



CITY OF HOUSTON

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Strategic Purchasing Division

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June 1, 2011

SUBJECT: Letter of Clarification No.4
Mobile Data Strategy for the Houston Police Departments

REFERENCE: RFP No.: S17-T23954

TO: All Prospective Respondents

This Letter of Clarification is issued for the following reasons:

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

1. Page 4 is revised to read as follows,

6.0 Offeror(s) shall not collude in any manner, or engage in any practices, with any other Offeror(s), which may restrict or eliminate competition, or otherwise restrain trade. Contractor will be held responsible for all items in the contract.

2. Page 14 is revised to read as follows,

5.1.1.8 GPS internal card (built in) - Shall have external antenna connections. All software and maintenance shall be supplied by contractor to interface with AVL dispatch software. Must use NMEA 0183 protocol and at a minimum output sentences: GGA, GLL, GSA, RMC, VTC, ZDA, and \$GPRMC. GPS will be utilized to locate the vehicle.

3. Page 14 is revised to read as follows,

5.1.1.19 3 year Next Business Day maintenance support.

5.1.1.19.1 year Next Business Day Maintenance Definition - HPD Technology Services Communications and Infrastructure Support will make every effort to resolve issues as they are reported to the group. If a problem can not be resolved by that group it will be reported to the vendor support. Once an issue is reported the vendor has one business day to respond by providing a replacement unit or staff on-site to address issue. If an issue can be diagnosed with a component and that component can be replaced by HPD, the expectation is to receive a replacement component within one business day.

Partnering To Better Serve Houston

**LETTER OF CLARIFICATION 4
MOBILE DATA STRATEGY
SOLICITATION NO. S17-T23954**

4. Page 16 is revised to read as follows,

5.3.2.1 AC/DC adapter for use plugged into wall socket when undocked

5. Page 16 was revised to delete 5.3.2.9.

6. Page 19 was revised to delete 7.2.11.

7. Page 22 is revised to read as follows,

18.1 The following section documents the assumptions made at the time this RFP was written, additional assumptions should be amended in this section to prevent misunderstandings.

- **HPD resources or staff will be available to be assigned to this project**
- **Contractor shall provide the necessary technical support throughout the implementation shall train HPD IT personal in the proper installation and troubleshooting for application installation, hardware requirements, and basic software troubleshooting procedures**
- **For application installation, hardware requirements, and basic software troubleshooting procedures**

8. Page 23 is revised to read as follows,

22.1 The Contractor is responsible to provide, install, make operational, and maintain any and all components required to make the proposed system fully operational with a high degree of performance.

The Contractor is advised that the function of police dispatching is of a CRITICAL nature and VITAL to the SAFETY and SECURITY of our citizens. Any and all software, hardware, cables, connectors, services, training documentation, or any other item that is necessary to make the systems full functional and productive is the responsibility of the Contractor unless specifically defined as a City or HPD

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

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**LETTER OF CLARIFICATION 4
MOBILE DATA STRATEGY
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Attached: Revised Pages of RFP S17-T23713: 4, 14, 15, 16, 19, 22, and 23.

