



CITY OF HOUSTON

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February 21, 2014

SUBJECT: Letter of Clarification No. 2
IAD Case Management System for the Houston Police Department

REFERENCE: RFP No.: S33-T24883

TO: All Prospective Respondents

This Letter of Clarification is issued for the following reasons:

1. To provide a revised response to the following question:

Question HPD will consider a Software as a Service model (subscription based SaaS), however all software and hardware will be installed behind the HPD firewall on HPD premises.

Response Need further clarification on what you consider a “Service Model”

Clarification A Service model or Software as a Service (SaaS) basically is software delivered and paid for as a Service, with Annual or Monthly costs, rather than a one-time license purchase. A SaaS model includes maintenance bundled into the recurring fees and always includes minor and major upgrades, since the installation is managed by the vendor, whether it is on premise or not. Though the annual fees are sometimes paid in advance for a specified term, it is based on the annual subscription costs. A standard license model has HPD buying software up front then paying annual maintenance fees. Major upgrades are sometimes included and sometimes not, depending on the vendor.

Response HPD would prefer not to have a service model for this software.

When issued, Letter(s) of Clarification shall automatically become a part of the solicitation documents and shall supersede any previous specification(s) and/or provision(s) in conflict with the Letter(s) of Clarification. All revisions, responses, and answers incorporated into the Letter(s) of Clarification are collaboratively from both the Strategic Purchasing Division and the applicable City Department(s). It is the responsibility of the respondent to ensure that it has obtained all such letter(s). By submitting a proposal on this project, respondents shall be deemed to have received all Letter(s) of Clarification and to have incorporated them into their proposals.

If you have any questions or if further clarification is needed regarding this solicitation, please contact me.

Sincerely,

Conley Jackson
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