

**REQUEST FOR PROPOSALS (RFP) NO. 499-SH
COMPUTER AIDED DISPATCH (CAD) SERVICES**

**ATTACHMENT 1 TO BULLETIN NUMBER 3
QUESTIONS AND ANSWERS**

QUESTION NUMBER	RFP LANGUAGE (IF PROVIDED)	PROPOSER'S QUESTION	ANSWER
1.		Due to the complexity of the RFP and our desire to align our solution as closely to the County's challenges as possible, may we respectfully request a 3-week extension?	RFP Timetable updated via Bulletin #2 on 6/7/23.
2.	Attachment A.1 – SOW Outline Paragraph 7.0 – Task 7 – Data Conversion and GIS Import: Contractor must perform data conversion and the initial import of the County's CAD and Geographic Information System (GIS) data, in accordance with the Data Conversion Plan agreed upon by both parties prior to Contract signing. Contractor must document all steps needed to perform the GIS import process. Contractor must provide GIS import process training to County personnel. Contractor's personnel must be readily available should issues or questions arise from County personnel with any future GIS imports.	Please provide the County's current CAD database(s) sizes and the database (e.g., SQL or Oracle, etc.)	The Data Conversion referenced is specific to GIS. There will be no conversion of any legacy data from the current CAD to the new CAD system.

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3.	<p>RFP - Paragraph 8.2.10.1: Phase 1, Written Response (Business Proposals) and Demonstration: [Timeline: estimated 12 weeks] The Evaluation Committee will conduct an evaluation of all qualified Proposers' Business Proposals to this RFP as well as Proposer's demonstration of their proposed COTS Solution. The County will select the two highest-scoring Proposer(s), only one of which may be invited to proceed to Phase 2 (On-site Demonstration).</p>	Is the Phase 1 Demonstration of proposer's COTS solution to be completed remotely or on-site?	On-site, at a location TBD by the Department.
4.	<p>Attachment A.1 – SOW Outline - Paragraph 9.2: Contractor must install the CAD and Mobile Applications on end-User workstations, as applicable, and Contractor must develop a Software distribution plan that outlines the following:</p> <ul style="list-style-type: none"> • How the Software can be accessed and installed on standalone workstations (e.g., FTP site, thumb drive, Microsoft System Center Configuration Manager), • Instructions for installation, • Steps to ensure the application is kept current, and • Timeline for installation. 	How many CAD workstations will need to be installed?	35 CAD workstations.

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5.	<p>Attachment A.1 – SOW Outline - Paragraph 9.2:</p> <p>Contractor must install the CAD and Mobile Applications on end-User workstations, as applicable, and Contractor must develop a Software distribution plan that outlines the following:</p> <ul style="list-style-type: none"> • How the Software can be accessed and installed on standalone workstations (e.g., FTP site, thumb drive, Microsoft System Center Configuration Manager), • Instructions for installation, • Steps to ensure the application is kept current, and • Timeline for installation. 	<p>How many Mobile workstations will need to be installed?</p>	<p>50 Mobile workstations.</p>
6.	<p>Attachment A.1 – SOW Outline - Paragraph 14.1.4:</p> <p>Contractor must utilize a train-the-trainer (T3) approach for end-User training for the CAD and Mobile Application and will provide the requisite tools to Department training personnel for future training delivery.</p>	<p>How many County Trainers will need Contractor-provided Train-the Trainer (T3) training for CAD application?</p> <p>For Mobile Application?</p>	<p>To be discussed during contract negotiations.</p>
7.	<p>Attachment A.1 – SOW Outline - Paragraph 14.1.5:</p> <p>Contractor must provide applicable T3 training to Department personnel (e.g., System Administrators and technical staff).</p>	<p>How many County System Administrators & Technical staff will require Contractor T3 training?</p>	<p>To be discussed during contract negotiations.</p>

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8.	Attachment A.1 – SOW Outline - Paragraph 14.1.7: Contractor must develop computer-based “e-training” materials. This online computer-based training will be used by County’s SME trainers to familiarize personnel with the Application.	How many County SME trainers will be utilized and need Contractor provided T3 training?	To be discussed during contract negotiations.
9.	Attachment A.1 – SOW Outline - Paragraph 14.1.4, 14.1.5, 14.1.6: N/A as it does not provide the information requested.	How many training facilities are available for the project? How many classrooms are at each facility? Are all classrooms available 24/7?	The Department has several buildings and training centers that can be used for various trainings. For CAD, there is one primary location at the Sheriff’s Communication Center (SCC).
10.	RFP – Paragraph 2.2: The Department currently maintains over 2,700 Mobile Data Computers (MDC) and over 1,300 fixed computers that utilize CAD. The MDC and CAD computers are used in field operations, boats, transportation buses, and dispatch centers.	Please confirm the number of active dispatch workstations that will utilize the proposed CAD solution.	100 workstations.
11.	RFP – Paragraph 2.1: It is the largest Sheriff’s department in the world, with approximately 17,000 employees.	Please confirm the number of sworn officers that will utilize the proposed solution.	Approximately 4,000.

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12.	<p>Attachment A.1 – SOW Outline – Paragraph 5.0 – Task 5 – System Configuration – Expectation Statement: Note: It is the County's expectation that all Configuration(s) to the CAD System must be completed, tested, approved, and accepted before the County will authorize the purchase of Hardware or pay for licensing.</p>	<p>If the County will not authorize the purchase of Hardware or pay for licensing until the completion of Task 5, does the County envision a remote pre-production system until HW is approved for onsite installation? Or is the HW referred to actually workstations? Could the County please provide clarity to this statement?</p>	<p>The County envisions a remote pre-production system.</p>
13.	<p>RFP – Paragraph 7.9.7.2 – Proposer's Key Staff (Section B.2): Proposer must identify by name, each of Proposer's staff identified to perform each Task and the qualifications of such person to perform the Task, including but not limited to the following key staff:</p> <ul style="list-style-type: none"> • On-site technical support, • Helpdesk, • Project Manager, and • Developer 	<p>Could the County please elaborate what it would define a developer as and what County would expect a developer on-site to provide?</p>	<p>The County anticipates there will be some level of customization to the COTS product. A Developer would be responsible for creating those customizations.</p>
14.	<p>Attachment A.1 – SOW Outline Paragraph 7.0 – Task 7 – Data Conversion and GIS Import: Contractor must perform data conversion and the initial import of the County's CAD and Geographic Information System (GIS) data, in accordance with the Data Conversion Plan agreed upon by both parties prior to Contract signing.</p>	<p>Could the County please clarify that the sentence means the Data Conversion Plan is agreed upon prior to Contract Signing.</p>	<p>The Data Conversion referenced is specific to GIS. There will be no conversion of any legacy data from the current CAD to the new CAD system.</p>

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15.	<p>Appendix A – SOW – Paragraph 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 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.</p>	<p>Does the County envision only converting data from last two years of the legacy source(s)? If not how many years?</p>	<p>The Data Conversion referenced is specific to GIS. There will be no conversion of any legacy data from the current CAD to the new CAD system.</p>

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16.	<p>Attachment A.1 – SOW Outline Paragraph 7.0 – Task 7 – Data Conversion and GIS Import:</p> <p>Expectation Statement</p> <p>Contractor must perform data conversion and the initial import of the County's CAD and Geographic Information System (GIS) data, in accordance with the Data Conversion Plan agreed upon by both parties prior to Contract signing. Contractor must document all steps needed to perform the GIS import process. Contractor must provide GIS import process training to County personnel. Contractor's personnel must be readily available should issues or questions arise from County personnel with any future GIS imports.</p> <p>Contractor must provide a plan outlining the process by which CAD data will be converted and tested to ensure the data is converted correctly (Data Conversion Plan). Prior to the conversion process, the plan will be reviewed by appropriate County personnel. During the conversion process, Contractor must work with County to ensure that the data conversion process is meeting the County's expectations.</p>	<p>Is there more than one data source that data will be converted from for the new CAD system?</p>	<p>The Data Conversion referenced is specific to GIS. There will be no conversion of any legacy data from the current CAD to the new CAD system.</p>

