



**LOS ANGELES COUNTY
SHERIFF'S DEPARTMENT**

REQUEST FOR QUALIFICATIONS

RFQ NUMBER 499A-SH

**COMPUTER AIDED DISPATCH (CAD)
SYSTEM SERVICES**

OCTOBER 2022

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1.0 **INTRODUCTION**

The County of Los Angeles (County) Sheriff's Department (Department) is issuing this Request for Qualifications (RFQ) to solicit Statements of Qualifications (SOQ) from organizations that are qualified to provide a commercial off-the-shelf (COTS) Computer Aided Dispatch (CAD) and mobile computing solution, as well as a long-term maintenance and support program for the Department.

The County's current CAD solution is no longer meeting the needs of the Department. The new CAD solution will provide advanced functionality and allow the County to leverage system enhancements and support over the lifetime of the support agreement.

Companies with proven CAD software, demonstrated experience deploying that software in large complex 9-1-1 environments, and experience maintaining and supporting such systems are invited to respond to this RFQ.

This is a request for qualifications ONLY; this is not a solicitation. The County intends to release a Request for Proposals (RFP) in the near future. Responses to this RFQ will be reviewed to verify Respondent's qualifications to respond to a forthcoming RFP. Only those Respondents who have successfully proven that they meet the Minimum Mandatory Requirements (MMRs) will be notified by the County of a future RFP. The determination of which companies meet the qualifications lies solely and exclusively with the County.

2.0 **RESPONDENT'S MINIMUM MANDATORY REQUIREMENTS**

2.1 Respondent must be an established developer, proprietor, and provider of CAD systems and solutions which are currently in production use and being serviced by Respondent's maintenance program, at a minimum of three U.S. public safety/law enforcement agencies with an annual call volume of 300,000 or greater and staffed by 400 or more sworn officers. (In this context, 'agency' is defined as: 1) a single entity operating under a dispatch model utilizing a single enterprise installation of Respondent's CAD solution, or 2) a consortium of public safety entities operating under a dispatch model utilizing a single enterprise installation of Respondent's CAD solution.)

Respondent must complete and submit Exhibit 2 (Prospective Contractor's References) to this RFQ to verify this MMR. Note: All references must be in the United States or its territories.

2.2 Respondent must have successfully implemented its proprietary CAD solution, within the last three years, in at least three public safety/law enforcement agencies with an annual call volume of 300,000 or greater and staffed by 400 or more sworn officers. (A successful implementation is defined as one that has achieved final acceptance from the customer and

is now in production use and is being serviced by Respondent's maintenance program.)

Respondent must provide references for all current agencies using Respondent's proprietary CAD Solution with appropriate contact information.

Respondent must complete and submit Exhibit 2 (Prospective Contractor's References) to this RFQ to verify this MMR.

- 2.3 If Respondent's compliance with a County contract has been reviewed by the Department of the Auditor-Controller within the last 10 years, then Respondent must not have unresolved questioned regarding costs that have been identified by the Auditor-Controller, in an amount over \$100,000.00, that are confirmed to be disallowed costs by the contracting County department, and remain unpaid for six months or more from the date of disallowance, unless such disallowed costs are the subject of current good faith negotiations to resolve the disallowed costs, in the opinion of the County.

3.0 INFORMATION REQUESTED

Commercial vendors who have an interest in providing a COTS solution are requested to submit relevant information about their company. Respondent's SOQ should contain the following information, as applicable:

3.1 Background and Experience

Provide a summary of relevant background information to demonstrate that Respondent meets the MMRs stated in Paragraph 2.0 (Respondent's Minimum Mandatory Requirements) of this RFQ and has the capability to perform the required services as a corporation, limited liability company, or other registered business entity.

3.2 Respondent's References and Contracts

1. Each Respondent must complete and include Exhibits 2, 3, and 4 of to this RFQ, as provided below. It is Respondent's sole responsibility to ensure that the firm's name and point of contact's name, title and phone number for each reference is accurate.

- a. Exhibit 2 (Prospective Contractor References)

Respondent must provide references from at least three current customers where the Respondent provided the same or substantially similar work as set forth in this RFQ with solutions similar in size and complexity to that of the County's future RFP. The references must be able to speak to Respondent's services provided, including

installation, implementation, and maintenance, within the last 10 years.

b. Exhibit 3 (Prospective Contractor List of Contracts)

Respondent must provide a listing of all contracts with public law enforcement entities in the past 5 years.

