



CITY OF HOUSTON

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Strategic Procurement Division

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April 1, 2016

**Subject: Records Archive Solution for the Municipal Courts
Letter of Clarification No. 5**

Reference: Request for Proposal (RFP) No. S66-T25693

To: All Prospective Proposers

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.

Please see the following questions from vendors and the City's responses, which are in blue:

	QUESTION	ANSWER
1	It was mentioned at the Pre-proposal conference that the Docket ID references to an 8-digit image file name has an Association Table, please expand on this statement.	THE IMAGES HAVE NOT BEEN CONVERTED FROM .DMS TO .TIFF. WHEN THE CONVERSION IS PERFORMED, THE PROCESS PRODUCES AN INDEX FILE THAT ASSOCIATES AVAILABLE META DATA WITH THE SPECIFIC IMAGE FILE NETWORK / DIRECTORY PATH.
2	Are these Table(s) inside or outside of the Oracle database?	IMAGES ARE STORED OUTSIDE THE ORACLE DATABASE IN A FILESHARE WITH THE DOCKET ID (METADATA) EMBEDDED IN THE FILE NAME.
3	Will it be necessary to produce a chain of custody for these reference numbers?	NO

Council Members: Brenda Stardig Jerry Davis Ellen R. Cohen Dwight A. Boykins Dave Martin Steve Le Greg Travis Karla Cisneros Robert Gallegos
Mike H. Laster Larry V. Green Mike Knox David W. Robinson Michael Kubosh Amanda Edwards Jack Christie
Controller: Chris Brown

4	In the Pre-proposal, it was stated approximately 6.5 “images” per case, but later on it was also stated multi-page tiffs with 6-8 pages. Please clarify images vs tiff vs pages? Are there 6-8 pages each to the 6.5 images? OR are the” images” multi-page tiff “images”.	THE IMAGES ARE MULTI-PAGE TIFF IMAGES.
5	Can an Entity Relationship (ER) Diagram or Schema Export of the existing database be provided?	NO. PURSUANT TO THE SETTLEMENT AGREEMENT THAT THE CITY HAS WITH THE VENDOR WHOSE SOLUTION IS CURRENTLY STORING THE CASE DATA, THE DATABASE IS PROPRIETARY.
6	Please verify the exact number of Tables in the current Oracle database.	THERE ARE APPROXIMATELY BETWEEN 2,500 AND 2,700 TABLES.
7	Are all images and any other data files stored as ordinary disk files, OR are they stored within the database in the binary data columns?	THE .DMS IMAGES ARE STORED IN A FILE SHARE OUTSIDE OF THE DATABASE.
8	What is the overall disk space requirement (in bytes) for the complete system?	15-30 TB SHOULD BE AVAILABLE FOR IMAGE AND DATA STORAGE.
9	What is the disk space size (in bytes) (space taken up) of the Oracle database?	OUR CURRENT BEST ESTIMATE IS UNDER 500 GB
10	What is the disk space size (in bytes) (space taken up) of the image files?	THIS AMOUNT IS CURRENTLY UNKNOWN.
11	What is the disk files count of the image files, if not stored within the Oracle database?	USING AN AVERAGE OF 3 IMAGES PER CASE, THE IMAGE COUNT IS APPROXIMATELY 1.5 MILLION.
12	Can a unique file count (rather than case count) be provided?	NO
13	Is the current Unix system with the Oracle database a “closed” stand-alone system? (Meaning that no other database(s) or data from other department(s) or application(s) are stored (mixed) on this system.)	CORRECT

14	How does the COH envision transferring the current Oracle databases' data to the successful contractor? (Can the Unix system be move off-site?)	THE SYSTEM CANNOT BE MOVED.
15	OR Will it be possible to perform the transfer from the existing system onsite at the CoH? Or Both?	THE TRANSFER WOULD BE PERFORMED ONSITE OR THROUGH VPN.
16	There is a requirement to migrate 450,000 cases and their associated images. What is the total size of this dataset (450,000 cases + associated images) in Bytes?	THE CASE DATA IS APPROXIMATELY 1,349,162,992 KB. THE SIZE OF THE IMAGE DATA IS CURRENTLY UNKNOWN.
17	What is the format and file type of the associated images for the 450,000 cases to be migrated?	TIFF
18	Can the city of Houston provide an example of the desired layout of a typical Docket sheet that will be produced by the proposed new system?	A SAMPLE HAS BEEN ATTACHED.
19	If the ability to create or produce docket sheet(s) for civil cases is a permanent requirement, even after case data is destroyed, then is it expected that the proposed new system have the ability to create or produce docket sheet(s) without reference to case data?	AN ELECTRONIC SNAPSHOT OF THE CASES MUST BE CREATED PRIOR TO THE DELETION OF ANY OF THE RECORDS. THIS SNAPSHOT WILL BE STORED WITHIN THE SOLUTION AS A STATIC RECORD (REPORT) THAT CAN BE RETRIEVED ON A FUTURE DATE.
20	If all data fields provided in the legacy CourtView system should be available for reporting and analytical purposes, in the proposed new system, then can the city of Houston provide a list of each data field (field name) that is currently in the MCD legacy CourtView system?	NO. PURSUANT TO THE SETTLEMENT AGREEMENT THAT THE CITY HAS WITH THE VENDOR WHOSE SOLUTION IS CURRENTLY STORING THE CASE DATA, THE DATABASE IS PROPRIETARY.
21	What is the typical workflow associated with a user accessing the data?	ON DEMAND SEARCH
22	Can you elaborate on why the 450,000 Cases were not migrated, and the decision not to migrate to CSMART?	AS STATED IN THE RFP, "The records are currently residing on a Hewlett Packard Unix server that is over ten (10) years old and is managed by the Courtview Justice Solutions (CJS), Courtview Case Management application (Courtview), version 2.29. This application is written in Uniface and is running on an Oracle OS, version 10.1.0.4 which is no longer supported by Oracle."