End of Letter of Clarification 4

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**

UNIFORM INSTRUCTIONS TO OFFEROR(S) SOLICITATION NO. S17-T23954

- 1.0 This RFP does not commit the City of Houston to award a Contract, issue a Purchase Order, or to pay any costs incurred in the preparation of a Proposal in response to this request.
- 2.0 The Proposals will become part of the City's official files without any obligation on the City's part. All Responses shall be held confidential from all parties other than the City until after the Contract is awarded. Afterward, the Proposals shall be available to the public.
- 3.0 The City of Houston shall not be held accountable if material from responses is obtained without the written consent of the Offeror by parties other than the City, at any time during the Proposal evaluation process.
- 4.0 In the event an Offeror submits trade secret information to the City, the information must be clearly labeled as a **"Trade Secret."** The City will maintain the confidentiality of such trade secrets to the extent provided by law.
- 5.0 Offeror(s) shall not offer any gratuities, favors, or anything of monetary value to any official or employee of the City of Houston (including any and all members of Proposal evaluation committees).
- 6.0 Offeror(s) shall not collude in any manner, or engage in any practices, with any other Offeror(s), which may restrict or eliminate competition, or otherwise restrain trade. Contractor will be held responsible for all items in the contract
- 7.0 All Proposals submitted must be the original work product of the Offeror. The copying or paraphrasing of the work product of another Offeror is not permitted.
- 8.0 The RFP and the related responses of the selected Offeror will by reference (within either a Contract or Purchase Order) become part of any formal agreement between the selected Offeror and the City. The City and the selected Offeror may negotiate a Contract or contracts for submission to City Council for consideration and approval. In the event an Agreement cannot be reached with the selected Offeror, the City reserves the right to select an alternative Offeror. The City reserves the right to negotiate with alternative Offeror the exact Terms and Conditions of the Contract.
- 9.0 Offeror(s), their authorized representatives and their agents are responsible for obtaining, and will be deemed to have, full knowledge of the Conditions, requirements, and Specifications of the RFP at the time a Proposal is submitted to the City.
- 10.0 The Agreement(s) shall become effective on or about **October 12, 2011** for a term of three (3) years. The City of Houston reserves the option of extending the Agreement(s) on an annual basis for two (2) additional one-year terms, or portions thereof.
- 11.0 If necessary for the completion of tasks required under the project, the City will provide reasonable working space to the Prime Contractor.
- 12.0 Clerical support and reproduction of documentation costs shall be the responsibility of the Prime Contractor. If required, such support and costs shall be defined in the negotiated Agreement.
- 13.0 Prime Contractor personnel essential to the continuity, and the successful and timely completion of the project should be available for the duration of the project unless substitutions are approved in writing by the City Project Director.
- 14.0 The Prime Contractor will be expected to adhere to all standard contractual requirements of the City which shall include, but are not limited to, provisions for: Time Extensions; Appropriation of Available Funds; Approvals; Term and Termination; Independent Contractor; Business Structure and Assignments; Subcontractors; Parties in Interest; Non-Waiver; Applicable Laws; Notices; Use of Work Products; Equal Employment Opportunity; Force Majeure; and Inspections and Audits.
- 15.0 The City may terminate its performance under a Contract in the event of a default by the Prime Contractor and a

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- Increase officer efficiency and capabilities in the field
- Allow use of new RMS mobile component (MobileCom)
- Allow officers in the field to perform the tasks they would normally perform in the office, such as, filing reports.
- Allow use of MS Office in vehicles
- Allow additional functionality to be deployed to vehicles
- Standardize mobile technology
- Allow removal of devices for remote use and swap for maintenance
- Allow data to be transmitted "real-time"

5.0 Hardware Requirements

5.1 Mobile Computing Device (MCD)

- 5.1.1 The current Motorola Mobile Data Terminals HPD uses will be upgraded to current technology devices (rugged laptops) meeting the minimum standards listed below:
 - 5.1.1.1 Proposed equipment must be in "new" condition and in current production
 - 5.1.1.2 Rugged style laptop that has been tested and passed the Military testing standard MIL STD 810G by an independent testing facility
 - 5.1.1.3 Shall be removable from vehicle without tools
 - 5.1.1.4 Core 2 Duo processor at 1.66GHz or faster with 3MB or more L2 cache
 - 5.1.1.5 4 GB memory (upgradable to 8 GB)
 - 5.1.1.6 120 GB 7200 rpm hard drive
 - 5.1.1.7 Wireless card built-in with GOBI upgrade capabilities. Shall have an external antenna connection.
 - 5.1.1.8 GPS internal card (built in) - Shall have external antenna connections. All software and maintenance shall be supplied by contractor to interface with AVL dispatch software. Must use NMEA 0183 protocol and at a minimum output sentences: GGA, GLL, GSA, RMC, VTC, ZDA, and \$GPRMC. GPS will be utilized to locate the vehicle
 - 5.1.1.9 Screen Resolution of 1024 by 768, with a color depth of at least 10,000 colors (24-bit "True Color")
 - 5.1.1.10 External Antenna connections - Dual Band Pass thru - for all communications functions/hardware
 - 5.1.1.11 Wireless LAN IEEE standard 802.11 g/n (WiFi)
 - 5.1.1.12 Back-lit keyboard with adjustable brightness
 - 5.1.1.13 Blue Tooth capable
 - 5.1.1.14 Hard drive shall be created via "disk image" or similar method so that when delivered at initial install or follow on maintenance no installation is required other than docking the laptop. This includes Windows OS, Microsoft Office (Word, Excel, and Outlook)

