



CITY OF HOUSTON

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Subject: Letter of Clarification No. 2

Reference: Request for Qualifications (RFQ) Q23218

This letter is issued for the following reason:

To provide answers to the questions submitted:

1. Is the Bidders Conference Mandatory?

Answer: No.

2. Is there dial in information for the Bidders Conference for those who are unable to attend?

Answer: No.

3. Will additional information be handed out at the Bidders Conference?

Answer: Yes, see attached POP (Pay or Play) Document.

4. If unable to attend bidder's conference, how to obtain information discussed at the conference?

Answer: Via Clarification letters.

5. Will the City post a list of those who attended the bidder's conference?

Answer: Yes, see "Roster" document.

6. Which ERP applications does the City of Houston have in production?

Answer: Materials Management, Financial, Payroll and HR.

7. Is the City live on SAP HCM?

Answer: Yes.

8. If yes, which HCM modules are they live on (i.e., Personnel Administration, Organizational Mgt, Time Mgt, Benefits, Payroll)

Answer: All of the above.

9. If live on SAP HCM, is HPD (Houston Police Department) supported by this SAP HCM installation?

Answer: Yes.

10. If yes, in what fashion? For example, are they using SAP HCM for HPD Officer's shift planning/work schedules/vacation recording/time evaluation?

Answer: No.

11. Are there any requirements for US Citizens to engage on this project?

Answer: No.

12. Can a vendor utilize a distributed development model to engage off-shore resources?

Answer: Yes.

13. Is the City of Houston open to other development methodologies other than an "agile" approach?

Answer: Yes.

14. What is the budget of the project?

Answer: This information will not be disclosed.

15. What is the anticipated award date?

Answer: Mid Summer 2009.

16. When would the City of Houston like to start this project?

Answer: Mid Summer 2009.

17. Does the City of Houston have a specific proposal format for providing our response?

Answer: See RFQ response requirement.

18. Can you please provide us additional details and/or description on what the City of Houston interprets as Enterprise Content Management?

Answer: The Association for Information and Image Management (AIIM) defines Enterprise Content Management (ECM) as the strategies, methods and tools used to capture, manage, store, preserve, and deliver content and documents related to organizational processes.

19. Records Management---Provide timely access to the correct version of the records---what type of versioning are you referring to here? Changes to the original or actual different versions, for example?

Answer: The answer to this question will be determined during the Detail Designed Phase of this project.

20. Enforcement--Provide reporting on performance metrics---Can you please provide some examples of what types of performance metrics you may be looking for?

Answer: The answer to this question will be determined during the Detail Designed Phase of this project.

21. Citizen Interaction--Minimize manual activities around bonding processes---What types of manual activities are being performed today that you would like to see optimized and/or streamlined?

Answer: The answer to this question will be determined during the Detail Designed Phase of this project.

22. PSC – Leads/Supervisor/Management and MCAD – Court Services Q&A--Entered-In-Error (EIE) Process---Can you please further describe this process and/or provide examples of some types of these errors?

Answer: The answer to this question will be determined during the Detail Designed Phase of this project.

23. Compliance tracking module questions: What is your vision for how data is going to be input into the system when the compliance is completed? In other words, if someone is given community service and the case shows that it needs to be completed in a month, how is the input into the case being done, so you know that the community service has been done? Is it a feed from another system, manual entry, etc?

Answer: The answer to this question will be determined during the Detail Designed Phase of this project.

24. Are you open to leveraging application software components that provide significant portions of the Courts functionality, which can be leveraged effectively in the development of the whole integrated solution?

Answer: Yes, however any software purchased will be acquired through a separate purchasing process.

25. Were there any additions to the RFQ for the case management system at the hearing?

Answer: Yes, please see clarification letters.

26. Will there be a subsequent RFP or will a vendor selection be made from the RFQ document for which responses are due Apr 22.

Answer: It is our intent to award a contract(s) through the current RFQ process.

27. With an expected 24% of the contract to go to a MBE/WBE and 25-50% of the project team staff coming from the City, the Prime vendor(s) may not have full control of the project and project outcome, so therefore how can it also assume unlimited liability? Due to this, will the City allow some flexibility on this issue during contract negotiations?