23	Is migration of the case files to CSMART under consideration?	ALL OPTIONS ARE CURRENTLY BEING CONSIDERED, WHICH IS WHY THE RFP WAS ISSUED.
24	Can you confirm that the requirement is to archive both structured (database) and unstructured content data as a single case record.	The requirement is to export all case related data from the database (for a set number of cases) and associate related TIFF images to the cases.
25	The requirement to create Docket Sheets, is this historical, or is there a requirement to support Case Scheduling activities?	THE REQUIREMENT TO CREATE DOCKET SHEETS IS A CURRENT REQUIREMENT WITH ALL CASE RECORDS; HISTORICAL AND CURRENT.
26	Please elaborate on requirement B.1.A The ability to generate queries for statistical and financial reports, can you provide more details on the use case.	THE COURT MUST BE ABLE TO GENERATE STATISTICAL REPORTS SUCH AS VOLUME OF CASES BY CATEGORY, AMOUNT COLLECTED IN TERMS OF COURT COST AND FEES, SEGREGATE BY DATE RANGE, ETC.
27	Can you provide the following sizing information on the archive data. Size of data i.e. database and/or file storage Number of image files total and average number of documents per case. Are the Tiff Files multipage or Single Page.	SIZE OF DATABASE - 1,349,162,992 KB ESTIMATED NUMBER OF DOCUMENTS PER CASE IS 3 TO 6.5 MOST TIFF IMAGES ARE MULTI-PAGE, ALTHOUGH SOME SINGLE PAGE IMAGES DO EXIST.
28	Number of Case Record data elements per record i.e. number of fields, type of data, size.	THIS IS CURRENTLY UNKNOWN.
29	How many users will have access to the archives? Are users internal / CoH Staff only>	NUMBER OF USERS WILL NOT EXCEED 10
30	Is Security and Access need to be managed by case type i.e. civil or criminal?	NO
31	Would CoH consider a cloud based solution?	YES

32	<p>PPT shows we will be disqualified if we take exception to the indemnification language or COH terms. Bid states the following: Exceptions to Standard Contract. Submit any exceptions to the standard contract and include the rationale for taking the exception. Provide rationale for objections to the Article. Such exceptions will be considered when evaluating the Proposer's response to this RFP. If you are proposing alternate language, please include the language for consideration. Also, attach license and maintenance agreement(s), as appropriate. Please advise.</p>	<p>THE DISQUALIFICATION LANGUAGE PERTAINS ONLY TO THE INDEMNIFICATION PROVISION(S).</p>
33	<p>Files will not grow. We will be looking at file reductions</p>	<p>WE WILL BE LOOKING TO REDUCE FILE NUMBERS, NOT INCREASE.</p>
34	<p>What is your requirement for data security? On-Prem? Cloud? Hybrid?</p>	<p>A SECURE ENVIRONMENT THAT CAN BE ACCESSED BY CITY OF HOUSTON PERSONNEL WITH THE APPROPRIATE CLEARANCE.</p>
35	<p>Do the specs include the assumed backup associated capacities for the data storage outlined?</p>	<p>NO</p>
36	<p>Can you provide any performance metrics or requirements for retrieval?</p>	<p>A USER MUST BE ABLE TO ACCESS CASE INFORMATION AND IMAGES ON DEMAND WITHIN SECONDS, OR THE CITY'S IT IS ABLE TO ACCESS MULTIPLE RECORDS.</p>
37	<p>Are there remote locations that are being addressed by this criteria?</p>	<p>NO</p>
38	<p>Who is the incumbent storage and ECM vendor?</p>	<p>COURTVIEW JUSTICE SOLUTIONS</p>
39	<p>What is the age of this in-place solution?</p>	<p>ALL OF THE CASE DATA ORIGINATED IN A DEFUNCT SYSTEM PRIOR TO 4/1/2006. THIS DATA WAS MIGRATED INTO THE ENVIRONMENT FOR WHICH IT CURRENTLY RESIDES. ADDITIONAL DATA HAS BEEN ADDED TO ALL OF THE DATA SELECTED FOR MIGRATION AS RECENTLY AS 3/2015.</p>

