



# CITY OF HOUSTON

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June 26, 2014

**SUBJECT:** Letter of Clarification No. 1  
Cellular & Wireless Mobility Devices and Services for the City of Houston

**REFERENCE:** Request for Proposal - No. S46-T25007

**TO:** All Prospective Bidders

This Letter of Clarification is issued for the following reason:

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

Section 3.19 – Page 17 is amended to add the following requirements listed below in section 3.1.9.1.

3.1.9 The City has approximately 1100 parking meters that have air cards to process parking meter charges. These will require a pooled data plan.

3.1.9.1 The City currently uses CDMA modems in all parking meters. The selected vendor will provide and install modems at no cost to the city for all pay stations in operation.  
Remove Page 17 and replace with attached Page 17 marked Revised – June 26, 2014.

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

1. Vendor would like to properly review the requirements of the City's RFP and to develop the appropriate responses. Vendor believes that it will be beneficial to the City's sourcing process to use additional time to develop and submit a comprehensive response. Vendor believes that the additional time spent now will alleviate the need for the City to engage in several rounds of clarification after receipt and review of the proposal. Therefore, vendor respectfully requests an extension of the due date until July 24, 2014.

**Response:** The City of Houston will not be able to grant an extension for the Wireless RFP. The solicitation due date will remain July 10, 2014.

2. The pages in the City's RFP # S46-T25007 are numbered 1 – 7 and 13 – 71; pages 8 – 12 are missing. Please clarify if the numbering is incorrect, or if those pages are actually missing. If so, would the City please provide the missing pages to ensure the Vendor is addressing all of the City's requirements?

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**Response:** There are no missing pages in the solicitation. The page numbers are incorrect.

3. Please provide a breakdown of the number of Smartphones and Basic phones required under this RFP.

**Response:** The current environment is made up of smart phones (3G/4G), Blackberry devices, voice only flip phones, Push to Talk (PTT devices), tablets and air cards (both tethered and non-tethered).

Device Type	Quantity
Smart phones	6,000
Air Cards	5,320
Voice only phones	4,200
Tablets	250
Push-to-talk	500

4. The RFP requires seven (7) copies of the Proposal, including one (1) printed original signed in blue ink, and additional seven (7) electronic thumb drives. However, at the pre-proposal conference, the City indicated that vendors are to submit three (3) different binders: one for the response with all related data, one for Attachment A - Contract, and one for Attachment B - Wireless Demand Set. Please clarify how the vendor's response is to be submitted.

**Response:** Your response to the City of Houston – Wireless RFP should be submitted as follows

Binder	Title	Hardcopies	Soft Copies(Thumbdrives)
Binder 1	Response to S46-T25007 – Terms and Specifications	7	3
Binder 2	Response to S46-T25007 – Attachment A - Agreement for Wireless Communications Equipment Services	2	2
Binder 3	Response to S46-T25007 – Attachment B - City of Houston RFP Wireless Demand Set.	2	2

5. Contractor does not see a need for "unescorted" physical access to HPD facilities or network resources including any Criminal Justice Information Systems. Therefore, please clarify exactly which documents must be addressed to be in compliance with the CJIS Program and the RFP requirements. If the City does not agree with Contractor's assessment that it will not require unescorted physical or logical access to HPD's facilities or network resources, would the City please detail how and why it believes CJIS compliance is an applicable requirement for the Contractor to provide commercial wireless services.

**Response:** The Criminal Justice Information Services (CJIS) Compliance Requirement is mandatory for all solicitation that includes services provided to the Houston Police Department. The vendor will be required to complete the CJIS documentation that is outlined in the RFP. There are no exceptions to this requirement.

6. Vendor Question: The City indicates that "Failure to complete Exhibit X 'Pay or Play' Acknowledgement Form & Certification of Agreement to Comply with Pay or Play Program

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may be just cause for rejection of your Proposal." Exhibit X was not included in the RFP package. Please provide Exhibit X for vendor review.

