & SP3 on the MW500 and MW800 series MDC's.

19. Would the City setup a demonstration of all current applications including the Mobile Data Client?

Answer: A demonstration of the applications can be arranged.

20. Would the City identify the development tools used for each of the applications to be web enabled?

Answer: JAVA, .NET, Visual Basic, PERL, DOS, and ASP.

21. Of all of the deployed RD-Lap devices, how many use internal VRMs and how many use external VRMs?

Answer: Only external VRM's in good condition would be used if this option is chosen.

22. Can you identify the number and type of existing external VRM's for this project?

Answer: Only external VRM's in good condition would be used if this option is chosen

23. If the legacy Mobile Data Client could be deployed successfully over IP at the time of the new equipment installation, would the City still wish to have the VRM installed in the vehicle?

Answer: This is an optional item, and would be used as a back-up device in the event of air card failure.

24. Will the Fire Department make vehicles available for inspection?

Answer: HPD will arrange vehicles for inspection, but will limit this to one or two sessions so as not to adversely impact HFD.

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25. Has a determination been made on who will determine which removed MDC will be used for Fire Installations? How do you plan to identify these MDCs and communicate that information to us?

Answer: HPD will determine which removed units will be reinstalled once removal and inventory has been completed. They will most likely be the latest MDC's with air cards currently being used.

26. For the Fire Department portion of the RFP, who will be the main contact?

Answer: The install into HFD vehicles is a portion of this RFP and the contacts are the same.

27. Scope of Work 14.1, there is a statement that we shall include all licensing in the proposal. We believe that the City of Houston possibility has the best pricing discount available from the manufacturers listed in Section 14.1. Do you really want us to provide pricing for licenses you may already have? If no, then how many licenses does the Houston Police Department currently have of each list application?

Answer: The vehicles covered in this RFP do not currently have the software listed, except for NetMotion in approximately 700 vehicles and McAfee in all vehicles. These licenses will carry over; all other licenses should be part of the proposal.

28. Scope of Work Section 14.1 lists the 'HPD Current Mobile Applications'. If you want us to provide all the licensing, we need to know what then names of these applications.

Answer: The HPD current software is already licensed, it just needs to become part of the "Master Image".

29. Scope of Work Section 15.0: Phase II – HPD Advanced Information Portal

1. An overall question regarding Phase II (a). When reading the RFP it feels like some changes should be done to "web enable" the legacy applications. It was also communicated that most of the legacy application currently runs on the "client" without any communication over the air. Will the legacy applications continue to operate the same way with the new hardware until January 2012?

Answer: Yes.

2. At the pre-bid conference there was a mention of remote desktop. Is this an option or requirement?

Answer: This is an option.

30. Scope of Work Section 15.2 : What is the distinction between Phase I and Phase II? We would like to understand the time line relationship between Phase I and Phase II.

Answer: Phase I encompasses implementing the hardware and supporting software portion required for the mobile computing platform. Phase II encompasses the legacy software applications our officers use on a daily basis, that must work on the new platform. Phase II also deals with improving the usability of the devices in the field i.e. application portal.

31. Scope of Work Section 16.0: In the RFP it states that first part of phase II is to "Web Enable" legacy applications. We would like to understand the definition of what "Web Enable" means in the context of requirements of what needs to change from how it is done today to how it should be done with the new project.

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Answer: This phase has been revised. "Web-Enabled" is no longer the emphasis in this phase. The solution provided must use wireless for MCD functions on the new devices, while simultaneously allowing legacy RDLAP equipped cars to operate normally. This most importantly would be the dispatch functions, but all currently used legacy applications must function on the new devices just as they do on the old devices. The vendor has responsibility to make the solution work end-to-end, all software, hardware, and services using the wireless air-card technology.

- a. Will the amount of data transmitted through the air (wireless air card)) the same as the amount of data that got transmitted with the legacy system?