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- 5.1.1.15 Four (4) usable USB ports, combination of laptop and docking station, (would prefer 6 usable USB ports)
- 5.1.1.16 Hardware provider should be a core manufacture. (i.e. components made by that provider, not reliant on other companies)
- 5.1.1.17 13" Touch screen or larger shall be readable in direct sun light or full night time conditions, and shall have controls to allow adjustment of brightness
- 5.1.1.18 Proposal should be priced for device quantities of 1800
- 5.1.1.19 3 year Next Business Day maintenance support.
 - 5.1.1.19.1 year Next Business Day Maintenance Definition - HPD Technology Services Communications and Infrastructure Support will make every effort to resolve issues as they are reported to the group. If a problem can not be resolved by that group it will be reported to the vendor support. Once an issue is reported the vendor has one business day to respond by providing a replacement unit or staff on-site to address issue. If an issue can be diagnosed with a component and that component can be replaced by HPD, the expectation is to receive a replacement component within one business day.
- 5.1.1.20 Two hour minimum battery life when undocked.

5.2 MCD Mounting System

- 5.2.1 In order to make appropriate use of the MCD, a versatile mounting solution shall be required. This will require two portions; a mobile computing device docking station that receives the device, and a platform that mounts to the vehicle floor to secure the components. The minimum requirements are:
 - 5.2.1.1 Locking docking station (port replicator) for laptop, shall not all be the same key
 - 5.2.1.2 Shall fit the standard police vehicle models, including Crown Victoria, Impala, Charger, Tahoe, Dodge RAM pickup, or other standard police vehicle
 - 5.2.1.3 Mounting platform shall provide flexible movement to permit driver or passenger to operate laptop with ease
 - 5.2.1.4 Mounting platform shall have stops in place to prevent laptop interference of driver while in motion
 - 5.2.1.5 Mounting platform and all equipment installed shall not interfere with airbag restraint systems operation
 - 5.2.1.6 Console should be modularized to allow for change out and upgrade of components
 - 5.2.1.7 Power to the equipment installed should be integrated into the car power system with sufficient battery back-up and a power management module to disconnect power to the devices connected should battery power reach a minimum point or a selected length of time has transpired since the ignition was shut off
 - 5.2.1.8 Current standard police vehicle is a Ford Crown Victoria Police Interceptor. The standard police vehicle is expected to change during this project. Proposal shall include the costs to modify the design for one model change during the project time frame.
 - 5.2.1.9 Docking Station/Port Replicator shall have USB and Ethernet connections.