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17.	<p>Attachment A.1 – SOW Outline Paragraph 7.0 – Task 7 – Data Conversion and GIS Import:</p> <p>Expectation Statement</p> <p>Contractor must perform data conversion and the initial import of the County's CAD and Geographic Information System (GIS) data, in accordance with the Data Conversion Plan agreed upon by both parties prior to Contract signing. Contractor must document all steps needed to perform the GIS import process. Contractor must provide GIS import process training to County personnel. Contractor's personnel must be readily available should issues or questions arise from County personnel with any future GIS imports.</p> <p>Contractor must provide a plan outlining the process by which CAD data will be converted and tested to ensure the data is converted correctly (Data Conversion Plan). Prior to the conversion process, the plan will be reviewed by appropriate County personnel. During the conversion process, Contractor must work with County to ensure that the data conversion process is meeting the County's expectations.</p>	What are the RDBMS Type(s)?	The Data Conversion referenced is specific to GIS. There will be no conversion of any legacy data from the current CAD to the new CAD system.

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18.	<p>Attachment A.1 – SOW Outline Paragraph 7.0 – Task 7 – Data Conversion and GIS Import:</p> <p>Expectation Statement</p> <p>Contractor must perform data conversion and the initial import of the County's CAD and Geographic Information System (GIS) data, in accordance with the Data Conversion Plan agreed upon by both parties prior to Contract signing. Contractor must document all steps needed to perform the GIS import process. Contractor must provide GIS import process training to County personnel. Contractor's personnel must be readily available should issues or questions arise from County personnel with any future GIS imports.</p> <p>Contractor must provide a plan outlining the process by which CAD data will be converted and tested to ensure the data is converted correctly (Data Conversion Plan). Prior to the conversion process, the plan will be reviewed by appropriate County personnel. During the conversion process, Contractor must work with County to ensure that the data conversion process is meeting the County's expectations.</p>	<p>What are the database(s) size(s)?</p>	<p>The Data Conversion referenced is specific to GIS. There will be no conversion of any legacy data from the current CAD to the new CAD system.</p>

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19.	<p>Attachment A.1 – SOW Outline Paragraph 7.0 – Task 7 – Data Conversion and GIS Import:</p> <p>Expectation Statement</p> <p>Contractor must perform data conversion and the initial import of the County's CAD and Geographic Information System (GIS) data, in accordance with the Data Conversion Plan agreed upon by both parties prior to Contract signing. Contractor must document all steps needed to perform the GIS import process. Contractor must provide GIS import process training to County personnel. Contractor's personnel must be readily available should issues or questions arise from County personnel with any future GIS imports.</p> <p>Contractor must provide a plan outlining the process by which CAD data will be converted and tested to ensure the data is converted correctly (Data Conversion Plan). Prior to the conversion process, the plan will be reviewed by appropriate County personnel. During the conversion process, Contractor must work with County to ensure that the data conversion process is meeting the County's expectations.</p>	<p>What are the Total Number of Tables within each source?</p>	<p>The Data Conversion referenced is specific to GIS. There will be no conversion of any legacy data from the current CAD to the new CAD system.</p>

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20.	<p>Attachment A.1 – SOW Outline Paragraph 7.0 – Task 7 – Data Conversion and GIS Import:</p> <p>Expectation Statement</p> <p>Contractor must perform data conversion and the initial import of the County's CAD and Geographic Information System (GIS) data, in accordance with the Data Conversion Plan agreed upon by both parties prior to Contract signing. Contractor must document all steps needed to perform the GIS import process. Contractor must provide GIS import process training to County personnel. Contractor's personnel must be readily available should issues or questions arise from County personnel with any future GIS imports.</p> <p>Contractor must provide a plan outlining the process by which CAD data will be converted and tested to ensure the data is converted correctly (Data Conversion Plan). Prior to the conversion process, the plan will be reviewed by appropriate County personnel. During the conversion process, Contractor must work with County to ensure that the data conversion process is meeting the County's expectations.</p>	<p>What are the Total Number of Tables with more than 10,000 records within each source?</p>	<p>The Data Conversion referenced is specific to GIS. There will be no conversion of any legacy data from the current CAD to the new CAD system.</p>

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21.	<p>Attachment A.1 – SOW Outline Paragraph 7.0 – Task 7 – Data Conversion and GIS Import:</p> <p>Expectation Statement</p> <p>Contractor must perform data conversion and the initial import of the County's CAD and Geographic Information System (GIS) data, in accordance with the Data Conversion Plan agreed upon by both parties prior to Contract signing. Contractor must document all steps needed to perform the GIS import process. Contractor must provide GIS import process training to County personnel. Contractor's personnel must be readily available should issues or questions arise from County personnel with any future GIS imports.</p> <p>Contractor must provide a plan outlining the process by which CAD data will be converted and tested to ensure the data is converted correctly (Data Conversion Plan). Prior to the conversion process, the plan will be reviewed by appropriate County personnel. During the conversion process, Contractor must work with County to ensure that the data conversion process is meeting the County's expectations.</p>	<p>Can you please provide per data source list of Agencies within the data?</p>	<p>The Data Conversion referenced is specific to GIS. There will be no conversion of any legacy data from the current CAD to the new CAD system.</p>

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22.	<p>Attachment A.1 – SOW Outline Paragraph 7.0 – Task 7 – Data Conversion and GIS Import:</p> <p>Expectation Statement</p> <p>Contractor must perform data conversion and the initial import of the County's CAD and Geographic Information System (GIS) data, in accordance with the Data Conversion Plan agreed upon by both parties prior to Contract signing. Contractor must document all steps needed to perform the GIS import process. Contractor must provide GIS import process training to County personnel. Contractor's personnel must be readily available should issues or questions arise from County personnel with any future GIS imports.</p> <p>Contractor must provide a plan outlining the process by which CAD data will be converted and tested to ensure the data is converted correctly (Data Conversion Plan). Prior to the conversion process, the plan will be reviewed by appropriate County personnel. During the conversion process, Contractor must work with County to ensure that the data conversion process is meeting the County's expectations.</p>	<p>Can you confirm that all agencies within each data source use the same templates (forms)?</p>	<p>The Data Conversion referenced is specific to GIS. There will be no conversion of any legacy data from the current CAD to the new CAD system.</p>

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23.	<p>Attachment A.1 – SOW Outline Paragraph 7.0 – Task 7 – Data Conversion and GIS Import:</p> <p>Expectation Statement</p> <p>Contractor must perform data conversion and the initial import of the County's CAD and Geographic Information System (GIS) data, in accordance with the Data Conversion Plan agreed upon by both parties prior to Contract signing. Contractor must document all steps needed to perform the GIS import process. Contractor must provide GIS import process training to County personnel. Contractor's personnel must be readily available should issues or questions arise from County personnel with any future GIS imports.</p> <p>Contractor must provide a plan outlining the process by which CAD data will be converted and tested to ensure the data is converted correctly (Data Conversion Plan). Prior to the conversion process, the plan will be reviewed by appropriate County personnel. During the conversion process, Contractor must work with County to ensure that the data conversion process is meeting the County's expectations.</p>	<p>Is there any data beyond Premise & Caution Notes and Incident data that the County wants converted?</p>	<p>The Data Conversion referenced is specific to GIS. There will be no conversion of any legacy data from the current CAD to the new CAD system.</p>