Answer: No, the legacy system data transmission was minimal. The new solution will use wireless technology to enable greater applications and functionality usage in the field.

- b. The RFP states the legacy software be made to run in a web browser. Does this mean all legacy application should have a web enabled component on the client machines?

Answer: See response above.

32. Scope of Work Section 16.1.2 The RFP also says the legacy applications should not be rewritten. Please explain how the legacy application can run inside a web browser without modification to the applications, unless all legacy applications currently have a web enable component available.

Answer: This phase has been revised. "Web-Enabled" is no longer the emphasis in this phase. The solution provided must use wireless for MCD functions on the new devices, while simultaneously allowing legacy RDLAP equipped cars to operate normally. This most importantly would be the dispatch functions, but all currently used legacy applications must function on the new devices just as they do on the old devices. The vendor has responsibility to make the solution work end-to-end, all software, hardware, and services using the wireless air-card technology.

33. Scope of Work Section 16.1.3 please provide the list of 12 legacy applications.

Answer:

- Crash Reporting Program
- City of Houston Pay Check
- HPD WebID System
- HPD Time Card System
- Records Management
- Gang Tracker
- GroupWise email
- Mug Shot Database
- Finger Print Scanner
- DIMS/JIMS
- Subpoena System
- Offense Reporting System
- Towed Vehicle System
- Hot Sheet (Stolen Vehicles)
- OLO
- MDC Client

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34. Scope of Work Section 16.1.4

1. Will these 6 applications be web enabled to take full potential of the new connectivity architecture (wireless air card)

Answer: This phase has been revised. "Web-Enabled" is no longer the emphasis in this phase. The solution provided must use wireless for MCD functions on the new devices, while simultaneously allowing legacy RDLAP equipped cars to operate normally. This most importantly would be the dispatch functions, but all currently used legacy applications must function on the new devices just as they do on the old devices. The vendor has responsibility to make the solution work end-to-end, all software, hardware, and services using the wireless air-card technology.

2. Is there any possibility to understanding any information about these potential 6 applications (i.e. windows based, Web applications, etc)

Answer: See response above.

35. Scope of Work Section 16.1.14 Does this requirement define the level of "Web Enabling" that needs to happen to support the legacy systems?

Answer: This phase has been revised. "Web-Enabled" is no longer the emphasis in this phase. The solution provided must use wireless for MCD functions on the new devices, while simultaneously allowing legacy RDLAP equipped cars to operate normally. This most importantly would be the dispatch functions, but all currently used legacy applications must function on the new devices just as they do on the old devices. The vendor has responsibility to make the solution work end-to-end, all software, hardware, and services using the wireless air-card technology.

36. Scope of Work Section 17.0 Can we get a list of applications that will be part of the advanced information portal?

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Answer: This is a partial list; the portal should be easy to add new applications or links to. The portal should encompass all applications currently used on the existing MDC, and should allow new applications to be added. A firm list will be agreed to during the analysis part of this phase.

- Crash Reporting Program
- City of Houston Pay Check
- HPD WebID System
- HPD Time Card System
- Records Management
- Gang Tracker
- GroupWise eMail
- Mug Shot Database
- Finger Print Scanner
- DIMS/JIMS
- Subpoena System
- Offense Reporting System
- Towed Vehicle System
- Microsoft Office Applications (Word, Excel)
- Adobe Reader
- Yellow Pages/White Pages link
- Access to particular division access or other data and applications based upon user id

37. Scope of Work Section 21.2.1 Could you please confirm which applications you want ongoing end-user support on? Do you have a time-frame for support, 7x24 or 5x8?

Answer: End-User Support refers to any application(s) modified or provided during this project. Provide costs for both time frames.

38. Scope of Work Section 21.3.1 Could you please confirm what you need systems administration support on? Do you have a time-frame for support, 7x24 or 5x8?

Answer: System Administration support is required to maintain administering any software not used today and provided by this project. Timeframe would be 5x8 Monday thru Friday 8 – 5.