40	Why are you changing?	AS STATED IN THE RFP, “The records are currently residing on a Hewlett Packard Unix server that is over ten (10) years old and is managed by the Courtview Justice Solutions (CJS), Courtview Case Management application (Courtview), version 2.29. This application is written in Uniface and is running on an Oracle OS, version 10.1.0.4 which is no longer supported by Oracle.”
41	What are the requirements for auditing of each of the phases of data migration?	THE CITY WILL CONSIDER ALL SOLUTIONS, BUT A PRELIMINARY PROCESS PRIOR TO THE MIGRATION MUST BE ENLISTED TO VALIDATE THE QUANTITY OF CASE RECORDS, IMAGES, VOLUME OF CASES IDENTIFIED BY DISPOSITION DATE, AMOUNT OF MONEY COLLECTED FOR FINES, COURT COSTS AND FEES, TOTAL AMOUNT COLLECTED, ETC. BEFORE A FINAL CONVERSION IS IMPLEMENTED.
42	Will Docket reports be shared via email? Or are they expecting people to lookup the Docket info?	USERS WILL LOOK UP DOCKET INFORMATION
43	Docket format compatible with Outlook, Gmail, etc?	PLEASE CLARIFY THE QUESTION.
44	Is Case imaging implied? Or just simple unstructured data storage?	THE REQUIREMENT IS TO EXPORT ALL CASE RELATED DATA FROM THE DATABASE (FOR AN IDENTIFIED NUMBER OF CASES) AND ASSOCIATE RELATED TIFF IMAGES TO THE CASES.
45	Any VDI requirement? Implied or explicit?	NO
46	Oracle or SQL as the preferred back end?	SQL
47	Any Mainframe integration?	NO
48	Social media integration?	NO
49	What specific Analytics are required?	PLEASE CLARIFY THE QUESTION.

50	What Tier of storage will this solution represent? And will this be a point specific solution or the beginning of a longer term ECM solution?	STORAGE TIER: UNKNOWN. THIS CANNOT BE DETERMINED UNTIL THE REQUIREMENTS OF THE SOFTWARE ARE KNOWN. BECAUSE OF THE ARCHIVAL NATURE OF THIS INITIATIVE, IT IS ASSUMED THAT THE LOWEST TIER WILL BE ACCEPTABLE AS USER ACCESS WILL BE LIMITED WITH A LOWER PERFORMANCE EXPECTATION. ECM: NO, THIS IS NOT PART OF A LONGER TERM ECM.
51	How many FTE;s are expected to operate the proposed solution?	2
52	How many FTE's are currently supporting the in-place system today?	2
53	RFP "for a minimum of twelve (12) years". If 12 years is the minimum what is the maximum?	THE MAXIMUM IS 13 YEARS, BUT SOME DOCKETS THAT ARE SEPARATE FROM RECORDS WILL REQUIRE PERMANENT STORAGE.
54	RFP states "The objective is to procure a solution which can be easily accessed" - Is there a desire to make the solution securely accessible from outside MCD (i.e. for auditing purposes)?	NO
55	Our off the shelf solution is Web based, what browser(s) is the standard for the potential users?	INTERNET EXPLORER VERSION 10 OR HIGHER
56	<p>The records are currently residing on a Hewlett Packard Unix server that is over ten (10) years old and is managed by the Courtview Justice Solutions (CJS), Given the legal action taken against Courtview and their last known version 2.29 being outdated and not supported by Oracle,</p> <ol style="list-style-type: none"> 1. what are the specific risks associated with the records residing in this environment for over 10 years? 2. And have they been dormant the entire period without any entity accessing the data? 3. What is the approximate number of images associated with 450,000 case records ? 4. Were those images also maintained by Courtview or their vendor at the time? 5. Are all images attached to the 	<ol style="list-style-type: none"> 1. THE CURRENT ENVIRONMENT IS NO LONGER SUPPORTED BY ORACLE AND PRESENTS A STABILITY AND SECURITY RISK TO THE DATA AND THE CITY'S NETWORK. 2. THE DATA HAS BEEN MODIFIED AS RECENTLY AS 3/2015. 3. 1.5 MILLION 4. THE IMAGES TO BE MIGRATED WERE MANAGED BY A SYSTEM PROVIDED BY VISTA SOLUTIONS GROUP. 5. SOME IMAGES MAY BE MISSING, BUT ALL VIABLE IMAGES WERE MIGRATED FROM THE PLATFORM DEVELOPED BY VISTA SOLUTIONS GROUP. 6. YES 7. NO.

	<p>case or does the court have reason to believe that there could be missing images that could be associated with the 450K case records?</p> <p>6. Is there a requirement to maintain the images in a "secure format" as they were in CourtView using the Visiflow DMS format (which was in fact not very secure)?</p> <p>7. Should the solution be able to capture CSMART data as cases age in order to maintain a full archival going forward and enhance the overall performance of CSMART by reducing the size of the CMSART database?</p>	
57	<p>MCD is required by State mandate to retain case records for a minimum of twelve (12) years from the date of final disposition for civil cases, and a minimum of five (5) years for criminal cases. These records and images were managed in Courtview. Due to our prior involvement with CourtView we know for a fact that some of the data and images did not match up</p> <p>a) Has this issue been resolved? b) If it doesn't match up who will we be responsible? c) What format are the images in?</p>	<p>a. JEFF b. GREG c. TIFF</p>
58	<p>In April 2015, the Court implemented a new case management system which converted the majority of the case data from Courtview into the new case management system (CSMART). Is an Interface with CSMART required, desired or preferred?</p>	<p>AN INTERFACE WITH CSMART IS NOT REQUIRED, BUT WOULD BE DESIRED.</p>
59	<p>Case Record: Data, images, and other files associated with a court case. What is the format of the images and associated files?</p>	<p>IMAGES ARE IN TIFF.</p>
60	<p>Please specifically define the other data, files associated with the 450K court case records; are these active, closed or dormant cases?</p>	<p>ALL CASES ARE CLOSED.</p>