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24.	<p>Appendix A – SOW – Paragraph 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 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.</p>	<p>If the RAPS data is not stored in and RDBMS format such as SQL Server or Oracle, can it be extracted by the Client from the structure in a SQL readable or flat file format with its key relationships intact?</p>	<p>The Data Conversion referenced is specific to GIS. There will be no conversion of any legacy data from the current CAD to the new CAD system.</p>

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25.	Attachment A.1 – Paragraph 6.0 – Task 6 – System Reports, Design/Development	Can the County provide a list of the reports currently available via the County's RAPS application, as well as samples of each report?	Samples cannot be provided at this time, nor will titles of the reports be helpful to Proposers. During the demonstration phase of the solicitation, further information can be provided by the County.
26.	Appendix B – Solutions Response Requirements Matrix	In the Comments section of the response matrix, vendors are asked to include a detailed description of how the proposed solution meets/will meet each Requirement. Is it an acceptable approach to include comments only where specifically indicated or deemed necessary?	Yes.
27.	Appendix B – Solutions Response Requirements Matrix – Technical Requirement 42 requires the solution to comply with LASD antivirus software.	What antivirus software is currently being used at LASD?	LASD currently uses Trellix, which was formally McAfee.
28.		The MDC count varies throughout the documentation. Counts fall somewhere between 2700 and 3000 devices. Can you provide us with a maximum number of MDCs that will be used for Mobile CAD? How many Android / iOS devices will connect to CAD?	<p>Correct. We have over 3000 MDC's deployed in our vehicles throughout the County. However, on average there is anywhere from 800-1200 MDC's logged on. This varies per shift, and varies per day.</p> <p>Mobile Devices ~ 6065, this includes all of field operations (Patrol and ancillary operations for Patrol).</p>

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29.		<p>The documentation provided indicates LASD has 1300 PCs that access the CAD system. Please tell us how many PCs you have associated within each of the following categories? And what are the percentages of each that are being utilized on a regular basis?</p> <ul style="list-style-type: none"> • Primary CAD Call-taker / Dispatcher positions • Secondary (backup center) CAD Call-taker / Dispatcher positions • Training CAD Call-taker / Dispatcher positions • Administrative workstations with full CAD functionality • CAD view only functionality 	<p>Watch Deputy ~ 23 Dispatcher ~ 23 Call Taker ~ 75 PRD (SCC) ~ 30</p> <p>Training, which also acts as a secondary backup for the stations and SCC ~ 24</p> <p>Admin (Non PSAP) at stations ~ 465</p> <p>Admin (Non PSAP) ancillary units throughout the County ~ 439</p> <p>Total throughout the County ~ 1079 CAD Terminals</p> <p>We do not have CAD view only terminals.</p>
30.	Appendix B – Solutions Response Requirements Matrix	<p>In the Call Taking portion of the response matrix, ASAP-to-PSAP is mentioned as a potential source of information, however this has not been included in the list of required interfaces. Should an interface to ASAP-to-PSAP be included in our solution?</p>	No.
31.		<p>Can LASD provide an example of the Deputy Daily Worksheet (DDWS)?</p>	DDWS emailed to all Proposers on 6/6/23.

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32.		How many years of CAD data would the County like us to convert? What is the size of data to be converted?	The Data Conversion referenced is specific to GIS. There will be no conversion of any legacy data from the current CAD to the new CAD system.
33.	Attachment A-1 - SOW Outline – Task 10	The requirements for the first 30 days of Phase 1 Pilot and Phase 2 Go-live are, "...the project team must be available on a 24/7 basis, or as required by the County." We estimate this will require six (6) FTEs for the 30-day period. Is this the County's expectation? Can these resources be available remotely or must they be on-site?	That is the County's expectation, and resources must be on-site.
34.		Is LASD open to consideration of a Cloud Hosted and SaaS structured deployment of the CAD/Mobile system?	The County is open to varying system architecture approaches, provided the architecture approach meets the requirements of the county, specifically a perpetual license as well the ability to meet 100% uptime.
35.		As the RFP requirements often refers to specific fields on the call-mask, it would be helpful to have screen shots and/or a user manual for the current CAD. For example, Appendix B item 125 (p 15). Question, can the Sheriff's Department provide screen shots or a user manual with screen shots?	An In-depth review of the CAD application was provided at the Proposers' Conference. Screenshot emailed on 6/14/23. If further information is required, please contact the Contract Analyst.

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36.	<p>Appendix B -Technical Tab, Requirements #5a, #5b & #6 (p 1)</p> <p>The items identify cloud, on-premise and then hybrid computing environments. It appears that 5.a and 5.b are mutually exclusive given the item numbers but item 6 “A hybrid of cloud computing and on-premise architecture for all environments.” Seems to override 5a and 5b.</p>	<p>Can LASD provide clarity on what their preference is given the vendor must choose one but could potentially offer all three while the RFP seems to allow for only 1 solution to be proposed in the pricing. If the LASD has a preference, will they score it higher?</p>	<p>The county is open to varying system architecture approaches, provided the architecture approach meets the requirements of the county, specifically a perpetual license as well the ability to meet 100% uptime.</p>
37.	<p>Appendix B – Technical Tab Req #8 (p 2):</p> <p>The Solution allows the System Administrator to determine the lag time between production and replication environments.</p>	<p>Can LASD provide rationale for the configuration requirement? Normal replication is transaction-based where it is replicated (i.e., instantaneous) as database transactions are committed. It’s unclear why the Administrator would want to induce a delay which could cause loss of information should the system fails over.</p>	<p>The intent was to ensure optimal performance of the application; if lag times were to be modified, it could theoretically improve the performance. That said, if your solution does not allow this, respond with “N” and explain the rationale in the comments field.</p>
38.	<p>Appendix B – Technical Tab Req. #14 (P 2):</p> <p>The Solution supports the following database(s): 14a Oracle and 14b MS SQL Database</p>	<p>Why the restriction? Does this apply to a cloud SaaS offering as well considering the CAD vendor is providing the full service (i.e. LASD is not managing the database)? Even if on-premise, if the vendor supplies the database and manages it, is it still required to be either Microsoft or Oracle?</p>	<p>The County is open to considering alternative DBMSs. Contractor must assume all responsibility for database management. Contractor will also be responsible for ensuring that its DBMS integrates with other County applications.</p>

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39.	Appendix B – Technical Tab Req #35 (p 3): The Solution notifies appropriate personnel, when a retention period is modified.	Can LASD provide clarification of who the “appropriate personnel” to be notified? Should the solution require administrator level security to modify retention is this requirement necessary?	Appropriate personnel refers to individuals with corresponding security rights. The intent is that not every user would be notified of the retention period being reached.
40.	Appendix B – Technical Tab Req #42 (p 4): The Solution complies with LASD antivirus software.	Can LASD identify which antivirus software they use and how it is configured?	McAfee is installed as part of the SCCM task sequence during the imaging process of the MDCs at the MDC Lab. Currently the version installed is Endpoint Security Platform 10.7; but as soon as time permits, this will be upgraded to the newest version of Trellix. Signature updates to the AV is managed by Data Security folks through the EndPoint Orchestrator.
41.	Appendix B – Business Tab Req #14 (p 6): The Solution assigns a unique ID to each User via Active Directory.	Can the LASD provide a further description on this requirement? Normally the unique ID is a payroll # or employee ID to identify the user within the Department. This is used also to identify the user in the CAD system and used to authenticate as well. Is this simply meant to indicate the Solution should leverage the unique ID (e.g., employee ID) within AD?	The intent is to ensure that there are no duplications within the application pertaining to different users.