**Response:** Exhibit X has been posted as a separate document title "Exhibit X 'Pay or Play' Acknowledgement Form & Certification of Agreement to Comply with Pay or Play Program". Please complete this exhibit and included it in your Binder 1 response.

7. The City refers to CRU Lines. Please clarify and provide the definition of CRU Lines. In addition, do the CRU Lines include the Push to Talk and Air Card lines listed in the chart or are these lines in addition to the CRU lines?

**Response:** CRU refers to Corporate Responsible Unit. Data to support quantities are listed in Section 2.1 of the Scope of Work.

8. The City indicates that it will pay invoices through a Telecom Expense Management System (TEMS). Does TEMS have the capability to issue ACH payments to vendors? Please provide further detail regarding this method of payment.

**Response:** Payments are made through the system electronically to vendors.

9. The City indicates that "Proposal shall include a minimum of three (3) service tiers for digital service." Please clarify what is meant by "service tiers". Is the City requesting multiple bundled rate plan offerings, does this term refer to pricing of service by volume? Is this requirement in addition to the flat rate plans as indicated on Attachment B: RFP Wireless Demand Set?

**Response:** Service tiers refers to who gets devices issued to them and then what type of device they get.  
Tier 3 – Executive Level  
Tier 2 – Management Level  
Tier 1 – All others

This requirement pertains to equipment; not plans and so there is no additional request for plan information other than what is indicated in the demand set and other portions of the RFP.

10. The City is requesting a description of D Block capabilities. Please clarify if the City is requesting information regarding D Block capabilities on the vendor's network?

**Response:** Yes, the City is requesting information regarding D Block capabilities on the vendor's network.

11. The City requires that a virtual protocol network site be available within 4 hours of a request. Please clarify what is meant by a "virtual protocol network site" and if there are any specific requirements associated with its capabilities.

**Response:** This should say "virtual private network". The requirement would be that the City had cell service available when all other cell services were impacted at the carrier level by disaster or outage.

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12. The City has listed 55617 as a Zip Code, which is located in Oregon, to be analyzed for coverage. Please clarify if this Zip Code should be included in the analysis.

**Response:** This was provided in error; please disregard.

13. The Contract would like to provide the City with a comprehensive review of its contract requirements. The City references a Service Level Agreement Exhibit in the Contract; however, no specific service level Exhibits for vendor to review were included in the RFP packet. Please provide a copy of the Service Level Agreement Exhibit for Contractor to review.

**Response:** If the Proposer has a service level agreement, please provide a copy, customized as needed for this RFP.

14. Section 2.1 - Is the MOU referenced (4,044,815) all "Peak/Anytime" minutes?

**Response:** Please refer to the chart in section 2.1 of the Scope of Work for a break down of minutes by type.

15. 10,500 CRU; Can you please breakdown how many Basic users vs. Smartphone users

**Response:** Please refer to COH response to Q3. This chart in 2.2 break down voice only and smart phones.

16. What would the requirements be for a Basic phone; Candy bar vs flip

**Response:** Both should be proposed.

17. Full QWERTY keyboard or standard

**Response:** Both should be proposed.

18. What would the requirements be for a Smartphone

**Response:** Android or IOS are acceptable, plan to provide options.

19. 2896 Push to talk Users. Will these users require voice plans or are they stand alone Push To Talk users

**Response:** We currently have both push to talk only and push to talk with traditional voice plan. Propose both options.

20. If they require traditional voice plans, what would the monthly average of peak-minutes be

**Response:** This varies somewhat and so multiple plan options, as well as all inclusive plan options should be included.

21. Section 3.1.9; On average, how much data will be required for the 1100 parking meters in a given month

**Response:** They are currently on a 10MB pooled plan.

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22. Section 3.7; In regards to turning a Smartphone into a 700mhz radio, are the expectations to be able to use any Smartphone in your trunking network, or simply being able to incorporate our Push To Talk service with your Land Mobile Radio System

**Response:** Ability to incorporate into our public safety radio system only.

23. Section 5.2; How many subscribers out of the 10,500 CRU will require International plans (Voice/text/Data)?

**Response:** Approximately 2% of our users.

24. How many subscribers out of the 3843 aircards will require International data plans

**Response:** Approximately 2% of our users.

25. Section 5.5: Can you please provide a building layout/floor plan, preferably in a PDF format, for the building walkthroughs

**Response:** All walkthroughs will be scheduled by the COH Procurement Division which will include an escort from each user department.