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- 5.2.1.10 Use of the same model of mounting platform on as many vehicles as possible is required for all Ford Crown Victoria Police Interceptors
- 5.2.1.11 A space to mount the Motorola APX7500 radios that HPD will use, siren and emergency light control (Whelen CenCom), and shall include two cup holders
- 5.2.2 In order to reduce the cost of the solution, HPD requests the proposers to price an option to use the current Bison console in the vehicles today. The minimum requirements are:
 - 5.2.2.1 Locking docking station (port replicator) for laptop, shall not all be the same key
 - 5.2.2.2 Verification of wiring to standard proposed
 - 5.2.2.3 Installation of proposed quick connector, fuse block, and power management module
 - 5.2.2.4 Removal of old MDC/MDT, monitor, and keyboard from existing mount
 - 5.2.2.5 Installation of proposed hardware to allow docking station to be mounted at the appropriate location (swivel, swing arm, etc.)
- 5.3 Mobile Computing Device (MCD) Optional items
 - 5.3.1 Certain options would be beneficial for HPD to acquire during this project, but it is recognized that they may add to the cost of the project that might exceed the budget. Options shall be priced separately so that they can be chosen in terms of priority and costs associated.
 - 5.3.2 The police department may or may not choose to add the options. The proposal shall include and price separately, an option to provide the following:
 - 5.3.2.1 AC/DC adapter for use plugged into wall socket when undocked
 - 5.3.2.2 Wireless capabilities for WI-Max, LTE, or other equivalent technologies
 - 5.3.2.3 Solid state hard drive 120gb capacity (to be ordered in lieu of standard hard drive)
 - 5.3.2.4 In car, small footprint, thermal printer capable of printing standard sized documents or citations. Pentax Pocket Jet 3 or better thermal printer, with roll type paper. Printer vehicle mount shall be included. Printer shall be wired into car power supply, and mounted in an accessible position, such as in between seats on the divider
 - 5.3.2.5 The vendor shall provide pricing for additional 1 year Next business Day hardware maintenance support (years 4 & 5 to provide support for up to five years)
 - 5.3.2.6 Andrea Electronics DA-350 linear multi-element array microphone with Digital Signal Processing (DSP) or equivalent
 - 5.3.2.7 Magnetic card reader mounted on laptop and/or mounting solution
 - 5.3.2.8 Battery replacement insurance program or replacement battery stock

6.0 Installation Services

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- 7.2.2 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.
- 7.2.3 In order to have an orderly installation of the new devices, it is required that installation starts before the January 1, 2013 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 on the proposed solution.
- 7.2.4 All legacy applications and interfaces shall be operational on the new devices. This includes CAD, MDC, Data Works, etc. used by the officers today
- 7.2.5 Testing with HPD resources is required.
- 7.2.6 Testing shall be completed on a production configured device, and shall be completed using a wireless connection.
- 7.2.7 Once approved by HPD, the applications will be made part of the master hard drive image to be deployed to all devices.
- 7.2.8 Installation and configuration documentation shall be provided.
- 7.2.9 All identified legacy software shall be tested and running on the proposed configuration by the start of the new device installations
- 7.2.10 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 2013 when the new mobile client is migrated to production.
- 7.2.11 Software to update the laptops via wireless connection. This is highly desirable but an optional item to provide updates remotely to all of the laptops so that units do not have to be removed from service or touched manually.
- 7.3 HPD Advanced Information Portal (optional item):
- 7.3.1 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/icon style selections
 - Allows for grouping of functions
 - Easy to navigate and use with one finger touch or keyboard
 - Easy to view on the MCD
 - Shall be easy to maintain without vendor support
 - Provide standardized officer work environment
 - Provide enhancements such as Word, Excel, Outlook, etc.
- 7.3.2 The contractor shall provide user documentation/on-line help and Installation and configuration documentation.

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13.1.6 HPD resources shall create and provide to the vendor the Acceptance Test Plan, and the Acceptance Testing document

14.0 Acceptance Criteria

- 14.1 Director or designee is responsible for communicating in writing the status (accept or reject) to the Contractor's Project Manager within four (4) business days in general or within such shorter or longer period as is agreed by both parties.
- 14.2 If rejected, the contractor's Project Manager and HPD Director or designee shall review the specific reasons and the rejected portions and these shall be documented in writing by the Vendor. Contractor shall thereafter submit a corrected version of the software for acceptance within four business days in general or within such shorter or longer period as is agreed by the parties. HPD shall review and communicate the status of the resubmitted software as per above.
- 14.3 This procedure shall continue until HPD communicates an acceptance "pass" status for the Phases in question or decides to discontinue this effort due to functional variances in the solution, provided that both parties can use the escalation process outlined below at any time for all issues arising hereunder.