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42.	Appendix B – Business Tab Req #15 (p 6): “The Solution captures the following information associated with each User ID:” and then lists a number of fields in requirements 15a and 15f.	Wouldn't requirements such as 15b “Title” and 15e “Email Address” be Active Directory? Is there a purpose to replicate this in the CAD system?	Currently, when logging on to the MDC or to a desktop computer, the user has to use their AD account and password. The additional information captured in requirements 15a-f will be used as part of the security profile for the user. Different job titles have different security profiles.
43.	Appendix B – Business Tab Req #37 (p 7) The Solution allows the System Administrator to restrict User modification rights (e.g., add, inquiry, modify, print, delete).	Can the LASD provide a role description of a System Administrator? That is, does the LASD identify the System Administrator as technical administrator of the system managing the technical (server, network, workstation, etc.) environment or a System Administrator of the CAD system/application itself?	The term can apply to either role, but in this instance refers to the system administrator of the CAD application.
44.	Appendix B – Business Tab Req #51 (p 8) The Solution records all Contractor system actions.	Can LASD elaborate on this requirement? Is this intended to be a software solution that records what the contractor performs at the system level (e.g., record keystrokes)? Or is this simply an audit log that is records the actions of the contractor?	An audit log that records Contractor's actions.
45.	Appendix B – Business Tab Req #52c (p 8) External third-party administrator transactions.	What is meant by third-party administrator? Can the LASD provide a definition of whom this may be?	Any user(s) that may be accessing the system that is not from the County.
46.	Appendix B – Business Tab Req #60c (p 9) The Solution requires the following upon sign-on: Role (e.g., PRD, SD, etc.).	Do users change roles during a shift?	Yes, users can change roles during their shift.

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47.	Appendix B – Business Tab Req #60d (p 9) The Solution requires the following upon sign-on: Station.	Given LASD has defined a centralized model (future dispatching model), how will “Station” be used in the future? This impacts the incident # format.	Stations will remain intact as they are today. Dispatcher will work a station(s) or bureau(s) and call-takers will work as call takers for all bureaus and stations.
48.	Appendix B – Business Tab Req #66 (p 9) The Solution provides an LASD custom welcome screen when a User logs-on.	Given LASD provide the welcome screen they use today or preferred for the future?	The intent is to allow LASD to design a custom welcome screen. The current CAD system does not meet the needs of the Department and a screenshot therefore not provided.
49.	Appendix B – Business Tab Req #75 (p 9) The Solution’s incident numbering system identifies the following: (Example: LKD-2019-001-0001).	Given LASD provide intends to move to a centralized model (future), how would the incident number work given that it is identifying the station?	Incident numbers would remain for station(s) and bureau(s).
50.	Appendix B – Business Tab Req #90 (p 11) The Solution’s command line provides type-ahead functionality to Users based on their previous command-line entries.	Can LASD provide further clarification? Does LASD expect the CAD to automatically determine what the next command may be given a previous command?	The required syntax based on the command entered. For example, if the command TS (Traffic Stop) is entered, the system would show the remaining fields needed to enter the command (e.g., License Plate.)
51.	Appendix B – Business Tab Req #100c (p 12) The Solution allows the digital scratchpad to be associated with: A radio channel (e.g., for when a radio channel responsibility is transferred from one PRD to another, the digital scratchpad stays with that covered channel).	Can LASD provide details on how they associate a digital scratchpad to the radio channel today?	This requirement was deleted via Bulletin #2.

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52.	Appendix B – Business Tab Req #148 (p 16) The Solution allows Users to assign multiple radio codes to a single incident.	Can LASD provide further details on the secondary radio code and the combinations used? For example, in Attachment B1. Section 4.2 the example given was a second radio code was “See the Person.” Given this example, are there invalid combinations such as the reverse of the example provided? Can the LASD provide a list of “secondary” radio codes?	Radio codes were provided at the Proposers’ Conference. Contradictory radio codes can be entered and may be provided in any order. Document titled FOD 89, emailed on 6/14/23, is provided to describe the billing associated with secondary codes.
53.	Appendix B – Business Tab Req #149 (p 16) The Solution allows Users to assign the following call designation:” followed by requirements 149a thru 149d.	Can the vendor propose an alternate method of priority that accomplishes the same outcome but provides more flexibility?	Yes. Please elaborate in the comments field.
54.	Appendix B – Business Tab Req #160 (p 17) The Solution allows Users to organize and aggregate all query returns (e.g., if there are 10 CFS in history, User can expand on CFS section to identify additional information).	The requirement is unclear in terms of “aggregate all query returns” but the example seems to imply listing the returns with an expand capability. We note that, in the Mobile Requirements, that it appears the current Mobile solution might limit query responses to 10. Can the LASD provide screen shots of the existing system and perhaps a further explanation of the requirement within CAD?	The intent is that if there are 10 priors at the location, the user is not presented all priors at once but a number of 10; they could manually expand on that information via hyperlink into specific information.

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55.	Appendix B – Business Tab Req #162 (p 17) The Solution allows the status of all User queries to append the relevant incident (e.g., if there are no incidents at the previous location, indicator would show “CH-0”).	The requirement is unclear as stated. If there are no incidents at that previous location, what are the query responses going to attach to?	They are not to be attached to it; the intent is to show that the query was successful, but there were no returns.
56.	Appendix B – Business Tab Req #183 (p 19) The Solution provides an alert when Users attempt to dispatch a call that is missing LASD required field information (e.g., no address information).	Typically, the location/address is required to enter & save the call for service (often originating from the 911 system). Can LASD provide a use-case where they enter and save a call-for-service without an address but want it to show up in a dispatch queue ready for dispatch?	The intent is for the system to notify the dispatcher that mandatory information is missing. They may enter incomplete calls if they are busy.
57.	Appendix B – Business Tab Req #184 (p 20) The Solution allows calls to be routed to appropriate PRD based on: Workload and Frequency Assignment. These requirements are followed by #186 “The Solution’s Dynamic Dispatcher Queue takes into account the following: Radio Traffic and Workload.	Can the LASD provide details on how to determine frequency and the workload today? Is this a manual route, initiated by the user, or automatic based upon the priority of the call when a unit dispatched? If automatic, what happens if the priority changes during the handling of the call?	This requirement was deleted via Bulletin #2.
58.	Appendix B – Business Tab Req #187 (p 19) The Solution allows for calls to be routed to appropriate PRD based on an interface with the LASD’s radio system as outlined in “Sheriff’s Workload Algorithm.”	Can the LASD provide the Workload Algorithm including the interface specifications to the radio system? As this impacts the CAD configuration, supporting the algorithm is much more than an interface so a complete description of how it interacts with the current CAD will be very much appreciated.	This requirement was deleted via Bulletin #2.

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59.	Appendix B – Business Tab Req #190 (p 20) The Solution records and documents all changes to a call as a comment (e.g., an individual updates the location, the location field is updated but the explanation/history is recorded in the comments field).	Can the vendor propose an alternative to recording the change in a comment? The requirement appears very prescriptive while often CAD systems provide alternative methods to accomplish the recording of changes.	Yes. If there are alternative methods to accomplish the goal, respond appropriately as directed in the RFP.
60.	Appendix B – Business Tab Req #203 (p 21) The Solution automatically sends incident notifications to a wireless communication device (e.g., SMTP, MAPI, SMS) based on the following: incident location and Incident Type	Can LASD provide further context on the required functionality? Is this intended to be paging-like functionality?	Yes.
61.	Appendix B – Business Tab Req #205 (p 21) The Solution's local table of units/individuals receives SMTP type notification (e.g., store a name/unit, user is able to select that name/unit and ship via SMTP, MAPI, etc.).	Can LASD provide explanation and use-cases for this requirement? Perhaps an example of how the LASD views using this feature.	Dispatcher would page from a list of units in the system. This would happen when there is no automated paging group set-up.
62.	Appendix B – Business Tab Req #220-223 (p 22) The Solution has unique data fields and requirements for any incident involving a juvenile detention.	Can the LASD provide more clarity on the "unique data fields" and the business logic referenced in requirement 223?	Unique data fields that are only relevant for a juvenile detention (e.g., age, times). The fields are TBD by County.
63.	Appendix B – Business Tab Req #223 (p 23) The Solution allows SD to identify an incident as an 'IAD' within a call for service.	Can the LASD provide further clarification and use-cases of an "Informant Advised Delay (IAD)"? Is this equivalent to entering a call and holding it for a delayed dispatch?	Example is correct, however the call that is already been dispatched can also be IAD'd by the call taker or dispatcher at the station.

