

APPENDIX A
STATEMENT OF WORK
GENERAL

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The Statement of Work (SOW) is comprised of two parts:

This **Appendix A (Statement of Work - General)** provides background information about the Department and the current legacy system in place, memorializes various assumptions about the approach to the Work, addresses the County's governance and the County's and Contractor's general responsibilities, and the County's general approach to ensuring Contractor's quality delivery of Service. Proposer is encouraged to review Paragraphs 7 (Assumptions) and 8 (Responsibilities) of this Appendix A and add or edit its content to bring additional clarity to this document.

Attachment A.1 (SOW Outline) to this Appendix A outlines the sequence of general Tasks and technical content which the County anticipates will be required to fully implement the Solution. Contractor must use Attachment A.1 (SOW Outline) to create an original SOW as part of their Proposal. The selected Contractor will then work with the County to finalize the proposed SOW to ensure that it meets the goals and objectives outlined in this document, to the satisfaction of the County.

SOW ATTACHMENTS

Attachment A.1 SOW Outline

Attachment A.2 Deliverable Acceptance Process

Attachment A.3 Project Control Document

Attachment A.4 CAD System Interfaces

Part 1 - GENERAL

1.0 Introduction/Background

The Department is a law enforcement agency which serves the County, having an area totaling approximately 4,084 square miles with a population of almost 10 million people (2020 U.S. Census). It is the largest sheriff's department in the world, with approximately 18,000 employees. The Department provides general law enforcement services to 40 contract cities, 90 unincorporated communities, 216 facilities, hospitals, and clinics located throughout the County, nine community colleges, the Metropolitan Transit Authority and 47 Superior Courts. The Department also provides services such as laboratories and academy training to smaller law enforcement agencies within the County. Additionally, it is responsible for securing approximately 18,000 inmates daily in seven custody facilities which includes providing food and medical treatment.

The Department currently maintains 2,800 Mobile Digital Computers (MDC) that utilize Computer Aided Dispatch (CAD). The MDCs are used in field operations, boats, helicopters, transportation buses, and dispatch centers. The current system enables deputies in the field to gather information on wanted subjects or stolen vehicles, receive calls-for-service (CFS), enter observations, and retrieve information that is pertinent to day-to-day job duties. The current CAD system manages, 20,000 to 40,000 daily inquiries from various law enforcement information and data base systems throughout the County and nation. In addition, CAD handles all CFS dispatched to various Department units. The Department currently dispatches 2,000 to 2,500 CFS per day, and logs 3,000 to 5,000 observations per day via CAD.

Currently, the Department dispatches calls from 28 facilities, and voices those calls from a centralized location. The Sheriff's Communications Center (SCC) serves as the main communications relay link in the Department's communications system. This system uses a centralized communications configuration coupled with decentralized command and control. This arrangement affords each station direct control over the dispensation of its law enforcement assets while allowing for expanded tactical and communications capabilities coordinated through SCC. It is the Department's intent to transition to a centralized call-taking/dispatching model, with all call-takers and dispatchers managed out of a single location. The transition to a centralized model is intended to coincide with this project [refer to Part B of Tasks 10-12 of Attachment A.1 (SOW Outline) to this Appendix A]. The Department is envisioning a phased approach, as follows:

- Phase 1: Consolidation of dispatchers.
- Phase 2: Consolidation of call-takers.

1.1 Current Legacy Technology, Background

The Department currently utilizes a custom-developed CAD application that has been in use since the 1980s. The application is written in COBOL (Common Business-Oriented Language) as well as Tandem Application Language, both of which are legacy programming languages, which limits the ability to enhance CAD

functionality. The current system also uses legacy hardware, which has presented challenges for the Department.

Data within the CAD system is stored for only ten days. During this time, Users are able to re-open incidents and modify information as necessary, with each change being captured and logged. After ten days, information is archived into another application called the Regional Allocation of Police Services (RAPS), where it is used for reporting and querying purposes. Hazard information is automatically retained for two years, after which it is purged. Each time hazard data is updated, the two-year retention period restarts.

The Department also uses the following systems:

- a. VESTA 9-1-1: a call handling system to receive 911 calls and associated Automatic Number Identification (ANI) and Automatic Location Identification (ALI) information,
- b. Conventional voice radio: a system to verbally broadcast dispatch calls to units, and
- c. Geospatial Technologies' GST Mapper: a mapping application that provides incident location and routing information.

Field personnel utilize MDCs that run a mobile CAD client and the GST Mapper application. In total, there are nearly 2,800 mobile clients being used by the Department. In addition to providing unit assignments and CFS information, the mobile application also collects a significant amount of a deputy's field activity. This information is not limited to CFS; but rather also includes observations and patrol time.

2.0 CAD Functions/Features

The Department's existing business functions and features are described in Attachment B.1 (LASD Unique Operations) to Appendix B (Solution Requirements Response Matrix).

3.0 Objectives

The County's goal is to procure a modern, integrated CAD/Mobile Solution with corresponding support and maintenance provided by the selected Proposer. The County intends to partner with the Proposer, whose proposed Solution best meets the County's Requirements listed in Appendix B (Solution Requirements Response Matrix).

4.0 Project Governance

This project will be overseen and monitored by the Sheriff Executive Steering Committee, County Project Director and County Project Manager, all of whom will monitor Contractor activities, personnel and progress on this project pursuant to the Contract.