39. Scope of Work Section 31.1. Will the Houston Police Department expect the vendor to install, service, support and trouble shoot the Tiburon, MobileCom applications?

Answer: No, this is the responsibility of Tiburon.

40. Will the City require delivery of all equipment at one time or is staging preferred?

Answer: Staging would be preferred over the eight month period of installations.

41. Will the City accept billing on installation work that has been completed and accepted by the City? (Monthly)

Answer: Payment terms will be finalized in the contract.

42. Will the City accept billing on equipment that has been received? (Monthly)

Answer: Answered in question 39.

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43. Can we obtain an editable software version of the request, perhaps in MS Word format?
Answer: RFP is not available but a version of the requirements matrix is available in Excel.
44. Please verify that COTS software is required to be priced within the RFP response, rather than the City using a direct-to-software OEM model? Section 14.1 regarding MS Office
Answer: This will be a separate Enterprise Agreement for the Mobile Strategy Project.
45. Regarding Scope of Work sections 2.3.2.1 and 2.3.2.1 Can we get a list of legacy applications that will need web-enabling? (the number 12 was mentioned later in the RFP)
Answer: Answered in 31
46. What is the number of interfaces for each legacy application?
Answer: This phase has been revised. "Web-Enabled" is no longer the emphasis in this phase. The solution provided must use wireless for MCD functions on the new devices, while simultaneously allowing legacy RDLAP equipped cars to operate normally. This most importantly would be the dispatch functions, but all currently used legacy applications must function on the new devices just as they do on the old devices. The vendor has responsibility to make the solution work end-to-end, all software, hardware, and services using the wireless air-card technology.
47. What are the legacy's programming languages? We do understand that the applications will not be rewritten but want to understand the application code that will need supporting and web-enabling.
Answer: See response above.
48. What is the approximate number of screens projected for access?
Answer: See response above.
49. What is the architecture of the legacy environment?
Answer: See response above.
50. How do the legacy applications currently interface?
Answer: Using either the RDLAP or wireless air card connection.
51. Is HPD looking to participate in the overall web-enabling and support?
Answer: See response above.
52. What is the number of trouble tickets for the existing legacy apps today?
Answer: Minimal, applications generally run well. The existing functionality is not in the scope of this RFP, just operating as the application does in today's environment.
53. How often are enhancements proposed and implemented in the existing legacy systems?
Answer: Rarely, bugs fixes would be more frequent roughly every quarter.

of users?

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Answer: Approximately 700 concurrent.

Coverage hour requirements?

Answer: Application needs to be available 24x7.

Can certain work go offsite, and/or offshore?

Answer: Depends on the type of work and will be addressed in the contract.

Are there any service level objectives?

Answer: This will be mutually agreed upon during contract negotiations.

54. If HPD intends to have internal organization help support the applications, what are their skills, abilities, roles anticipated, # of FTE's

Answer: Information not available.

55. How stable are the current legacy systems?

Answer: Generally very stable

56. What is the level and quality of system documentation?

Answer: Minimal

57. What if any tools and methodologies are being used (Help desk tools, ticketing system, testing tools, release management processes, change request processes, etc)?

Answer: This proposal should propose the solution the vendor feels is the best for HPD

58. What if any tools and methodologies will be required

Answer: None are required by HPD

59. Warranty Support Section 21.2.1: Is this to be end-user facing Help Desk support, directly receiving calls from the officers about all 12 applications and portal, or just a 2d Level Help Desk accessible by current HPD Help Desk to obtain additional application functionality support? what is the expected call volume?

Answer: Warranty support would involve only applications, hardware, or services provide in delivering the proposed solution. Vendor would not be required to support application functionality, HPD has a support desk for this.

60. Is there a requirement to integrate the Tiburon RMS onto the HPD Advanced Information Portal or is this out of the scope? The RMS will be available on January of 2012 and your project start date is Feb. 16 2011.