61	Are there associated fines, fees and collection transactions associated with the 450K court case records.	YES.
62	Ability to generate queries for statistical and financial reports from the stored data. What statistical queries and financial reports are required? 1. Can you give us a copy of them? 2. Who will be responsible for creating the reports? 3. Will you want us to create a series of canned reports ? 4. Do you require, desire or prefer Ad Hoc reporting capabilities?	1. TO BE PROVIDED 2. THE VENDOR 3. NO 4. NO WE JUST WE JUST NEED THE CITY'S IT DEPT. TO BE ABLE TO GENERATE REPORTS AS NEEDED. - DOESN'T THIS STATEMENT MAKE THE ANSWER A "YES"? THE RFP CONTAINS INFORMATION STATING THE NEED FOR AD HOC REPORTS.
63	Is there a requirement to be able to modify the case records (i.e. for data that is discovered to be bad or inaccurate)?	THE COURT MUST HAVE THE ABILITY TO DELETE OR EXPUNGE CASES.
64	What are the OCA requirements relative to the transaction or batch process of fines and fees if any associated with these 450K case records?	TO BE ABLE TO PROVIDE DATA FOR AUDIT AS REQUESTED BASED ON ALL DATA AVAILABLE IN DATABASE.
65	Compliance with Records Control Schedule for Criminal Cases and Civil Cases as mandated by the Texas State Library and Archives Commission. Please provide vendors with the current state statute for expunging or record retention and destruction schedule as required by the State Library of Archives and Commission or for which MCD is maintaining and will be in effect for this project	THE LOCAL SCHEDULE LC RETENTION SCHEDULE FOR RECORDS OF JUSTICE AND MUNICIPAL COURTS IS AVAILABLE ONLINE AT HTTPS://WWW.TSL.TEXAS.GOV/SLRM/RECORDSPUBS/LC.HTML
66	Users should be able to perform a search for a case record by name (first and/or last), number associated with any identification type (driver's license, passport, state-issued identification, etc.), case number, citation number, company name, and/or license plate number. How many users are expected? Min, Max, Public or just internal only	NUMBER OF USERS WILL NOT EXCEED 10. THESE USERS WILL BE INTERNAL ONLY.

67	Provide cost options for accessing data by a user versus the cost of accessing data via technical staff. Can you expound on what you are looking for especially in regards to “accessing via technical staff”?	<p><u>USER ACCESS - A USER ACCESSES DATA THROUGH A FRONT END 'APPLICATION'.</u></p> <p><u>TECHNICAL STAFF ACCESS - AN IT PERSON ACCESSES DATA AND / OR IMAGES FROM THE DATABASE VIA SQL COMMAND.</u></p>
68	Provide a visual presentation with mock ups of the solution to be implemented and functionality to be provided in advance of a bid selection. Since we have an off the shelf solution (that will shortly be on a DIR contract) and have actually done this same work for MCD as recently as 2015 (processing over 15k documents a day and a total of over 25 million) can we have actual data so we can submit an actual fully functioning system instead of a mockup?	<p><u>GREG - YES, IF THE VENDOR WILL SIGN A DOCUMENT RECOGNIZING THAT THIS DATA CANNOT BE SHARED OR USED FOR ANY REASON NOT APPROVED BY THE MUNICIPAL COURTS DIRECTOR.</u></p>
69	Can you show us an example of a complete record?	<p><u>NO, AS THIS WOULD REQUIRE ACCESS TO A PROPRIETARY APPLICATION.</u></p>
70	Proposer should have extensive experience with and or knowledge of the CJS Courtview application Given the legal action taken against CJS regarding the lack of performance by the vendor and the requirement for responders to have extensive experience and knowledge with their application, please confirm if previous employees of CJS are bidding on this project and are eligible to do so, if Courtview is legally eligible to bid?	<p><u>ALL VENDORS ARE LEGALLY PERMITTED TO BID ON THIS CONTRACT.</u></p>
71	Proposer to provide the City with a date/time of solution delivery and coordinate implementation. What is the preferred date to go live?	<p><u>AS SOON AS POSSIBLE</u></p>
72	When is the “drop dead” deadline for full implementation based on either previous contract or other external reasons?	<p><u>AS SOON AS POSSIBLE. A QUICK RESOLUTION WILL BE ONE OF THE DETERMINING CRITERIA IN SELECTION OF A VENDOR.</u></p>