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64.	Appendix B – Business Tab Req #242j (p 24) When selecting an incident from the assigned incident queue, the Solution presents all the incident information, including, but not limited to, the following: Uniform Report Number	Can LASD provide a further description of the Uniform Report Number? Is this the Report Number for the RMS report?	Yes.
65.	Appendix B – Business Tab Req #271 (p 26) The Solution allows all cleared incidents to go into SD's 'Completed Incident Queue.'	Is the vendor able to provide an alternative solution to a Completed Incident Queue that supports access to cleared incidents? We note the RFP identifies that only 10 days of call history is maintained in the current CAD whereas the vendor perhaps can offer a much longer period based upon a site-configurable retention schedule. Therefore, a Completed Incident Queue could be very lengthy in a new CAD system that can hold more than 10 days.	Alternatives are allowed; however, the intent of that Queue is to ensure a robust QA process.
66.	Appendix B – Business Tab Req #276 (p 26) The Solution allows SD or Watch Commander to approve a completed incident.	Do all calls-for-service require approval? What happens if not approved?	Yes. The incident will stay in that queue indefinitely until approved.

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67.	<p>Appendix B – Business Tab Req #279 (p 27) The Solution automatically requires all Users to log in depending on class entered (e.g., if Class 2, 2 deputies must be logged-in to application).</p>	<p>Can LASD provide a further clarification on the “Class” used when logging on a unit? From the Unit Log-in section, there appears to be business logic around a “Class.”</p>	<p>There is no business logic currently behind the “Class Code” used when logging onto CAD. The “Class Code” is used for tracking and billing information. See full list on page 45 of the radio code book provided during Part 2 of the Proposers’ Conference. Also, below is a sample of the “Class Code” an end user can manually input.</p> <p>A Lieutenant (dedicated contract position only)</p> <p>B Sergeant (dedicated contract position only)</p> <p>D (2) B-1 Deputy (contract city B-1 Team Leader or Detectives; or uninc Town Sheriff)</p> <p>F (1) Motor Deputy (contract city motors only)</p> <p>G (1) Patrol Deputy (includes FTO or Trainee)</p> <p>H (2) Patrol Deputies (includes FTO & Trainees)</p> <p>I (1) Patrol Deputy (incl. FTO) AND (1) Reserve Deputy</p> <p>J (1) Patrol Deputy (incl. FTO) AND (1) Security Officer</p>

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			<p>L (1) Special Assignment Deputy (Contract CityCOPS/YAL/Community Relations/Contract City School Resource Deputy)</p> <p>N (1) Security Officer (Community Colleges or Contract City)</p> <p>P (1) Law Enforcement Technician (Contract City only)</p> <p>Q (1) Custody Assistant (Contract City only)</p> <p>R (1) Community Services Assistant or contracted Parking Control Officer</p> <p>T (1) Clerical / Professional Staff (Contract City only)</p> <p>U (1) Reserve Deputy</p> <p>V (2) Reserve Deputies</p> <p>C (1) B-1 Deputy (contract city B-1 Team Leader or Detective; or uninc.Town Sheriff)</p> <p>E (1) B-1 Deputy (contract city B-1 Team Leader or Detectives; or uninc. Town Sheriff) AND (1) Patrol Deputy (deputy generalist)</p> <p>K (1) Patrol Deputy (incl. FTO) AND (1) Community Services Assistant</p>

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			<p>Alpha MDC Personnel Classification</p> <p>M (2) Special Assignment Deputies (Contract City COPS/YAL/Community Relations/Contract City School Resource Deputy)</p> <p>O (2) Security Officers (Community Colleges or Contract City)</p> <p>S (2) Community Services Assistants or contracted Parking Control Officers</p> <p>X Other personnel including: patrol sergeants; station watch commanders; SEB/GET & OSS/TST/Court Services/Custody/HQ Detectives; CDC; HALT; special event overtime (O/T codes 901, 902, 903, and 904); civilian volunteers; or hourly CSA's</p>
68.	<p>Appendix B – Business Tab Req #344 (p 32)</p> <p>The Solution alerts Users of any recurring road closure and/or traffic impediment.</p>	<p>Can LASD provide further clarification how the solution will alert Users of any recurring road closure? What logic is expected?</p>	<p>If there is a road that is closed at a certain time of day, or consistent traffic patterns, users are visually notified.</p>
69.	<p>Appendix B – Business Tab Req #350 (p 32)</p> <p>The Solution allows Users to change reporting boundaries.</p>	<p>Does LASD expect any user to adjust reporting boundaries or is this restricted to a user with appropriate security?</p>	<p>Restricted to users with appropriate security.</p>

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70.	Appendix B – Business Tab Req #357 (p 33) The Solution displays average speed of vehicle between two points when data is polled.	Can LASD provide further rationale for displaying average speed? Is there a use-case that perhaps makes this feature important? Typically, with AVL it is important to record the speed of the vehicle to ensure policy is being followed.	We are looking for the speed between two points.
71.	Appendix B – Business Tab Req #388 (p 35) The Solution allows CW's to be linked to a report.	What "report" is LASD referring to?	The CW would be eligible as a transfer to the RMS for an incident report.
72.	Appendix B – Business Tab Req #548 (p 47) The Solution supports multiple flags/alerts associated with a single identifier.	Can LASD provide further clarification on what they mean by a "single identifier"? Could the location be considered a single identifier where multiple flags/alerts are associated to a single location? Perhaps a description of how flags/alerts are managed to today in the legacy CAD would help.	The example given is correct.
73.	Appendix B – Business Tab Req #565 (p 49) The Solution does batch updates for specific premise information by groups of addresses.	What sort of batch updates are to be performed?	In the event there is a batch update for an apartment complex, or strip mall, it's a single entry rather than for each address.
74.	Appendix B – Business Tab Req #565 (p 49) The Solution's incident number uniquely identifies that it pertained to a special event.	How is the incident number uniquely identified to indicate a special event?	It is the County's expectation that Proposer will provide a detailed description of how it will provide this capability.

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75.	Appendix B – Business Tab Req #594 (p 51) The Solution allows a User to create a briefing file from within CAD.	Can LASD provide samples of current briefings and how they are managed and made available to the users today?	The current briefing file does not meet the needs of the Department. As such, an example will not be provided at this time. During the demonstration phase of the solicitation, further discussion may take place.
76.	Appendix B – Business Tab Req #599 – 609c (p 52) Deputy Daily Work Sheet (DDWS).	Can LASD provide screen shots, manuals and descriptions on how the data is used within LASD operations?	DDWS emailed to all Proposers on 6/6/23. Further information can be provided at the demonstrations.
77.	Appendix B – Mobile Tab Req #13 (p 56) The Solution supports a centralized Remote Content Management system.	Can LASD provide what they are using for Remote Content Management system today and how it is being used?	SCCM, currently only used in our mobile environment for updating the MDC's in the field.
78.	Appendix B – Mobile Tab Req #23g (p 57) The Solution accepts input from the following: BlueCheck Fingerprint Scanner.	Can LASD provide a description how the BlueCheck Fingerprint Scanner is being used today? Is it safe to assume this is to AFIS-check subjects?	This requirement was deleted via Bulletin #2.
79.	Appendix B – Mobile Tab Req #24 (p 57) The Solution auto-populates appropriate fields using information uploaded from a data reader (e.g., bar codes, mag stripes, BlueCheck etc.).	Can LASD provide a description how the BlueCheck Fingerprint Scanner is being used to populate appropriate fields today? Is a well-formed query response being returned that then provided prefilled data? If so, can LASD provide the specifications for this interface including the data parameters to query and the resulting return layouts/formats?	This requirement was deleted via Bulletin #2.