Answer: The portal should be easy to update or add applications to. RMS will most likely be part of the portal. The portal should be considered the one stop for officers to get to all applications they use, and should be dynamic base upon the division.

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61. Scope of Work Section 4.1, bullet 4 - It is requested that officers in the field can perform tasks they would normally perform in the office. Can you elaborate on these tasks (Forms, Web, Email, IM, etc.)?
Answer: Yes, any normal office functions eMail, Word, Excel, Access, standard applications, etc.
62. Scope of Work Section 5.1.1.6 - Is a 128G solid state drive acceptable?
Answer: Yes
63. Scope of Work Section 5.1.1.1.17 - What is the deployment schedule for 1800 units?
Answer: Deployment must be completed by December 31, 2011. If the installs start in April 2011, the vendor would need to complete approximately 200 per month.
64. Scope of Work Section 5.1.1.1.18 - Is warranty on-site? If not, will onsite be considered as a value add?
Answer: Either is acceptable, for the purposes of solution evaluation no value added for on-site as we plan to have a pool of swappable units
65. Scope of Work Section 6.1.3 - Preference on barcode scanner?
Answer: No, should be reliable and easy to use for driver license swiping
66. Scope of Work Section 7.3.1 - You mention PGP software encryption? Do you also want the hard drive to be encrypted?
Answer: Yes, this should encrypt the hard drive in the event the laptop has been stolen.
67. Scope of Work Section 8.1.1.1 -Is the Gobi card preferred internally? Have you decided on the carrier?
Answer: Preferred internal, but cost is much higher which is a large contributor to solution. No, today HPD uses Verizon
68. Scope of Work Section 8.1.1.4 and 8.1.1.5 -Is internal GPS acceptable? Do you already have external GPS? What protocol is required?
Answer: Yes, cost might be a factor for internal GPS. HPD currently has GPS units for most of the fleet, estimated 1500 units. 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).
69. Scope of Work Section 8.2 - What date do you expect the 1st delivery of equipment? What is the timeframe for delivery of the pilot?
Answer: April 2011 for both questions.
70. Scope of Work Section 9.1.14 - What is Harris County Sheriff Install configuration?
Answer: We can arrange with the HCSO to view one of their vehicles, but we will minimize the interruption to that office by limiting visits to one or two. HCSO currently uses a Havis console, Panasonic CF28 & CF30 models, Panasonic docking station, external wireless air card, external GPS Trimble 450, Pentax Pocket Jet printer, and a Power Commander control unit. They use a Motorola radio, and a fabricated emergency switch panel for the lights and siren controls.
71. Are there pictures available?
Answer: Yes