73	<p>Proposer personnel are able to be successfully vetted and handle confidential government information.</p> <p>Is the team working on the data required to have CJIS clearance? If so, how soon after contract is awarded will CJIS clearance be needed?</p>	<p>THE CITY IS CONTRACTED WITH CJIS AND IS COVERED REGARDING CONFIDENTIALITY ISSUES VIA THE CONTRACT. THEREFORE THE SUCCESSFUL PROPOSER WOULD ALSO BE COVERED, WORKING UNDER THE AUSPICES OF THE CITY OF HOUSTON.</p>
74	<p>Proposer will have enough personnel to perform implementation.</p> <p>Given that we have an off the shelf solution, what types of resources are you expecting – Project Manager, Integrator, Trainer, Documentation and database architect?</p>	<p>THE SELECTED VENDOR WILL NEED TO PROVIDE AT LEAST A PROJECT LEAD OR MANAGER, TRAINER, AND DOCUMENTATION. A DATABASE ARCHITECT WILL NOT BE NEEDED IF THE CHOSEN SOLUTION IS HOSTED BY THE CITY.</p>
75	<p>An Evaluation Committee will evaluate responsive proposals in accordance with the evaluation criteria listed below.</p> <p>If Courtview can bid on this, will any former CourtView employees or consultants be on this committee? If so wouldn't that be a conflict of interest?</p>	<p>CITY STAFF WORKING IN THE SPECIFIC ROLE THAT THEY ARE REFERRING WOULD HAVE WORKED THERE WHEN THE COMPANY WAS MAXIMUS. THEREFORE THE CITY BELIEVES THIS DOES NOT CONSTITUTE A CONFLICT OF INTEREST REGARDING THEIR STAFF WORKING ON THE RECORDS.</p>
76	<p>Quality of proposed MWBE firms. Per the pre-bid meeting, has this criteria been removed? If not, please define this further.</p>	<p>THERE IS NOW AN 11% M/WBE GOAL REQUIREMENT. THE CRITERIA WILL REMAIN PART OF THE EVALUATION.</p>
77	<p>Since this is a multiyear contract, is the city expecting a Base Amount and then an annual fee for maintenance and support?</p>	<p>YES, THE CITY IS EXPECTING A BASE AMOUNT AND THEN AN ANNUAL FEE FOR MAINTENANCE AND SUPPORT.</p>
78	<p>Can the city contract out for the entire 12 year period?</p>	<p>YES, THE CONTRACT COULD EXTEND THE FULL 12 YEAR PERIOD.</p>
79	<p>Is there preference for an on premise or a cloud solution?</p>	<p>PREFERRED SOLUTION WOULD BE ONSITE, BUT THE CITY WILL CONSIDER A COST-EFFECTIVE CLOUD-BASED SOLUTION.</p>
80	<p>Is the data scrubbed?</p>	<p>NO</p>

81	<p>At City Council 8/11/2015, Agenda Item # 34 City Council authorized for COURTVIEW JUSTICE SOLUTIONS, INC " 20 read-only named licenses. These named licenses are assigned to key MCD and 311 staff that will need to comply with State law as well as periodically review historical data and provide case information to the public." It also states "HITS and MCD are actively seeking alternative solutions for the migration and storage of these records in accordance with State law." Does RFP replace the work that CourtView was to do in RCA dated 8/11/2015? If so can we use the amount budgeted as a baseline for this project?</p>	NO.
82	<p>In Sept 2008 the COH dissolved the original agreement with Maximus/CourtView due to the system being characterized as "failed". Because of that ruling and hence the COH having to spend 40+ million dollars on a new system (CSMART) due to that failure, Can CourtView bid on this project?</p>	YES
83	<p>Due to the Maximus/CourtView agreement to not go forward with CourtView, Sogeti was restricted from seeing any of the CourtView database. Can Sogeti bid on this project? If so doesn't that give them an unfair advantage in that they were the ones who converted the data? Also if they can bid on this project then isn't this just a way around them having a fixed bid on the CSMART project but being able to bid on this for new revenue that is not a part of the fixed bid?</p>	SOGETI CAN BID ON THE PROJECT
84	<p>How many users will need access to the imaging/content management system? (Includes ability to scan, participate in Workflows, access documents, etc.)? Ability to scan? Participate in workflows? Access documents?</p>	NUMBER OF USERS WILL NOT EXCEED 10.

85	Will any users require remote access?	NO
86	How many users will simply need the ability to view, search, and print?	ALL OF THEM
87	Do you require keyword search of the files?	NO
88	What is the number of documents – The RFP references 450,000 case files, is this also the same number of documents to be converted?	NO. THE ESTIMATED IMAGE COUNT IS 1.5 MILLION.
89	How many total images exist to be migrated?	APPROXIMATELY 3 PER CASE FOR AN ESTIMATED TOTAL OF 1.5 MILLION
90	How large is the document repository?	UNKNOWN. THE CURRENT DOCUMENT REPOSITORY CONTAINS IMAGES FOR ALL CASES IN THE DATABASE.
91	How large is the database?	1,349,162,992 KB
92	What file types are being migrated?	PLEASE CLARIFY THE QUESTION.
93	How many document classes are there?	TIFF
94	What is the format of the image files? Do the image files contain any proprietary wrappers or encryption?	TIFF
95	Do you want the vendor to do all the data conversion or would you prefer to use a tool provided by the vendor and do the quality control yourself?	VENDOR WILL PERFORM THE DATA CONVERSION AND QUALITY CONTROL