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80.	Appendix B – Mobile Tab Req #34 (p 59) The Solution supports biometrics for log-on purposes.	Does LASD use biometrics today? If so, how is that integrated with the CAD and or a network login should the mobile users have access to other resources on the LASD network (e.g., email, Sharepoint, etc.)?	Not used today.
81.	Appendix B – Mobile Tab Req #44b and #44c (p 59) The Solution records the following at log-off: Overtime Patrol Area (Reporting District) and Overtime Minutes Worked per area.	How does LASD use this data? Do we assume it is for analysis and perhaps billing?	Correct. This pertains to the DDWS.
82.	Appendix B – Mobile Tab Req #46 (p 60) The Solution references patrol area with patrol time (e.g., RD 1 – 60 minutes, RD 2 – 120 minutes).	How do these requirements relate to the DDSW? How is this information used by LASD? Is this related to contract policing and, if so, could GPS data provide a more accurate measurement of time within a contracting policing area?	This is a potential solution the County would explore, however the data must be modifiable.
83.	Appendix B – Mobile Tab Req #50 (p 60) The Solution transfers Sign-off information to a new Mobile in the event that they log-in to another Mobile application (e.g., migration of information).	Can LASD provide further clarity and perhaps a use case of when this might occur? Given the user has signed off, why would you need the data on another mobile? Would this apply to end of shift and coming back on the next day?	In the event they swap vehicles.

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84.	Appendix B – Mobile Tab Req #87 (p 63) The Solution allows Mobile Users to print a map view.	What printers do the cars have today? What purpose is to print the map in the car? If the map is required when exiting the vehicle, if the deputies have a phone/tablet that works in conjunction with the in-car computer, would that satisfy the requirement?	Currently vehicles have no printers.
85.	Appendix B – Mobile Tab Req #114 (p 65) The Solution automatically creates an incident when the emergency key is activated.	What is the purpose of creating an incident? If the emergency is broadcast, so users can quickly see the location on a map, while the emergency is logged so can be reviewed at a later time, would this satisfy the requirement?	An alternative will be entertained by the County.
86.	Appendix B – Mobile Tab Req #119 (p 66) The Solution supports a Code 3 approval process which notifies the appropriate Watch Deputy when a Mobile User goes Code 3.	Does the legacy CAD support this today? If so, can LASD explain how the approval works in terms of the deputy who has already initiated Code 3 (lights and sirens) within CAD? How is the watch deputy notified and how is the pop-up displayed to the user in the car?	Currently there is no electronic approval process; all approvals are done over the air. The Watch Deputy can see a user is in Code 3 status via GST.
87.	Appendix B – Mobile Tab Req #150d (p 69) The Solution requires the following information when clearing a call: Number of Reports to be written (numeric, free-form).	How is the number of reports used in LASD? Is there an audit in the current RMS that confirms number of reports received/written?	It is a manual validation process. Report is printed, and the reports are checked off via pen/pencil.

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88.	Appendix B – Mobile Tab Req #162 (p 70) The Solution compiles time for all associated tasks (e.g., 5 calls cleared with reports, system tallies all reporting time into a single number).	Do we assume this is for Deputy Daily Worksheet or is there another purpose?	Yes, and it is also used to ensures proper accounting for all the times and minutes. These minutes are used as part of the contract minutes reporting and billing used for the contracts the Department has.
89.	Appendix B – Mobile Tab Req #163 (p 70) The Solution verifies that all call times are valid and there is no overlap (e.g., when a deputy is handling Call A from 9 – 9:30, the system verifies that they are not handling Call B from 9:20 – 9:25).	Do we assume this is for Deputy Daily Worksheet or is there another purpose?	Both, this also ensures proper accounting for all the times and minutes. These minutes are used as part of the contract minutes reporting and billing used for the contracts the Department has.
90.	Appendix B – Mobile Tab Req #164 (p 70) The Solution allows Mobile Users to modify Department-determined call times associated with an incident (e.g., manually override en route time).	Does the current CAD support this functionality today? We can understand why times are important when analyzing response times but normally agencies do not allow users to override system generated times.	Yes.
91.	Appendix B – Mobile Tab Req #166 (p 70) The Solution's call for service history allows Mobile Users to view all primary and assisting unit's narratives.	Are the narratives identified the additional comments added to the call?	Yes .
92.	Appendix B – Mobile Tab Req #170 (p. 71) The Solution supports clearance codes associated with AB 953 collection requirements.	Can LASD provide a description on how the AB 953 is collected in today's environment?	Currently the Department captures this information via a webpage that the Department built and deployed.

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93.	Appendix B – Mobile Tab Req #250 (p 79) The Solution allows Mobile Users to manually record information related to inmates picked up.	Is the Court Services Tracking available in today's CAD or is it a separate app? Can LASD provide screen shots and use case descriptions for the CST?	Yes, it is currently used today and is currently part of the Departments CAD system. Screen shot emailed on 6/14/23.
94.	Appendix B – Mobile Tab Req #251 (p 79) The Solution supports a bar code scanner to import inmate information.	What barcode format is used and what information is contained on the barcode?	This requirement was deleted via Bulletin #2.
95.	Appendix B – Mobile Tab Req #255 (p 79) The Solution designates transportation stop location codes (e.g., Pickup and Drop-off locations), including the following:	Are the Stop Locations maintained in the legacy CAD today or part of a separate app?	They are currently maintained in the legacy CAD.
96.		Please provide an electronic copy of the CAD commands shared at the onsite meeting. (Onsite meeting).	Commands emailed on 6/6/23.
97.		Please provide an electronic copy of the booklet shared at the onsite meeting. (Onsite meeting).	Radio code book emailed on 6/14/23.
98.	SH_2 2.3.2 Anticipated Contract Term "Notwithstanding the maximum contract term of ten years from Final Acceptance"	What are the Department's expectations regarding contract extension pricing past the 10 years anticipated by the RFP?	Prior to the expiration of the 10-year term of the contract, the County, in its sole discretion, will determine whether to extend the contract. At that point the County would enter into negotiations with the contractor for the extension terms.

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99.	SH_2 2.3.3 Contract Rates "Contractor's rates must remain firm and fixed for the term of the contract."	Does that mean that labor rates cannot increase during the 10-year period?	Exhibit 19 (Cost Proposal Form) of Appendix D (Required Forms) revised via Bulletin #3.
100.	SH_2 2.3.4 Days of Operation "Contractor will be required to provide all Work on-site at County-specified facilities..."	Does that mean that the Department expects that no services will be performed other than on site during the listed business hours?	LASD Contracts... It says in the preceding paragraphs: "Upon achieving Final Acceptance, Contractor must provide annual system maintenance and support twenty-four hours per day, 7 days per week, for the term of the contract, unless otherwise approved by County Project Manager."
101.	7.9.8.2 Statement of Work "Proposer must submit, as part of their Business Proposal, a PDF of their DRAFT Statement of Work, in both a 'red-lined' and clean version."	We are not sure what is meant by red-lined here. Against what is it being compared?	Attachment A.1 (SOW Outline) does not need to be redlined. RFP revised via Bulletin #3.
102.	Appendix B – Technical Requirements: 19 "The Solution masks/encrypts production data in non-production environments."	Please elaborate. What is the goal?	The encryption of the Departments production data in the non-production environments. Meaning, if the production data that is not currently being used in the production environment, but still within the system, such as a fail over site, training site, testing site, all of that data must be encrypted.

