



**CITY OF HOUSTON**  
**ADMINISTRATION & REGULATORY**  
**AFFAIRS DEPARTMENT**  
S10-Q22941  
**NOTICE OF REQUEST FOR INFORMATION**

**STRATEGIC**  
**PURCHASING DIVISION**  
901 Bagby, Concourse Level  
Houston, Texas 77002  
832.393.8748  
713.247.3039 Fax

**BURGLAR/PANIC ALARM PERMITTING, TRACKING,  
BILLING, AND COLLECTION SERVICES**

The City of Houston is considering soliciting proposals from Contractors specializing in burglar/panic alarm permitting, tracking, billing, and collection Services. Key objectives are to improve and modernize the City of Houston's false burglar/panic alarm tracking, queries, and data batching procedures. The City is seeking efficiencies in the areas of generating permitting alarm notices, cash receipts and remote site cash collections, monitoring and issuing calls to the City of Houston Police Department (HPD), managing the billing and collection compliance fee processes, updating permit detail charges, generating annual permit renewal notices and billing processes for alarm charges, managing permit holders' account information in real time, settling customer disputes, managing real-time on-line burglar alarm administration (ad hoc reporting of queries to include permit types, current charges, collections, cash transactions, revoked permits, summary of roster of incidents, etc.), and pulling in registration data.

Prior to issuing the Request for Proposal (RFP), the Administration & Regulatory Affairs Department (ARA) would like to consider all firms interested in participating in this procurement to provide the City with information on their "latest and greatest" burglar/panic alarm permitting, tracking, billing, and for collection services technology and equipment. The basis of the future development of the RFP will be derived from (in part or in whole) the information presented to the City from the collective RFI's.

Please review the "Overview" of this RFI (next page), and if you believe that your firm can provide recommendations to enhance the overall RFP development, please submit your information (providing a turnkey or partial solution) by one of the following methods: e-mail, fax, or mail. All information provided and expenses incurred shall be at "NO COST" to the City.

Additionally, if you are interested in receiving a copy of the upcoming RFP, please provide the necessary contact information: Firm's Name, Contact Person, Address, Telephone No., Fax No., and E-mail Address, and direct it to Greg Hubbard by one of the methods below, and by deadline **4:00 p.m. CST, Thursday, June 19, 2008:**

E-mail (Preferred Method): [greg.hubbard@cityofhouston.net](mailto:greg.hubbard@cityofhouston.net)

Fax: 713.247.3039

Mail: Greg Hubbard, Sr. Procurement Specialist  
City of Houston, City Hall  
Strategic Purchasing Division  
901 Bagby, B-505  
Houston, TX 77002



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**OVERVIEW**

The Administration & Regulatory Affairs Department (ARA) manages the burglar/panic alarm permitting, tracking, and billing system (BPAT) through the Burglar Alarm Administration (BAA). The Contractor works closely with, and takes direction from the BAA. This system allows ARA to track all permits, renewals, and attach false call incidents to specific permits. ARA implemented the system to reduce the number of false calls.

Existing business requirements allows for interfacing between the burglar/panic alarm permitting, tracking, billing, and collection services system and other systems (e.g. the City's CAD System and the Enterprise GIS Systems) to interface between automated equipment and the ability to sync-up addresses. The Contractor's system may or may not incorporate a commercial product, and may or may not host the system. The Contractor's proposed system shall be able to pull in "registration" as well.

Again, the City may choose to utilize information obtained from Contractors during this RFI process in an effort to develop an RFP to modernize the City of Houston's burglar/panic alarm permitting, tracking, billing, and collection services.

**All Contractor recommendations and comments shall be reviewed and considered. Recommendations of good merit and clear business logic and methodologies may be used and incorporated into the final RFP solicitation document.**