96	For the purposes of data capture, do the documents have a consistent format/layout? (E.g. forms with specific tables?)	NO
97	Do the images require Optical Character Recognition (OCR) to be run on them?	NO
98	What is the desired database for migration (e.g. SQL, Oracle)?	SQL
99	Are we expected to consolidate/restructure the database tables? (it was mentioned during the pre-bid meeting that you wanted to decrease the total number of tables in the databases)	YES. ALL THE DATABASE TABLES ARE NOT NEEDED. THERE ARE MORE THAN 1000 TABLES IN THE CURRENT DATABASE.
100	Do you have the requisite destination hardware for on premise solutions already? If so, please describe. If not, is the purchase included in this RFP response?	NO
101	Is there a preference for hosted vs. on premises? Would you like a cost proposal on both?	PLEASE PROVIDE A PROPOSAL FOR BOTH POTENTIAL SOLUTIONS.
102	Will the repository be used for anything else?	NO
103	Will there be any sort of queries or information helpful in fulfilling requests?	NO
104	Do you expect to handle ongoing capture as well or just the legacy 450,000?	THIS SOLUTION IS ONLY FOR THE LEGACY DATA.
105	What sort of reporting tools do you have, if any, that you expect to use on this project? If you do, what is the expected integration effort from the responding vendors? If not, is the purchase included in this project?	SSRS

106	Why types of reports have will be necessary? Is the vendor expected to configure or will City of Houston IT do so?	AUDIT REPORTS WILL BE REQUIRED IF REQUESTED. THE CITY IT DEPARTMENT SHOULD BE ABLE TO CREATE AD HOC REPORTS. ADDITIONALLY, REPORTS TO VERIFY DATA WILL BE REQUIRED POST-MIGRATION.
107	What sort of public information act/query tools are necessary for the content in the system?	SQL
108	Given that most of the files will meet retention within 12 years, how are files with permanent retention to be kept?	WE DO NOT CURRENTLY HAVE AN ARCHIVAL/DELETION STRATEGY FOR MUNICIPAL COURTS CASE DATA. A BUSINESS PROCESS AND TECHNICAL DESIGN WILL NEED TO BE ESTABLISHED FOR THE NEW AND EXISTING COURTS DATA RECORDS MANAGEMENT SYSTEMS. THE ABILITY TO RETREIVE CASES BY COURT DATE AND COURT TIME, ESTABLISHES A MEANS TO SEGREGATE THE REQUISITE DATA.
109	Are the files with permanent retention identified by some metadata already? If not, how will we find out which have permanent retention	A LIST OF CASES (CASE IDS) WILL BE PROVIDED WHICH INDICATE WHICH CASES ARE REQUIRED TO BE EXTRACTED AND STORED.
110	Do you want us to account for permanent retention, or flagging of this retention, with the system?	NO
111	Do we need to account for compliance/regulatory/litigation hold within the system?	NO
112	Is automated retention management/disposition wanted or required?	NO, BUT A PROCESS WHICH WILL PERMIT THE CITY IT PERSONNEL TO IDENTIFY CASES ELIGIBLE FOR DELETION OR EXPUNGEMENT SHOULD BE PROVIDED.
113	What period for maintenance and updates are you anticipating?	WE ANTICIPATE OS AND SOFTWARE UPDATES. WITH REGARDS TO SOFTWARE UPDATES, WE DO NOT KNOW AT THIS TIME. WE WILL NEED THE VENDOR TO PROVIDE THE STANDARD SOFTWARE MAINTENANCE SCHEDULE FOR THE MUNICIPAL COURTS DEPARTMENT TO REVIEW.
114	What is the anticipated delivery timeline?	AS SOON AS POSSIBLE

115	How much metadata already exists in the associated tables? What is being migrated?	THE METADATA TO LINK THE IMAGE TO A CASE IS THE 'DOCKET ID'. IMAGES ARE STORED IN A FILE SHARE WITH THE 'DOCKET ID' EMBEDDED IN THE FILE NAME.
116	Is there additional desired metadata that is not already captured in a table that needs to be read from the documents? i.e. Does any metadata need to be captured from the images themselves?	NO
117	How is the metadata currently stored?	THE METADATA TO LINK THE IMAGE TO A CASE IS THE 'DOCKET ID'. IMAGES ARE STORED IN A FILE SHARE WITH THE 'DOCKET ID' EMBEDDED IN THE FILE NAME.
118	In what way has your current system not performed up to your expectations?	AS STATED IN THE RFP, “The records are currently residing on a Hewlett Packard Unix server that is over ten (10) years old and is managed by the Courtview Justice Solutions (CJS), Courtview Case Management application (Courtview), version 2.29. This application is written in Uniface and is running on an Oracle OS, version 10.1.0.4 which is no longer supported by Oracle.” THE DATA MUST BE MOVED TO A SECURE, STABLE ENVIRONMENT.
119	Since C-Smart is a customized system for the City of Houston, how is prior or extensive experience necessary or possible?	IT IS PRESUMED THAT A VENDOR WHO HAS PREVIOUSLY WORKED WITH THE CUSTOMIZED, CASE MANAGEMENT ENVIRONMENT FOR WHICH THE DATA CURRENTLY RESIDES WILL BE ABLE TO EXPEDIENTLY MANAGE AND MITIGATE THE CHALLENGES OF MIGRATING THIS DATA TO A STABLE PLATFORM.
120	What type of relationship are you looking to establish with the newly awarded vendor?	A RESOURCE THAT CAN BE UTILIZED AS NEEDED TO MANAGE THE MIGRATED DATA IF THE CITY REQUIRES ADDITIONAL ASSISTANCE. FUTURE PROJECTS WILL BE CONSIDERED ON A CASE-BY-CASE BASIS. THUS, THE CITY OF HOUSTON MUNICIPAL COURTS DEPARTMENT IS LOOKING TO ESTABLISH A LONG TERM PROFESSIONAL RELATIONSHIP.
121	If you had to set priorities now, what three things must be accomplished with solution?	1. A USER MUST BE ABLE TO ACCESS DATA AND IMAGES WHEN REQUESTED. 2. ABLE TO GENERATE AUDIT REPORTS WHEN REQUESTED. 3. ABLE TO DESTROY INDIVIDUAL OR BATCH CASE RECORDS.
122	What would a homerun solution look like for you?	A COST EFFECTIVE SOLUTION THAT MEETS THE GOAL AND OBJECTIVE OUTLINED IN THE RFP.