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72. Scope of Work Section 10.1.2 - Will HPD provide secure facility at each install facility to store removed equipment
Answer: HPD expects to have a central secure site for storage, but not at each installation site.
73. Scope of Work Section 10.1.2 What existing items are being removed from the patrol car?
Answer: MDC, display, keyboard, console, RDLAP modem, fuse block, and power timer.
74. Scope of Work Section 10.1.2, 10.1.3 - For clarification, are we de-installing from Houston PD and re-installing in Houston FD? If so, is there existing equipment to be removed from Houston FD
Answer: Yes, they have older MDC units in their vehicles. This effort might be limited to just swapping the CPU, display, and keyboard
75. Scope of Work Section 10.1.3 - Does HPD want old mounting equipment inventoried?
Answer: Yes
76. If so, does this equipment have asset tags?
Answer: No
77. Scope of Work Section 14.1, 10.1.5 What software program do you prefer? What AVL dispatch software do you currently have?
Answer: Northrup Grumman
78. Scope of Work Section 10.1.8 what qty for the pilot?
Answer: Approximately six vehicles would be fitting out and piloted in the field in patrol situations.
79. Scope of Work Section 10.1.14.1 - What is installed in vehicles currently?
Answer: Motorola MDC's 500 and 800 series.
80. Scope of Work Section 10.1.14.2 - Will there be an antenna install?
Answer: Yes, but vendor must insure any existing equipment used functions with the new devices proposed.
81. Will there be a timer install?
Answer: Yes, but the desire is to have an intelligent cut off that gently shuts the laptop down rather than just cutting the power off.
82. Scope of Work Section 10.1.14.4 - What are the vehicle types?
Answer: See section 11.0 for vehicle types and counts
83. What specific equipment will be installed in these vehicles?
Answer: This is what you are proposing; the equipment to meet the mobile computing needs of HPD. Laptop, console, etc. Specifics should be addressed in the proposal.
84. What are the locations of the 400 vehicles
Answer: We are not sure which 400 vehicles this refers to, we have 1800 police vehicles that will have new computing devices, consoles, etc. 400 removed MDC's will be installed in HFD vehicles. The vehicles are spread out across the city.
85. What is the qty per location of the 400 vehicles?
Answer: See above.
86. Scope of Work Section 10.1.14- Is vendor responsible for complete disposal of the items? What are the items to be removed?
Answer: Yes using the HPD approved procedure and processes. Items to be removed include MDC, console, etc. Items to make the proposed solution fully operational.
87. Scope of Work Section 10.1.14, 11.1 - Complete de-install, re-install, and provide new mounting equipment? What model of vehicle will you be going to? How many vehicles will be affected?
Answer: See section 11.0

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88. Scope of Work Section 10.1.3 Please provide existing items to be removed for HPD and HFD?
Answer: Items to be removed include MDC, console, etc. Items to make the proposed solution fully operational.
89. Scope of Work Section 10.1.14- Clarify items to be installed at HFD?
Answer: Items are the new laptop, console, old siren control, old radio, etc. mentioned in this RFP. All items to make the proposed solution fully operational.
90. Scope of Work Section 10 – In regard to project installation
- Desired qty of completed vehicles per day
Answer: Approximately 200 vehicles per month. Need to be completely done by December 31, 2011.
 - Qty of install locations
Answer: Minimum of 4, up to 12 locations. Final number will be influenced by the proposals which we would expect to define an optimal number to meet the goal of December 31, 2011.
 - Qty of vehicles per location
Answer: This varies by location.
 - Hours available for installations
Answer: We can make vehicles available 24 x 7 if desired. 7am - 6pm would be a good time frame otherwise.
 - 5 or 6 day work weeks
Answer: We can make vehicles available 24 x 7 if desired. Normal Monday thru Friday works, as long as we can meet the goal of December 31, 2011.
91. Scope of Work Section 16.1- What are HPD current applications? Will vendor be responsible for all writing code or whatever needed to make legacy applications work properly?
Answer: This phase has been revised. "Web-Enabled" is no longer the emphasis in this phase. The solution provided must use wireless for MCD functions on the new devices, while simultaneously allowing legacy RDLAP quipped cars to operate normally. This most importantly would be the dispatch functions, but all currently used legacy applications must function on the new devices just as they do on the old devices. The vendor has responsibility to make the solution work end-to-end, all software, hardware, and services using the wireless air-card technology.
92. Scope of Work Section 16.1.2 - HPD has indicated that no applications are to be rewritten for this RFP. Are there any known application version upgrades, modifications or code changes required to web-enable the legacy applications? If so, what are they? Are these code modifications the responsibility of the awarded vendor or HPD?
Answer: See above response.
93. Scope of Work Section 16.1.3 - What are the approximately 12 legacy applications that require web-enablement? What programming language is associated with each of them?
Answer: See above response.
94. Section 16.1.4 - What are the up to 6 optional applications that require web-enablement? What programming language is associated with each of them?
Answer: See above response.

Partnering To Better Serve Houston

LETTER OF CLARIFICATION 3
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95. Scope of Work Section 16.1.5 - Has a specific software suite or 3rd party tool/utility been utilized previously or during testing to web-enable HPD legacy applications? If so, what software and/or tool?