26. Section 14.0: Can you please provide 'Attachment A' as referenced in Section 14.0

**Response:** Please refer to Attachment A - Agreement for Wireless Communications Equipment Services posted to the e-bid site.

27. Section 19.1.2: How many subscribers will require tethering

**Response:** Less than 10%.

28. Attachment B- International Smartphone: You've asked for unlimited International data plans, would you also like to see limited options as well

**Response:** You can present these as well.

29. If so, how would you like to see these plans represented

**Response:** We don't have international travel at all times during the year. We typically only activate international plans as they are needed.

30. Is the City adverse to purchasing via the Texas DIR or HGAC Cooperative purchasing program?

**Response:** It is the City of Houston intent to enter into a Direct contract for our Cellular & Wireless Mobility Devices and Services.

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

If you have any questions or if further clarification is needed regarding this Request for Best Value Bid please contact me at 832-393-8704.



Eric Alexander  
Senior Procurement Specialist

Attached Revised Page: 17



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- 3.1.5 Provide sustainable low-cost advantage by leveraging new technologies and industry's best practices.
- 3.1.6 Provides assistance and network capacity as needed for emergency events.
- 3.1.7 Discounts for families of City employees on equipment and plans.
- 3.1.8 The majority of usage will occur during normal business hours but there is a need for weekend usage for public safety and 24 hour service providers. The City desired plans should include the following:
  - 3.1.8.1 Unlimited nights and weekends and nights at no additional cost.
  - 3.1.8.2 Unlimited Mobile to mobile minutes should be at no additional cost.
  - 3.1.8.3 Talk and text should be included in all plans with no flat rate charges.
  - 3.1.8.4 Unlimited talk/text/data plans.
  - 3.1.8.5 Discount on published rates for international travel.
- 3.1.9 The City has approximately 1100 parking meters that have air cards to process parking meter charges. These will require a pooled data plan.
  - 3.1.9.1 The City currently uses CDMA modems in all parking meters. The selected vendor will provide and install modems at no cost to the city for all pay stations in operation.
- 3.1.10 Discounting for family plans should be included and the number of devices registered with the cellular provider should be included in the City total with discounting for all devices.
- 3.1.11 Respondents will be required complete Attachment B - City of Houston RFP Wireless Demand Set to outline their service offering, pricing and then provide greater detail in their proposal
- 3.2 Domestic is defined as the contiguous 48 states, Alaska, Hawaii and all US Territories.
- 3.3 Ability to provide push-to-talk services with multiple talk groups and seamlessly integrate the service into the existing Motorola MCC7500 console system on the City's P25 trunked radio system.
- 3.6 Provide public safety users with the ability to roam to and from the Nationwide Public Safety Broadband network.
- 3.7 Provide the ability to turn a smart phone into a 700Mhz Radio
- 4.0 TECHNICAL REQUIREMENTS:**
- 4.1 Promote a seamless enterprise wide wireless voice and data services solution.
- 4.2 Provide wireless services to cost-effectively handle the city's business data requirements.
- 4.3 Support service levels that meet the business needs of end users.
- 4.4 Have the ability to migrate to new technology and services.
- 4.5 Broaden the range of services available to end-users.
- 5.0 AREA OF SERVICE COVERAGE:**
- 5.1 Proposal shall provide cellular voice and data services (3G/4G) in the Greater Houston service area. This includes the City, its annexed areas, and surrounding counties. All voice and data maps submitted will include the vendor's methodology of measuring existing coverage and methodology for predicting future roadmap technologies. The City will maintain the confidentiality of such trade secret to the extent provided by law.

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**END OF LETTER OF CLARIFICATION 1**