123	What kind of budget do you have in mind for this solution?	THERE IS NO BUDGETED AMOUNT.
124	Have there been any attempts to solve the problem internally? If so, how? What were the results?	IT WAS DETERMINED THAT AN EXTERNAL SOLUTION WOULD BE THE IDEAL COURSE OF ACTION.
125	What measurable outcomes do you want to see once the solution is in place?	CASE DATA THAT IS EASILY ACCESSED BY USERS AND CONFIRMATION THAT ALL CASE DATA AND IMAGES WERE MIGRATED.
126	In most RFP's with the City of Houston there is a set aside for MWBE, however for this one there isn't one.... will your team reconsider that position for this RFP?	THERE IS AN 11% M/WBE GOAL REQUIREMENT. PLEASE SEE LETTER OF CLARIFICATION NO. 2.
127	Are the Houston Information Technology Services (HITS) and Houston Municipal Courts Department (MCD) looking for a single source provider or multiple awardees?	THE CITY WOULD PREFER A SINGLE SOURCE PROVIDER.
128	Do you anticipate an extension of the solicitation due date of March 31, 2016?	THE PROPOSAL DUE DATE HAS BEEN EXTENDED TO APRIL 14, 2016 AT 2:00 PM CST. LETTER OF CLARIFICATION NO. 2.
129	Will bidders be able to view sample Court Case Records before the bid due date or will the City send photographs of sample images?	THE CITY WILL PROVIDE SCREEN CAPTURES OF THE CASE RECORDS IF REQUESTED.
130	Section 2.B.j – Please explain the difference in the expected reason for the accessing cost difference between the User and Technicians?	IT IS EXPECTED THAT A SOLUTION THAT DOES NOT PROVIDE A USER CLIENT WILL BE MORE COST EFFECTIVE FOR THE COURT IF THE DATA CAN BE ACCESSED THROUGH A BACKEND METHODOLOGY SUCH AS SQL.
131	Section 2.B.k – Will the “Visual Presentation with Mock-Ups” be required with the bid or when Final Selection is made?	THIS WILL BE REQUIRED FOR THOSE VENDORS WHOSE PROPOSALS ARE ACCEPTED.
132	Section 2.H.3 – How does the City propose to have all necessary personnel Vetted to handle confidential information?	PERSONNEL EMPLOYED BY THE SUCCESSFUL BIDDER MUST COMPLETE NON-DISCLOSURE AGREEMENTS (NDA). THE COURT RETAINS THE RIGHT FOR ADDITIONAL SECURITY PROVISIONS OF THE EXECUTED CONTRACT, SHOULD THERE BE A NEED.

133	Will the City supply a Standard "Pricing Proposal" for all bidders to adhere to?	DURING THIS PHASE OF THE SOLICITATION, THE CITY IS ASKING FOR PROPOSERS TO SUBMIT A PRICING PROPOSAL.
134	Can the City confirm that there are approximately 6 ½ images per case file?	THE ACTUAL NUMBER OF IMAGES PER CASE MAY BE AS CLOSER TO 3 IMAGES PER CASE FILE.
135	Will "CourtView Justice Solutions" be allowed to bid on this RFP?	YES
136	Can the City confirm that they prefer Multi-Page instead of single page court files?	THE CITY WOULD LIKE THE IMAGES TO BE STORED 'AS IS'. MOST OF THE IMAGES ARE MULTI-PAGE, BUT SOME ARE, AND SHOULD REMAIN, SINGLE PAGE.
137	Can the City confirm that the MWBA 0% requirement is correct?	THERE IS AN 11% M/WBE GOAL REQUIREMENT. PLEASE SEE LETTER OF CLARIFICATION NO. 2.
138	Is this a multiply or single year contract?	MULTI-YEAR CONTRACT
139	In what format are the files i.e. Tiff (multi or single page), PDF, etc.?	TIFF
140	Who will be exporting the files and metadata, City of Houston or the vendor?	THE VENDOR
141	What is the estimated size of the data and images?	THE CASE DATA IS APPROXIMATELY 1,349,162,992 KB. THE SIZE OF THE IMAGE DATA IS CURRENTLY UNKNOWN.
142	Do the docket sheets already exist for example as pdfs or will they need to be created from the metadata?	THE DOCKET SHEET IS A FORMATTED REPORT AND WILL NEED TO BE CREATED FROM THE METADATA.
143	Will there be any coding required or do the documents already contain their index information?	DOCUMENTS ARE INDEXED BY A DOCKET ID. THIS VALUE CORRELATES TO A UNIQUE CASE RECORD IN THE DATABASE.