Answer: The answer to this question will be published in Clarification #3. The question is being submitted to the Legal Department for further clarification.

28. Will the City accept a certified Texas HUB for the minority participation or must they also be registered with the City?

Answer: No. The MWBE must be certified by the City of Houston.

29. Since this is a services request as opposed to a turn-key project bid, are you expecting vendors to form teams at this time in their responses or are you looking for qualifications from individual respondents only?

Answer: We do not want to influence the vendor's strategy. Please provide the best option your organization can make available to the City.

30. None of the competency requirements listed on Page 2 refer to having court case management experience. Is this not an expected competency from the selected vendor or do you plan for the City to provide the needed court SMEs?

Answer: No. Having Court Case Management experience is not a requirement.

31. Does the vendor need to have experience with other public sector case management software delivered using an agile methodology?

Answer: No.

32. Does the vendor need to have agile QA experience including continuous integration and automated full system regression testing?

Answer: No.

33. Does the vendor need to provide a new working build every week as is the custom in agile projects?

Answer: Not necessarily.

34. Object-relational mapping is increasingly popular in agile projects. Is this a requirement of the vendor for this project?

Answer: No.

35. Does the vendor need to provide agile training and coaching as well as agile software development?

Answer: Not necessarily.

36. Given the diminished credibility of the ScrumMaster certification since it requires no test to obtain, are vendor staffs required to have this certification?

Answer: No.

37. Does the city wish the vendor to have Extreme Programming or Lean experience?

Answer: No.

38. What percentage of full-system testing must be automated, and what percentage is permitted to be manual and performed by city staff?

Answer: The answer to this question will be determined during the Detail Designed Phase of this project.

39. A common length for an agile iteration is two weeks. Must the vendor produce a working build that passes all regression tests at the end of every iteration?

Answer: The answer to this question will be determined during the Detail Designed Phase of this project.

40. Agile purists insist on a fully-located team. Does all vendor staff need to be in the same large workspace, or can vendor staff work from different locations?

Answer: The answer to this question will be determined during the Detail Designed Phase of this project.

41. How important is it that the chosen vendor has existing staff experienced with agile? Is it acceptable if the vendor hires new staff with this experience after winning the bid?

Answer: This is not a requirement of the RFQ. Your submission will be evaluated based on your qualifications.

42. Open-source tools are popular on agile projects. Must the chosen vendor use open source tools, or is it acceptable to have the city purchase commercial tools instead? Which open source licenses are acceptable, and which commercial licenses are acceptable?

Answer: The answer to this question will be determined during the Detail Designed Phase of this project.

43. Does the vendor need to prove a history of using agile or test-driven development on a past project?

Answer: This is not a requirement of the RFQ. Your submission will be evaluated based on your qualifications.

44. May we have a copy of the MITRE Corporation's assessment comparing Houston's operations with peer groups across the country reference on page 3 of the Conceptual Architectural document?

Answer: Please be reminded that this is a Qualifications submission (RFQ) and not a Request for Proposal (RFP). Vendors will be assessed according to the qualifications submitted in their response. This type of information may be shared at a later date during a different phase of the project.

45. In Appendix C - Process Models, the Conceptual Architectural document says these were being limited to project team members due to size. We would glad receive these process models electronically to reduce any cost to the City of Houston. We would request the process modules for:

- 1) C-1 Case Management
- 2) C-2 Pre-trial Preparation
- 3) C-3 Adjudication Process
- 4) C-4 Financial Operations
- 5) C-5 Jail Processes

Answer: Please be reminded that this is a Qualifications submission (RFQ) and not a Request for Proposal (RFP). Vendors will be assessed according to the qualifications submitted in their response. This type of information may be shared at a later date during a different phase of the project.

46. When will the COH provide what are the document types as associated metric and detail data?

Answer: Please be reminded that this is a Qualifications submission (RFQ) and not a Request for Proposal (RFP). Vendors will be assessed according to the qualifications submitted in their response. This type of information may be shared at a later date during a different phase of the project.