The information should identify each contract, agency name, term of the contract, contact person and their telephone number, annual contract dollar amount and a description of the work provided.

c. Exhibit 4 (Prospective Contractor List of Terminated Contracts)

Respondent must include a listing of all contracts terminated within the past three years with any and all reasons for termination.

It is Respondent's sole responsibility to ensure that the agency's name, and point of contact's name, title and phone number for each reference is accurate. The same references may be listed on both Exhibit 2 (Prospective Contractor References) and Exhibit 3 (Prospective Contractor List of Contracts) to this RFQ.

2. For each agency/project listed, Respondent must provide the agency's Project Director's and Manager's full name(s). Indicate the start/end dates for implementation, the date of final acceptance, and start/end dates for the maintenance phase of each project, as applicable. The narrative should also include:

a. Agency information, including the following:

- Number of sworn personnel,
- Number of dispatch locations
*If more than one dispatch location was provided, describe the number of call takers,
- Number of dispatch and call taker positions, and
- Call volume broken down by location and year.

b. Detailed description of the project including the following:

- Size, scope, and original contract amount,
- Contract start date,
- Total time (months) for implementation,
- Version currently installed,
- Applications installed (if more than one, please list), and
- List of interfaces provided.

- c. Environment installed (customer on-site hardware, vendor-hosted, combination etc.), and
 - d. Names and position of personnel utilized on each project.
3. The County may disqualify a Respondent as non-responsive and/or non-responsible (refer to Paragraph 4.0 (Determination of Respondent's Responsibility) if:
- a. References fail to substantiate Respondent's description of the services provided, or
 - b. References fail to support that Respondent has a continuing pattern of providing capable, productive, and skilled personnel, or
 - c. The Department is unable to reach the point of contact with reasonable effort. It is Respondent's responsibility to inform the point of contact of County normal working hours (Monday – Friday, 8 a.m. – 5 p.m. PST).

4.0 DETERMINATION OF RESPONDENT'S RESPONSIBILITY

- 4.1 A responsible Respondent is one who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity, and experience to satisfactorily perform the contract. It is the County's policy to conduct business only with responsible Respondents.
- 4.2 Respondents are hereby notified that, in accordance with [Chapter 2.202 of County Code](#), the County may determine whether Respondent is responsible based on a review of Respondent's performance on any contracts, including but not limited to County contracts. Particular attention will be given to violations of labor laws related to employee compensation and benefits, and evidence of false claims made by Respondent against public entities. Labor law violations which are the fault of the sub-contractors and of which Respondent had no knowledge will not be the basis of a determination that Respondent is not responsible.
- 4.3 The County may declare a Respondent to be non-responsible if, in its discretion, finds that Respondent has done any of the following: (1) violated a term of a contract with the County or a nonprofit corporation created by the County, (2) committed an act or omission which negatively reflects on Respondent's quality, fitness or capacity to perform a contract with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same, (3) committed an act or omission which indicates a lack of business integrity or business honesty, or (4) made or submitted a false claim against the County or any other public entity.

5.0 RFQ TIMETABLE

The timetable for this RFQ is as follows:

- Release of RFQ 10/12/22
- Request for a Requirements Review Due 10/26/22
- Written Questions Due 10/28/22
- Questions and Answers Released 11/04/22
- **SOQs due by (date and time) 3:00 P.M. (Pacific Time) 11/18/22**

The foregoing dates may be changed at any time at the sole discretion of the Department. Such changes will be made through an addendum and posted on the Department's website at <http://shq.lasdnews.net/shq/contracts/info.html>. All potential Respondents are encouraged to monitor the above solicitation website for Bulletins, as they are posted, during the entire RFQ process.

6.0 MINIMUM MANDATORY REQUIREMENTS REVIEW

Any person or entity may seek a Requirements Review by submitting Exhibit 1 (Transmittal Form to Request a Requirements Review) to this RFQ, to the Department contact listed in Paragraph 8.1. A request for a Requirements Review may be denied, in the Department's sole discretion, if the request does not satisfy all of the following criteria:

- a. The request is made within the time frame identified in Paragraph 5.0 (RFQ Timetable),
- b. The request includes documentation (e.g., letterhead, business card, etc.), which identifies the underlying authority of the person or entity to submit a SOQ,
- c. The request itemizes in appropriate detail, each matter contested, and factual reasons for the requested review, and
- d. The request asserts either that:
 - i. application of the MMRs and/or RFQ review process unfairly disadvantages the person or entity; or,
 - ii. due to unclear instructions, the process may result in the County not receiving the best possible responses from prospective Respondents.