144	Approximately how many pages are there per case?	THE ESTIMATED NUMBER OF IMAGES PER CASE IS 6.5, BUT MAY BE AS LOW AS 3 IMAGES PER CASE.
145	What does Section B.2.f. of the RFP mean? "Citation images for each court record must be accessible and allow for the deletion of a citation image from one (1) record that would not impact the availability of that same image for another record."	THE SOLUTION MUST ENSURE THAT ALL IMAGES ASSOCIATED WITH A CASE ARE CAPTURED AND AVAILABLE TO BE ACCESSED. IF ONE OF THE IMAGES IS SHARED BY A RELATED CASE AND THE IMAGE IS DELETED FROM THE SHARED CASE, A USER SHOULD STILL BE ABLE TO VIEW (ACCESS) THE IMAGE IN THE ORIGINAL CASE (OR VICE VERSA).
146	Has any data been exported from the database?	YES
147	How many users do you anticipate will require access to the database?	NUMBER OF USERS WILL NOT EXCEED 10
148	What is the age of these archived cases?	THE OLDEST CASES MIGRATED INTO THE CASE MANAGEMENT SYSTEM WERE CREATED IN THE LEGACY SYSTEM AS EARLY AS JUNE 1, 1998. ALL OF THE CASES HAVE DATA ENTERED ON THEM AS LATE AS MARCH 2015.
149	Will there be any changes made to the data?	THE DATA WILL BE DELETED OR EXPUNGED.
150	What is the database technology?	ORACLE
151	Is there a preferred database technology for the proposed database?	SQL
152	Do you have a hosting preference for the database, i.e. on premise or off premise?	ON PREMISE IS PREFERRED, BUT THE COURT WILL CONSIDER A COST-EFFECTIVE, HOSTED SOLUTION.
153	What is the reason for the migration?	AS STATED IN THE RFP, "The records are currently residing on a Hewlett Packard Unix server that is over ten (10) years old and is managed by the Courtview Justice Solutions (CJS), Courtview Case Management application (Courtview), version 2.29. This application is written in Uniface and is running on an Oracle OS, version 10.1.0.4 which is no longer supported by Oracle."

154	How are the cases identified?	A LIST OF CASES (CASE IDS) WILL BE PROVIDED.
155	How do you anticipate keeping the Docket sheet after case files are deleted?	AN ELECTRONIC SNAPSHOT OF THE CASES MUST BE CREATED PRIOR TO THE DELETION OF ANY OF THE RECORDS. THIS SNAPSHOT WILL BE STORED WITHIN THE SOLUTION AS A STATIC RECORD (REPORT) THAT CAN BE RETRIEVED ON A FUTURE DATE.
156	Will you require the ability to redact before printing case files?	YES
157	What does Section B.2.j. of the RFP mean? "Provide cost options for accessing data by a user versus the cost of accessing data via technical staff." ?	IT IS EXPECTED THAT A SOLUTION THAT DOES NOT PROVIDE A USER CLIENT WILL BE MORE COST EFFECTIVE FOR THE COURT IF THE DATA CAN BE ACCESSED THROUGH A BACKEND METHODOLOGY SUCH AS SQL.
158	Can you provide us with all the fields in the Legacy Court View System?	NO. PURSUANT TO THE SETTLEMENT AGREEMENT THAT THE CITY HAS WITH THE VENDOR WHOSE SOLUTION IS CURRENTLY STORING THE CASE DATA, THE DATABASE IS PROPRIETARY.
159	Can you provide us with sample reports of the required statistical and financial reporting?	TO BE PROVIDED
160	What is the budgeted amount for this project?	THERE IS NO BUDGETED AMOUNT.
161	What is the size of the 450,000 case files in total Gigabytes? Or Average size of each case file in megabytes or gigabytes.	THE CURRENT ESTIMATED AMOUNT OF REQUIRED DISK SPACE FOR THE DATA (EXCLUDING IMAGES) IS 38 GB.
162	How many copies of the case files are required? Can the copies reside on the same system or is an external or offsite system required?	MULTIPLE COPIES OF THE CASE RECORDS ARE NOT REQUIRED, BUT A DISASTER RECOVERY SOLUTION WILL BE REQUIRED. IF THE RECORDS ARE STORED IN THE CITY'S DOMAIN, THE CITY'S STANDARD BACK UP PROCEDURES WILL ADDRESS ANY DISASTER RECOVERY ISSUES.
163	Is single sign-on security authentication required for this solution? If yes, is integration with Active Directory required?	SINGLE SIGN-ON IS NOT REQUIRED.
164	If granular security is required, is the security schema defined?	GRANULAR SECURITY IS NOT REQUIRED.

165	Is there a “chain of evidence” requirement for these electronic case records or their contents?	NO
166	Can the State of Texas DIR Contract be utilized as the contracting vehicle/terms and conditions?	YES, THE TEXAS DIR CONTRACT CAN BE UTILIZED AS A CONTRACTING VEHICLE FOR THE TERMS AND CONDITIONS.

Regards,



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