



**CITY OF HOUSTON**  
**FINANCE DEPARTMENT**  
Strategic Procurement Division

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September 8, 2016

**SUBJECT:** Letter of Clarification No. 2  
Emergency Medical Services Tracking System

**REFERENCE:** RFP No.: S33-T25936

**TO:** All Prospective Respondents

**This Letter of Clarification is issued for the following reasons:**

1. To provide all prospective respondents with a response to the following questions:

1. **Question** When would the details be provided to understand the work involved?  
**Response** Details of the work involved are provided and available in the RFP: EMS Tracking System - PART II: SCOPE OF WORK. Further details will be provided to Vendors making the short list.
2. **Question** What is the current online CE provider? Do you provide an API or a way to exchange data?  
**Response** Our current online CE provider is MEDIC CE. The selected vendor must develop an API in conjunction with our existing online CE provider. We are told by the online CE provider that they can exchange almost any data as long as the format and specifications for the API are provided.
3. **Question** What are the groups of legacy data (i.e. personnel, training) needed to be imported?  
**Response** The groups of legacy data, currently in SQL, that will need to be imported are:
  - CONTINUING EDUCATION DATA
  - COMMUNICABLE & INFECTIOUS DISEASE DATA
4. **Question** How should rank be defined and documented within the system?  
**Response** Rank structure is defined and documented by the following categories:
  - Title
  - Paygrade
  - Classification/Rank/Order
  - Classified
  - Overtime
  - Code
5. **Question** Please define what records need to be encrypted. What type of encryption is expected?  
**Response** Personnel records and communicable disease records need to be encrypted and the encryption will need to be HIPAA compliant. Criminal History records will also need to be encrypted and the encryption will need to be CJIS compliant.

6. **Question** How many TOTAL licenses to the software will be needed. An easy to identify this number would be the following equation:
- Total Users To Be Managed In the software + Total Administrators of the software = Total Licenses Needed for the software
- Response** Approximately 25- 30 licenses will be needed. This includes USER & ADMINISTRATORS.
7. **Question** How many users of the system should we assume, and is there any breakdown of user groups that you can provide? For instance, will all Fire Department employees need (roles based) access the system? And will any other departments or entities need access?
- Response** There will be approximately 25-30 "users" of the system. Breakdown is as follows:
- READ ONLY
  - READ, EDIT, ADD & DELETE
  - ADMINISTRATOR
- No other Departments or outside entities will require access.
8. **Question** Do Fire Department employees use the City of Houston's ServiceNow IT Helpdesk?
- Response** Houston Fire Department employees do NOT currently use the City of Houston's ServiceNow IT Help desk.

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 Procurement 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  
Senior Procurement Specialist  
Strategic Purchasing Division  
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**END OF LETTER OF CLARIFICATION 2**

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