Answer: See above response.

96. Scope of Work Section 16.2.1 - HPD has indicated that no applications are to be rewritten for this RFP. If during the web-enablement of legacy applications it is discovered that changes are required to the application for proper functionality, can a Change Order be processed between vendor and HPD to cover the additional labor and time required to remediate the application?

Answer: See above response.

97. Scope of Work Section 17 Phase II b – “Create an HPD Advanced Information Portal” – Are there any additional requirements for the Portal? As it reads, all you would like to have is access to the Applications via a Web Interface. Is there a need to have Web Based Forms, Workflow, Dashboards/KPI's, Content Publishing as Policies and Procedures or any type of Document collaboration?

Answer: Current requirement is to standardize the environment the officer's work in, as well as provide enhancements such as Word, Excel, Outlook, etc. The proposal such provide option that can be used to provide enhanced functionality to the officers.

98. Scope of Work Section 17 Phase II b - Are there additional applications and/or functionality the Phase II web portal will be focused on delivering other than access to the identified existing legacy applications? If so, what?

Answer: Microsoft Office products such as Word, Excel, Outlook, etc. Portal should all HPD to add additional applications or links as they become necessary.

99. Scope of Work Section Phase II b - An opportunity for application virtualization is listed as one possibility to “web enable” existing applications. Will presentation virtualization (i.e. application publishing) of existing applications be sufficient?

Answer: As long as the presentation to the officers is standardize based upon divisional assignments.

100. Scope of Work Section 17 Phase II b - Will the envisioned “web enabled” hosting platform utilize existing HPD infrastructure resources or should a new infrastructure be proposed? If so, does HPD have an existing application/server virtualization environment that this solution needs to integrate into or will a totally new infrastructure platform need to be built?

Answer: Any required hardware should be specified in this proposal.

101. Scope of Work Section 17 Phase II b - Does a custom developed web portal need to be developed or could an off-the-shelf application virtualization product meet the requirements (assuming existing apps can be virtualized and published through an industry standard type of application portal)?

Answer: A COTS solution would be desirable, as long as it meets the needs listed.

102. Scope of Work Section 21.1.1 - Does this section pertain to installation parts/labor warranty?

Answer: HPD requires 36 months warranty on all elements of the proposed solution, hardware, software, labor, etc...

103. Scope of Work Section 21.1 Please give more detail on 36 month installation support?

Answer: HPD requires 36 months warranty on all elements of the proposed solution, hardware, software, labor, etc... *Partnering To Better Serve Houston*

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104. Scope of Work Section 12.0 Please give more detail on your requirements for Maintenance? SLA's ect

Answer: HPD requires that vehicle down time be minimized. Section 12 relates to all equipment installed with this proposal and would expect most trouble calls to be solved within 2-4 hours of arriving at the identified facility.

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
832-393-8725

Attached: Revised Pages of RFP S17-T23713: 20, 21

Partnering To Better Serve Houston

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**

End of Letter of Clarification 1

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SCOPE OF WORK

SOLICITATION NO.: S17-T23717

14.1 The contractor shall provide HPD with a CD that shall include the image to be provided on all devices delivered (initial, maintenance, and follow-on orders) to HPD that contains the installed applications outlined in this section (all licensing shall be included in proposal):

- Microsoft Enterprise Package:
 - Windows 7 64-bit All Lng Upg/SA Pack MVL Platform w/Enterprise (2000 CAL)
 - Office All Lng Lic/SA Pack MVL Platform (2000 CAL) (Word, Excel, Web Outlook)
 - Core CALClient Access Lic All Lng Lic/SA Pack MVL Platform Device CAL (2000 CAL)
- Adobe PDF viewer
- Internet Explorer 7 or 8
- .NET framework version 3.5
- Virus Protection
- NetMotion Wireless Mobility XE
- RSA token or better solution
- Microsoft Terminal Server client licenses
- PGP encryption or equivalent
- HPD Current Mobile Applications
- Full Integration with current dispatch system (CAD AVL)
- All software deployed throughout the department shall be the most current version.