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103.	Appendix B – Technical Requirements: 40 "The Solution utilizes or integrates with LASD's backup solution for on premise solutions."	What is LASD's backup solution?	LASD doesn't currently have a backup solution for CAD. However, the Department uses VEAM for VMWare environment and the Data Center Admins use Veritas NetBackup for applications and databases.
104.	Appendix B – Business Requirements: 97 e "Mute for a set amount of time"	Does that mean ignore the timed-out state and at the end of the mute time resume the visual and/or audible indication?	Correct.
105.	Appendix B – Business Requirements: 97 e "Mute for a set amount of time"	133 How does phonetic differ from Soundex?	Soundex is less restrictive, whereas Phonetic is more restrictive and will produce less potential duplicates.
106.	Appendix B – Business Requirements: 468 b "RMS"	Please provide interface specifications.	Those specifications have not been established as the Department is currently authoring an RFP for a new RMS.
107.	Appendix B – Business Requirements: 559 "The Solution is capable of importing hazard information from an RMS..."	Please provide interface specifications.	Those specifications have not been established as the Department is currently authoring an RFP for a new RMS.
108.	Appendix B – Communications Supervisor Support: 375 "The Solution allows a communications supervisor to remotely duplicate the monitor activity on any User workstation." 376 "The Solution allows a supervisor to emulate a subordinate User's screen on their workstation"	Please differentiate between the two.	Remotely duplicate = like a remote desktop without interaction. What the User is doing on the duplicated workstation, the supervisor sees. Emulate = Whatever the User is doing or has displayed on their workstation, the supervisor can setup their workstation to be exactly the same.

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109.	Appendix B – Mobile Requirement: Emergency Key Functionality 116 "The Solution's emergency key provides an alert to:"	Please describe how you would like the recipients to be alerted, e.g., via email, SMS, CAD, in the mobile software, etc.	We would like Proposers to describe how they do it, or how they are proposing to do it.
110.	Appendix B – Mobile Requirement: Emergency Key Functionality 126 "The Solution requires a Mobile User to "acknowledge" an assigned call."	How do you see that being effected? Lock the user interface so no other operation can be performed prior to acknowledgement?	Not looking for a locked screen until it is acknowledged. Please provide details as to how you would do this.
111.	Appendix B – Mobile Requirement: Emergency Key Functionality 172 "The Solution allows Mobile Users to manually identify requirement for AB 953 forms."	Does that mean if not automatically required based on clearance code?	Correct. Based on the clearance code, the user will or will not be presented with required fields needed for an AB 953 clearance.
112.	Attachment B.1 4.5 "Incident and Unit Assignment Tracking, and Deputy Daily Worksheet" "Additionally, the CAD System must account for a user's activity as compared to their total shift time (i.e., they cannot have time that exceeds their total shift length of 480/600/720 minutes)."	Does that mean that CAD should stop tracking after reaching those limits or when reporting, those limits should be enforced so that the totals are constrained? What happens if a unit is being held over due to an emergency incident?	480 minutes (or those minutes used for 10 or 12 hour shift), if the Deputy, or other job class goes over their allotted time. The extra time is not captured in CAD. The unit will reconcile the totals minutes to their allotted time, in this case 480 minutes. The extra time will be handled outside of CAD via an overtime slip.

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113.	Appendix C – Sample Contract: 3.9 "No Offshore Work" "Contractor warrants: (i) that all Services will be performed and rendered within and from within the United States, and (ii) that Contractor must not transmit or make available any of the County's Confidential Information, the County's intellectual property or any County property, including County Materials, to any entity or individual outside the continental United States."	We have one or more employees in Hawaii. Will we need to prevent access to such individuals?	No. Paragraph 3.9 (No Offshore Work) of Appendix C (Sample Contract) revised via Bulletin #3.
114.	Exhibit C – Service Level Agreement (SLA) 3.7.4 "Contractor must utilize industry-standard software configuration management tools for tracking and controlling changes in the Solution for all CAD environments."	Please list any such tools currently in use by the Department.	The Department currently doesn't use any industry-standard software tools for the tracking of changes in CAD. We currently use for the tracking of changes is MS Word, Notepad, and/or MS Excel.
115.	Exhibit C – Service Level Agreement (SLA) 5.4 "Solution Availability and Credits"	The table lists 100% availability as having a 2.5% service credit. That seems wrong.	Exhibit C (Service Level Agreement) revised via Bulletin #3.

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116.	Attachment C.4 – Departmental Application Security Requirements: 1.1 "Comply with the County Application Secure Coding Standard" 2.1 "Comply with the County SaaS Security and Privacy Standard" 8.1 "County Web Application Secure Coding Standards" 8.2 "County Password Security Standard" 8.3 "Database Security Standard" 8.4 "County Windows Server Baseline Security Standard"	Please provide a copy of said standards if not already provided and not publicly available.	Prior to contract signing, we will provide selected Contractor with a detailed account of all County security standards.
117.		Regarding Data Conversion and GIS Import, for data conversion, please provide the total number of tables, total number of columns, and total number of rows to be converted, and, for GIS Import, please list the total number of layers to be imported.	No Data Conversion Currently LASD uses a total of 42 GIS source layers directly retrieved from eGIS 36 GST processed layers from additional eGIS layers and other sources. In total, 78 layers displayed in Viewer workstations and Mapper MDC software.
118.		Is Motorola ATIA or CADI available for the radio system for interface to CAD?	Yes, both of these are available.

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119.		Does the Department have or is it considering Motorola radio-based GPS? If so, does the Department have Motorola IMW?	<p>The Department does not have the Motorola IMW, there are some licenses however, this would be something discussed during contract negotiations.</p> <p>The Department has not considered Motorola radio based GPS for this project.</p>
120.		Does the Department have a license for the Zetron ACOM API for interfacing CAD?	Yes.
121.		What is the Department's body-worn camera vendor? Does the Department have a license for an interface to CAD?	Axon, and yes we do have licenses for the interface to CAD.
122.	<p>Appendix A.4 – 2.3 Validar 86 (Link M Technologies)</p> <p>2.3.1 System Overview states “When lights and sirens are activated, the Validar 86 system provides a unit status update to the GST Mapper system. The purpose of the system is to provide a visual update of the unit’s status when lights and sirens are activated. “</p>	As the overview implies the interface is in production today. Can LASD provide specifications, including flow diagrams, on how the Validar 86 is interfaced to GST Mapper? Is it updating a server or local device that is then updating a server?	<p>Validar 86/GST Mapper documents emailed on 6/14/23.</p> <p>Part 1 and Part 2 should be reviewed in conjunction with each other. Validar 86 is a trademarked item.</p>

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123.	Appendix C (Sample Contract) During the Proposer's Conference (May 31), a presenter made a statement to the effect that proposers are welcome to take exceptions to the terms and conditions but understand the County may not "yield" on specific clauses as those could be mandated by the Board of Supervisors.	Can the LASD please identify the clauses that are non-negotiable? As the terms could impact costs or even if proposer's capability to bid, this is certainly needed prior to proposing.	Listing of all County-mandated clauses emailed on 6/14/23.
124.	Manuals & Screenshots There are numerous requirements identified in Appendix B around specific and perhaps unique functionality to the LASD.	Is it possible to receive screenshots/user manuals for: <ul style="list-style-type: none"> o DDWS o Transport functionality and billing methodology. o Stops functionality 	DDWS emailed to Proposers on 6/6. Transport functionality emailed on 6/14/23. STOP functionality emailed on 6/14/23.