47. The record retention period for cases is mentioned as 5 years. Are there other record retention periods for other documents?

Answer: The answer to this question will be determined during the Detail Designed Phase of this project.

48. Please provide data on high volume transactions. Please indicate the number by hour, day, month and year and any peak times that may be relevant.

Answer: The answer to this question will be determined during the Detail Designed Phase of this project. However, if you believe there are limitations with your performance capability, please indicate these limitations in your RFQ response.

49. How many physical locations will be scanning documents and where are they located?

Answer: The answer to this question will be determined during the Detail Designed Phase of this project.

50. Please indicate the number of courts that will be transacting business.

Answer: Please be reminded that this is a Qualifications submission (RFQ) and not a Request for Proposal (RFP). Vendors will be assessed according to the qualifications submitted in their response. This type of information may be shared at a later date during a different phase of the project.

51. Within context of the project will certain functionality be given a higher priority/weight over other functionality for completion or delivery of the final project?

Answer: Please be reminded that this is a Qualifications submission (RFQ) and not a Request for Proposal (RFP). Vendors will be assessed according to the qualifications submitted in their response.

52. Within context of the project will Commercial Off the Shelf products be given great weighted over custom developed product?

Answer: There will be no software purchased through the RFQ process. However, the vendors are encouraged to critique the conceptual design and recommend the best approach. Therefore, no predetermined weight has been given to either option.

53. Are vendors required to respond to all specific competencies in detail or to areas of expertise?

Answer: No. Vendors only need to respond to those areas of competencies for which they would like to be engaged on.

54. Does COH have a desire to implement certain aspects of the SOA layers in production prior to other layers? Does the City want to have a phased roll-out of functionality?

Answer: The answer to this question will be determined during the Detail Designed Phase of this project.

55. Is the current CMS system the only application utilized by the courts for the functionality listed in the RFQ? Does the COH current system utilize additional applications to provide the functionality defined in the RFQ?

Answer: The current CMS is a third party product that has multiple application/software products integrated into their solution.

56. COH has mentioned in the RFQ that they have evaluated various CMS systems. Has COH also evaluated other functionality for the project and what has been the result of that evaluation?

Answer: The answer to this question will be determined during the Detail Designed Phase of this project.

57. COH has a desire to create a custom case management system to manage the data? Is there a preference to customize any and all aspects of the business process?

Answer: The City developed the Conceptual Design to define this project. Please feel free to identify areas where there is a lack of detail in the conceptual design.

58. Does the current CMS system the only application utilized by the courts for the functionality listed in the RFQ? Does the COH current system utilize additional applications to provided the functionality defined in the RFQ.

Answer: The current CMS is a third party product that has multiple application/software products integrated into their solution.

59. Does COH current CMS provide the request functionality for the RFQ modules or are other application used to handle the desired module functionality? If so, What modules are handles by the another application and what is the application and is the COH planning on using the this/these systems as a part of the new case management system?

Answer: No.

60. It was indicated in the documentation that many CMS packages that were evaluated, but none were able to meet the courts desired requirements. Could the COH provide functional requirements that were not consistently met by the CMS products, possibly because they may be unique to the COH? The purpose of the question is to gain an understanding of the COH requirements that may be specific to your courts.

Answer: Please be reminded that this is a Qualifications submission (RFQ) and not a Request for Proposal (RFP). Vendors will be assessed according to the qualifications submitted in their response.

61. Does COH utilized any other applications to provide specific functionality (i.e. 6.0 Cashier Module) as defined in the Design Document, or is the CMS the only software being utilized to manage the courts?

Answer: The current CMS is a third party product that has multiple application/software products integrated into their solution.

62. Will the Case management system be required to bi-directional communicate with other applications?
Please list the type of communication and data being passed back and forth.

Answer: The answer to this question will be determined during the Detail Designed Phase of this project.

63. Please provide a list of applications that the case management system will communicate with.

Answer: Please review the interface section in the Conceptual Design document.

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

Thank you,



Frank Rodriguez
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Information Technology Department