



**CITY OF HOUSTON**  
**INFORMATION TECHNOLOGY**  
**DEPARTMENT: S37-Q24023**  
**NOTICE OF REQUEST FOR INFORMATION**

ITD Application  
Services  
611 Walker  
Houston, TX 77002  
832.393-0235

**System Administration and Consulting**  
**Hyland Software's OnBase Document Content Management**

To support its strategic information technology initiatives, the City of Houston is considering supplementing internal resources responsible for providing OnBase system administration and consulting services. The OnBase application component is currently utilized as an IT enterprise document management system and has been integrated into the City of Houston's existing environment. Processes and systems integral to this application are:

- Personnel Action Requests (PAR)
- SAP Integration
- HRIS (Human Resources Information System)
- Parking Management Citation process
- Proposed Position Budget Control process.

To that end, the City of Houston Information Technology Department (ITD) is requesting information from software developers, software application providers, professional services firms, systems integrators, consultants and other interested parties. ITD also requests information and interest to gain a better understanding of solutions available in the marketplace.

Statements of information are solicited for this potential investment for the City of Houston in accordance with the terms, conditions and instructions as set forth in this Request for Information.

The Information Technology Department is issuing this Request for Information ("RFI") and Interest to companies and/or organizations ("Vendors") with products and services ("Solutions") targeting the OnBase Administration and Consulting marketplace. Vendors are encouraged to submit information about their Solutions – Strategies, Software, Services, etc. The Information Technology Department may use this information as source material for a Request for Proposal or Request for Qualifications. Interested parties should review the overview of the intended Scope of Services/ Products below. If your organization provides solutions that meet the City's objectives for this initiative and if you would be interested in providing information, brochures, and/or recommendations, please submit information via one of the methods listed below.

**Responses to the RFI should be submitted by 3:00 p.m. CST, Thursday August 11, 2011.**

- Notify the City, via E-mail addressed to Orson Pate at [Orson.Pate@houstontx.gov](mailto:Orson.Pate@houstontx.gov) that you have received this RFI and provide the following contact information:
  - Company/Organization Name
  - Contact Person Name
  - Mailing Address
  - Telephone and Fax Numbers
  - Contact E-mail Address
  - Provide a soft copy on CD addressed to Orson Pate, City of Houston, Information Technology Department, P.O. Box 1562, Houston, Texas 77251-1562



**CITY OF HOUSTON**  
**INFORMATION TECHNOLOGY**  
**DEPARTMENT: S37-Q24023**  
**NOTICE OF REQUEST FOR INFORMATION**

ITD Application  
Services  
611 Walker  
Houston, TX 77002  
832.393-0235

- Notify the City, via E-mail addressed to Orson Pate at [Orson.Pate@houstontx.gov](mailto:Orson.Pate@houstontx.gov), that the CD has been submitted. The City will send out a confirmation email upon receipt of your CD and will notify this Contact if/when a RFP is released. All information provided and expenses incurred must be at "NO COST" to the City. All responses will be subject to the Texas Public Information Act. Any proprietary materials and/or trade secrets that must be submitted should be clearly and individually marked.

## **Background**

The Information Technology Department was created in 2003 to improve the IT organization throughout the City; to leverage emerging technologies to reduce cost, limit growth in the workforce and improve services to citizens and employees.

ITD is led by the Director of Information Technology and Chief Information Officer (CIO) with input from the Technology Steering Committee (TSC), which is comprised of executive level management from departments with significant IT involvement; including: Police, Public Works and Engineering, Houston Airport System, Health and Human Services, Library, Municipal Courts Administration, Information Technology, Planning and Houston Emergency Center.

OnBase has been identified as one of the City's document management standards. The model for supporting OnBase includes:

- Super Users – responsible for providing an initial point of contact within a user department (associated with each deployed application)
- Application Administrators – responsible for understanding all aspects of OnBase, operation, within the "four walls" of the application (permissions, processes, forms, etc.)
- System Administrators – responsible for understanding the all aspects of OnBase operation, outside the "four walls" of the application (databases, O/S, etc.)
- Certified 3<sup>rd</sup> Party Support Staff – responsible for applying an in-depth knowledge of the OnBase product to difficult support issues and assisting the City to determine the best solution at the lowest cost in the shortest period of time
- Hyland Software – responsible for providing regular patches & updates and with 'back-stopping' the City's overall support model.

## **Scope of Services**

- Provide Certified 3rd Party Support Staff, as described, for OnBase applications, especially the PAR system.
- Provide onsite and remote OnBase system administration assistance to the City of Houston.
- Provide OnBase system administration and consulting services related to maintaining the system at optimal performance, system and architecture enhancements, and assistance with upgrades.
- Configuring document types, keywords and workflows
- Managing Disk Groups and file servers



**CITY OF HOUSTON**  
**INFORMATION TECHNOLOGY**  
**DEPARTMENT: S37-Q24023**  
**NOTICE OF REQUEST FOR INFORMATION**

ITD Application  
Services  
611 Walker  
Houston, TX 77002  
832.393-0235

- Creating Eforms, modify Unity scripts, configuring autofill keyword sets
- Create and execute solution test plans
- OnBase System Administration Support
- Live Interactive Online Support
- OnBase Consulting Services
- Software Version Upgrades and Implementation
- Custom Development Services

**Topics of Interest**

Vendors are requested to describe services and products related to OnBase System Administration and Consulting services. Specific topics of interest to the Information Technology Department include:

**1. General:**

- Your firm's history and statement of business and service offerings
- Your core competencies and capabilities
- Your strategic vision and intended product improvements

**2. Support of process improvement or standardization for:**

- Service Strategy
- Service Design
- Service Transition
- Service Operations
- Continual Service Improvements

**3. Benchmark and Templates:**

- Provides benchmark information of the above for similar organizations
- Use of templates that can easily be modified

**4. Maintenance and Administration:**

- Easily implemented and modified with minimum resources
- Predefined APIs and interfaces
- Flexibility of the product maintenance and administration
- Training, Support and Help

**5. Other Considerations:**

- Tools should be accessible via the Web and have self-service capabilities
- Tools should have analytical capabilities
- Tools should have reporting capabilities