The Requirements Review must be completed, and the Department's determination will be provided to the requesting person or entity, in writing, within a reasonable time prior to the proposal due date. The Department's determination is final.

7.0 RESPONDENTS' QUESTIONS

Respondents may submit written questions regarding this RFQ by e-mail to the individual identified in Paragraph 8.0. All questions must be received by close of business (3:00 p.m., PSD), on Friday, October 28, 2022. All questions, without identifying the submitting company, will be compiled with the appropriate answers, and issued as an addendum to this RFQ.

When submitting questions, please specify this RFQ section number, Paragraph number, and page number, and quote the language that prompted the question. This will facilitate the County's response. The County reserves the right to group similar questions when providing answers.

Questions must address concerns that the MMRs unfairly disadvantage Respondents or, due to unclear instructions, may result in the County not receiving the best possible responses from Respondent. County will not respond to questions regarding any future RFP.

8.0 RESPONSE METHOD

8.1 SOQs and questions regarding this RFQ should be addressed and delivered to:

Los Angeles County Sheriff's Department
Fiscal Administration – Contracts Unit
211 W. Temple Street, 6th Floor West
Los Angeles, California 90012
E-mail address: amadera@lasd.org
Attention: Ms. Alex Madera

8.2 SOQs must be enclosed in a sealed envelope, plainly marked in the upper left-hand corner with the name and address of Respondent and reference this RFQ as follows:

**“SOQ for Computer Aided Dispatch (CAD) System
Services (RFQ 499A-SH)”**

8.3 It is the sole responsibility of the submitting Respondent to ensure that its response to this RFQ is received before the submission deadline. Respondents will bear all risks associated with delays in delivery by any person or entity, including the U.S. Mail. SOQs received after the scheduled closing date and time for receipt of SOQs, as listed in Paragraph 5.0 (RFQ Timetable), will not be accepted, and will be returned to the sender

unopened. Timely hand-delivered SOQs are acceptable. No facsimile (fax) or electronic mail (e-mail) copies will be accepted.

- 8.4 If your firm does not respond to this RFQ on or before 3:00 P.M. P.S.T, Friday, November 18, 2022, the Department will presume your firm does not meet the requirements outlined herein, and/or is not interested in responding to a future RFP.
- 8.5 Notwithstanding, the County reserves the exclusive right to not accept any SOQs from any firm that fails to respond timely to this RFQ. Additionally, the County reserves the right to reject proposals for any future RFP from any entity who fails to respond to this RFQ, and/or any Respondent who fails to demonstrate that they have met all the qualifications (MMRs) to respond, pursuant to this RFQ.
- 8.6 Until the SOQ submission deadline, errors in SOQs may be corrected by a written request to withdraw the SOQ and to submit another SOQ with mistakes corrected. Corrections will not be accepted once the deadline for submission of SOQs has passed.
- 8.7 Notwithstanding, the County in its sole discretion may waive any informality in a SOQ and/or request additional information, provided the sum and substance of the SOQ has been met.

9.0 DISQUALIFICATION REVIEW

- 9.1 Respondents may be disqualified from consideration if the Department, at any time during this RFQ review process, determines that the Respondent's SOQ is non-responsive, including if it fails to meet the MMRs. If the Department determines that a SOQ is disqualified due to Respondent's failure to meet the MMRs or that its response is otherwise non-responsive, the Department will provide Respondent with a written notification, which will include the deadline for requesting a Disqualification Review.
- 9.2 Upon receipt of the written determination of disqualification, Respondent may submit a written request for a Disqualification Review within the timeframe specified in the written determination.
- 9.3 A request for a Disqualification Review may, in the Department's sole discretion, be denied if the request does not satisfy all the following criteria:
 - a. The request for a Disqualification Review is submitted timely (i.e., by the date and time specified in the written determination), and
 - b. The request for a Disqualification Review asserts that the Department's determination of disqualification due to non-responsiveness was erroneous (e.g., factual errors, etc.) and provides factual support on each ground asserted as well as copies of all documents and other material that support the assertions.
- 9.4 The Disqualification Review will be completed, and the determination will be provided to the Respondent, in writing, prior to the conclusion of this RFQ review process. The Department's findings are final.