5.0 Project Review

At critical junctures in the project, and at any other time deemed necessary by the County, a formal project review will be conducted. Each project review may result in: (a) an assessment of the project's progress to date and the likelihood of future project success, (b) an assessment of accountability for schedule slippage, quality lapses, and/or other issues, (c) recommended remedial actions for continued Work, (d) a reset of the project schedule, or (e) termination of the Contract, in whole or in part.

It is expected that project review meetings will be attended by executive members of both the County and Contractor, in addition to the project managers and other County stakeholders.

6.0 Assumptions, General

This project is being undertaken with the following assumptions:

6.1 Contractor

6.1.1 Contractor must utilize only key staff fully trained, experienced, licensed, or certified to engage in the Work activities under this Contractor. The County will have the right to approve or disapprove of Contractor's key staff prior to and during the performance of any Work hereunder, as further specified in Paragraph 9.3 (Approval of Contractor's Staff) of the Contract.

6.1.2 Key members of Contractor's project team must possess sufficient business and technical experience in CAD to facilitate discussions with the County's subject-matter experts (SME).

6.1.3 Contractor must perform Work on-site at County facilities (as applicable) during normal business hours (8:00 a.m. to 5:00 p.m. (Pacific Time), Monday through Friday (except County holidays) throughout the entire Term of the Contract, unless otherwise approved by County Project Manager.

6.1.4 There may be time gaps where the Contractor will have completed one Task or set of Tasks and will have to wait for the County to complete its Tasks or approve Contractor's Deliverables [refer to Attachment A.1 (SOW Outline) to this Appendix A].

6.1.5 Contractor must deliver all Documentation to the County in the form of one hard copy and one electronic copy (in Microsoft Office 2007 or higher: Access, PowerPoint, Publisher, InfoPath, OneNote, Word, Excel, Visio and Project) pursuant to Attachment A.2 (Deliverable Acceptance Process) to this SOW, or in a form and format as otherwise agreed-to by the parties.

6.1.6 Contractor must review proposed formats and contents of Deliverables with County Project Manager to validate the agreed upon expectations. Deliverables will be subject to the County's review and written approval, as set forth in Attachment A.2 (Deliverable Acceptance Process) to this SOW Outline.

- 6.1.7 Contractor's Project Manager must attend meetings with all levels of Department personnel or designees, as required by the County, including but not limited to:
- a. Executive management,
 - b. SMEs,
 - c. End Users, and
 - d. Technical support staff and programmers.
- 6.1.8 Contractor must provide a scribe for all meetings.

6.2 County

- 6.2.1 Existing systems documentation and program codes will be made available to Contractor. County Project Manager will coordinate all activities of, information from, and decisions made by County personnel.
- 6.2.2 Future systems documentation and program codes will be made available to Contractor. County Project Manager will coordinate all activities of, information from, and decisions made by County personnel. This documentation will be needed to support Part B of Tasks 10 – 12 [refer to Paragraphs 10-12 of Attachment A.1 (SOW Outline)].
- 6.2.3 County Project Manager will coordinate obtaining SMEs.
- 6.2.4 County's Project Manager will provide clarification on any business or technical requirements.
- 6.2.5 County's Project Manager will provide project oversight and management.
- 6.2.6 The County will provide Executive sponsorship and User "buy-in."
- 6.2.7 The County will provide the infrastructure, servers, shared network space, and User workstations required for Contractor's on-site work, as applicable. In order for this responsibility to be met, Contractor must state Contractor's on-site work requirements which must be approved by County's Project Manager.
- 6.2.8 The County will provide office space and network connectivity for Contractor to work on-site.
- 6.2.9 The County will provide adequate facilities to hold the monthly, weekly, and any additional meetings required for this project.
- 6.2.10 The County will provide equipment to be used at meetings (e.g., projector and laptop) to the extent necessary.
- 6.2.11 The County will review Contractor-provided Deliverables, as specified in Attachment A.2 (Deliverable Acceptance Process) to this Appendix A.

7.0 **Responsibilities**

7.1 Contractor

- 7.1.1 Contractor must manage all project activities and Contractor personnel.

- 7.1.2 Contractor must procure all Solution Hardware and Software, as applicable, including all Third-Party Software licenses, as applicable.
- 7.1.3 Contractor must provide all project Documentation in accordance with Attachment A.2 (Deliverable Acceptance Process) to this Appendix A, or in a form and format as directed by County Project Manager.
- 7.1.4 Contractor must maintain all project Documentation.
- 7.1.5 Contractor must provide ongoing post-implementation Hardware and Software maintenance and operational support for the Solution.
- 7.1.6 Contractor must attend meetings with all levels of County personnel. While the number of meetings is not quantified, Contractor is expected to attend meetings as directed by County Project Manager throughout the entire Term of the resultant Contract. County Project Manager will also inform Contractor, in advance, of any Documentation required for said meetings, such as status reports, demonstrations, and/or documents.
- 7.1.7 Contractor must ensure all Contractor employees have County-authorized identification badges that are clearly displayed while at any County facility.
- 7.1.8 Contractor must ensure all material and equipment required to provide the Services described throughout the Contract are provided to all Contractor staff. Contractor assumes all liability for the loss and safe operating condition of all Contractor-owned materials and equipment.

7.2 County

- 7.2.1 County Project Manager will coordinate all activities of, information from, and decisions made by County personnel.
- 7.2.2 The County will provide to Contractor, information needed to design the Interfaces, as well as coordinate communication between third parties.