15.0 Phase II – HPD Advanced Information Portal

15.1 The current Motorola Mobile Data Terminals HPD officers use in their vehicles performs many tasks. Currently they have many applications to aid in their duties, mostly running in a local mode on the device. Recently many of the devices have been equipped with an air card that provides more “real-time” processing, or at least the potential for this type of processing. With the implementation of the new devices, it is expected that all functions can be completed near “real-time”, in the vehicle which will make the vehicle their “office”. This keeps the officers on the street doing what they do best , not having to perform the day to day filing of reports or other computer related tasks in an office building.

15.2 In order to accomplish this goal, the legacy applications used today on the MCD's shall be enabled to run in a web browser over a wireless connection. The first part of Phase II is to “Web-Enable” the required applications to run in this manner. The second part of Phase II is to provide a convenient and consolidated portal that shall allow officers to easily run all of the applications they require through one location.

15.3 The solution provided shall use wireless for MCD functions on the new devices, while simultaneously allowing legacy RD-LAP equipped cars to operate normally. This most importantly would be the dispatch functions, but all currently used legacy applications shall function on the new units just as they do on the old devices. No one time cut-over, cars will be phased into operation as the new devices are installed and approved by HPD, but will continue to use the legacy applications until the new RMS application(s) are deployed.

16.0 Phase IIa - MCD Legacy Software

16.1 In order to have an orderly installation of the new devices, it is required that installation starts before the January 1, 2012 implementation date of the RMS project. For the interim period between MCD install and the new RMS implementation, the new devices will need to operate with the existing software on the old devices, using wireless air-cards (without the RDLAP communication method). The proposer must insure all identified applications successfully run within the following boundaries:

SCOPE OF WORK

SOLICITATION NO.: S17-T23717

- 16.1.1 All legacy applications and interfaces shall be operational on the new devices. This includes CAD, MDC, Data Works, communications, used by the officers today
- 16.1.2 The legacy application have been written in various different programming languages HPD does not want the applications rewritten due to time constraints at this time.
- 16.1.3 HPD resource shall identify all required legacy applications (approximately 12).
- 16.1.6 Testing with HPD resources is required.
- 16.1.7 Testing shall be completed on a production configured device, and shall be completed using a wireless connection.
- 16.1.8 Once approved by HPD, the applications will be made part of the master hard drive image to be deployed to all devices.
- 16.1.9 Installation and configuration documentation shall be provided.
- 16.1.10 All identified legacy software shall be tested and running on the proposed configuration by the start of the new device installations
- 16.1.11 The current MCD client software performs dispatching, reporting, and look-up features using RD-LAP technology, and is one of the most critical components used by officers. The contractor shall 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.
- 16.1.12 The legacy software runs on the current MDT/MDC units equipped with air cards with the exception of the MDC Client, so the expected amount of effort in this phase is minimal.

17.0 Phase IIb - Create an HPD Advanced Information Portal

- 17.1 An HPD portal shall be created to allow the officers to easily access the applications they require. The general requirements of the portal are:
 - Web Based design, with menu style selections
 - Easy to navigate
 - Easy to use
 - Easy to view on the MCD
- 17.2 The contractor shall provide user documentation/on-line help and Installation and configuration documentation.
- 17.3 Bandwidth requirements shall work quickly on a wireless air-card connections that are currently deployed at HPD.
- 17.4 Design of portal shall be approved by HPD before coding can start.
- 17.5 Any 3rd party utilities or tools requiring licensing, keys, etc. shall be included in the proposal.
- 17.6 Portal should be created using .NET, which is the HPD standard development language.

18.0 Technical Assistance, Training, & Post-Production Support