15.0 Escalation

- 15.1 Director or designee shall provide an issues log spreadsheet that shall be maintained to track and escalate functional variances and enhancement requests. HPD shall prioritize these lists. HPD Director or designee and Contractor's project manager shall work together to maintain focus on all outstanding functional variances and enhancements. The escalation path for the vendor and HPD will be documented in the communications plan, and provided to the vendor.

16.0 Travel Arrangement

- 16.1 HPD shall not be responsible for any travel and expenses incurred by contractor or any sub-contractors related to onsite installation, onsite training and education activities, onsite engineering and integration services, or any other activities related to this project.

17.0 Use of HPD's Facilities or Personnel

- 17.1 Unless directly related to this project, the vendor and any employees are prohibited from using HPD's facilities (such as office space or equipment) or clerical or technical personnel in the performance of services not specified in the project.

18.0 Assumptions

- 18.1 The following section documents the assumptions made at the time this RFP was written, additional assumptions should be amended in this section to prevent misunderstandings.
- HPD resources or staff will be available to be assigned to this project
 - Contractor shall provide the necessary technical support throughout the implementation shall train HPD IT personal in the proper installation and troubleshooting for application installation, hardware requirements, and basic software troubleshooting procedures
 - For application installation, hardware requirements, and basic software troubleshooting procedures

19.0 Change Control Process

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- 19.1 Requests to change the scope of the project can be made at any time during the project by either party. The following details the process to follow if a change to the scope of the project is required:
- 19.1.1 A Project Change Request (PCR) will be the vehicle for communicating changes to the deployment deliverables contained in this SOW. The PCR describes the change; the rationale for the change and the effect the change shall have on the deployment.
 - 19.1.2 Additional customization requests may be identified as a result of the initial assessment and throughout the project. The Contractor's project manager and HPD Director or designee will capture these needs and requirements for future phase activities or manage requests through the Project Change Request process.
 - 19.1.3 The assigned manager for the requesting party shall review the proposed change and determine whether to submit the request to the other party.
 - 19.1.4 HPD and vendor Project Managers will review the proposed change and approve it for further investigation, rejection, or deferral. Contractor shall specify if there will be any charges or time delays for such investigation.
 - 19.1.5 A written Change Authorization shall be signed by both parties to authorize implementation of the investigated changes. Under NO circumstances are project team members authorized to effect any changes in the work required under this contract what so ever, or enter into any agreement that has the effect of changing the terms and conditions of this contract, or that causes the Contractor to incur any costs, without approval.
 - 19.1.6 Proceeding with work without proper contractual coverage may result in nonpayment or necessitate submittal of a contract claim. The Contractor management should clearly communicate this position to its employees working on this contract and to any subcontractors also providing support.

20.0 Ownership of Deliverables

- 20.1 The deliverables created by the Contractor in whole or in part while performing the services hereunder whether in physical, electronic, or other form and whether or not during regular business hours or using HPD facilities, equipment or personnel of HPD shall be the sole property of the Houston Police Department free and clear, and may not be sold, given, or published in any manner without written authorization from HPD.

21.0 End-user Software Requirement

- 21.1 The new Mobile Computing Platform shall be assessed for user performance, user satisfaction, and usefulness within HPD. The contractor shall be required to perform an installed system demo with end-users and assist in planning, analyzing, designing, implementing, evaluating, and testing the hardware and software with HPD technical team and end-users to insure all requirements from end-users and senior management have been accommodated.

22.0 Completeness

- 22.1 The Contractor is responsible to provide, install, make operational, and maintain any and all components required to make the proposed system fully operational with a high degree of performance.

The Contractor is advised that the function of police dispatching is of a CRITICAL nature and VITAL to the SAFETY and SECURITY of our citizens. Any and all software, hardware, cables, connectors, services, training documentation, or any other item that is necessary to make the systems full functional and productive is the responsibility of the Contractor unless specifically defined as a City or HPD