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125.	<p>Analytics and Billing During the Proposer's Conference, there was numerous statements on the importance of capturing "minutes" as analytics and billing is extremely important to the LASD.</p>	<p>Can the LASD provide the methods, processes and (perhaps) algorithms to analyze the minutes in terms for reporting and billing to contract cities? As a new CAD may have alternative methods to achieve the objective vs. fulfilling the exact requirements in Appendix B, it would be helpful to have an in-depth understanding so we are sure to provide a fully qualified description of how it the outcome may be achieved. This is even more important given that, during the Proposer Conference, LASD stated that proposers should not respond with an 'X' to any functional requirement. There is the option to respond with D and make assumptions, but the assumptions may be incorrect without a comprehensive understanding of the intended outcome.</p>	<p>Yes, RAPS has reports that do calculations related contract minutes and patrol service minutes. Typically, contract law enters the total number of service minutes purchased per year for a given contract city into the RAPS system once per year. Then, CAD records the day-to-day patrol unit "service time" (call handling time + regular patrol time). The monthly YTD compliance reports then compares the total purchase minutes against the total patrol service time to calculate the contract compliance level as a percentage value. The department strives to be within 97% on higher compliance on the service time when compared with the contract city purchase minutes.</p> <p>Specific patrol units are assigned to each of the contracts and that is how the patrol service time is rolled-up to a specific contract city. Attached is a sample compliance report generated for the month May for the city of Compton contract.</p>

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126.	<p>Proposer Conference – Implementing Phase I of Future Operations (Centralized Dispatcher) As LASD indicated they will be migrating to a central dispatch model during the CAD implementation, there is no need to support the PRD functionality as outlined in the RFP and (specifically) the requirements in Appendix B - Business Tab Req #184 to 187 to interface to the radio to determine workload and the PRD dispatcher to route the incident to. From the discussion at the Proposer's Conference, we understood that those requirements specifying the PRD radio-interface/workload algorithm will be stricken from Appendix B (an updated document is expected).</p>	<p>Although we understand the radio-interface/workload algorithm requirements will be stricken from Appendix B, we note there are other requirements that identify with the legacy dispatch model. Will the LASD be reviewing the functional requirements associated with the legacy PRD dispatching model and strike them as well? For example, Appendix B - Business Tab Req #60c (p 9)</p> <p>1 -"The Solution requires the following upon sign-on: Role (e.g., PRD, SD, etc.)" With PRD no longer required, we assume signing on with a role as SD, PRD is no longer required? Given the short turnaround time to submit the second round of questions, we have not had time to review all requirements so are asking that the LASD review or permit us to ask further questions after June 2. This is especially important given that, during the proposer conference, LASD stated that proposers should not respond with an 'X' to any functional requirement. But clearly there will be requirements that are no</p>	<p>RFP timetable revised via Bulletin #2.</p> <p>Answer to the question #1: The solution should allow a user to select their role when signing on. It is expected that the roles will be defined during system configuration. PRD is unlikely to be one.</p> <p>100b - This requirement remains. The intent is that if a dispatcher takes a hot call (i.e., vehicle pursuit) and must transfer their station responsibility to another dispatcher, the scratchpad would also transfer.</p> <p>143 "The Solution generates a new incident number indicating the new station, when an incident is transferred. "</p> <p>This requirement remains. In the event the CFS was incorrectly sent to the wrong station dispatcher.</p> <p>RAPS screenshot emailed on 6/14/23.</p> <p>144 "The Solution automatically cross-references an original incident number with a new incident number"</p>

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		<p>longer required or should be modified to reflect the centralized dispatch model requested.</p> <p>The following are other examples of requirements in Appendix B – Business Tab that may not apply to a centralized dispatch model vs. station dispatch model:</p> <ul style="list-style-type: none"> • 100b “The Solution allows the digital scratchpad to be associated with:: A station” • 143 “The Solution generates a new incident number indicating the new station, when an incident is transferred. “ • 144 “The Solution automatically cross-references an original incident number with a new incident number” • 179 The Solution determines appropriate route for incident based on the following: 179a Routine - incident digitally routed to SD's queue, 179b Priority - incident digitally routed to SD's queue, 179c D + V - incident digitally routed to SD's queue and 179d Emergency - incident digitally routed to SD and PRD's queue simultaneously” 	<p>This requirement remains. In the event the CFS was incorrectly sent to the wrong station dispatcher.</p> <p>179 The Solution determines appropriate route for incident based on the following: 179a Routine - incident digitally routed to SD's queue, 179b Priority - incident digitally routed to SD's queue, 179c D + V - incident digitally routed to SD's queue and 179d Emergency - incident digitally routed to SD and PRD's queue simultaneously”</p> <p>Requirements 179 through 181, and 193 deleted via Bulletin #3.</p>

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		<ul style="list-style-type: none"> • 180 “The Solution routes the Priority call to the appropriate PRD and units upon assignment by the SD.” • 181 “The Solution routes the D+V call to the appropriate PRD and units upon assignment by the SD.” • 193 “The Solution's PRD queue only displays emergent and priority calls.” 	
127.	Appendix B – Business Tab Req #148 (p 16) “The Solution allows Users to assign multiple radio codes to a single incident.”	As the LASD CAD supports multiple radio codes (up to 3), are the secondary (2 and 3) used in any analysis/reporting? That is, are the secondary radio codes used to provide a report or analyze a specific condition (e.g., how many times was Fire contacted for an accident with injuries)?	Call Forward screenshot emailed on 6/14/23.
128.		We would respectfully request a three week extension to the Questions and RFP deadlines to enable us to provide a thorough and accurate Response?	RFP timetable revised via Bulletin #2.
129.	Appendix B - Solution Requirements Response Matrix	If a Vendor can meet the intent of the requirement with an alternative approach/feature/function, which response code should be used? Or will the County allow use another code such as "A" for Alternative response?	Please use code “M” for meets, and provide total transparency and a detailed description of how the requirement will be met. The County reserves the sole right to determine if your alternative response “meets” the requirement.

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130.	As it pertains to Attachment A.1 SOW Task 9	Would the County consider a payment milestone for the delivery of hardware for the mock Go-Live?	No.
131.		How did you come to the current operation, was it technical, or that's how it grew out?	Since 1960's, then CAD was custom made to keep practices at the time. Its more of a historical thing.
132.		Where in your movement and consolidation of dispatchers do you intend the CAD be implemented?	In Phase 1 of the implementation process.
133.		With the new CAD system, you are proposing implementation at all of the 24-28 dispatch centers?	Yes.
134.		Implement CAD at same time of Phase 1 of the future operation? (Yes) as well as centralization of dispatchers, will you still have PRD at that point?	All workload algorithm requirements deleted via Bulletins #2 and #3.
135.		Is there going to be communication by the Department/County as things move forward during the duration of both the CAD evaluation as well as what you guys are doing on the centralization side?	Yes.
136.		Is there a relationship between dispatch and PRD? Is it 1 to 1?	As it sits right now, no. A station dispatcher doesn't voice calls, and a PRD doesn't take calls.
137.		In regards to mobile devices, are you able to expand on whether or not there's plans in place to put mobile devices in the hands of deputies?	Yes, since all deputies have mobile phones.

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138.		Is there a secondary device within the vehicle? Are you planning to get rid of the MDC?	No. The primary is MDC and the secondary would be the mobile phone.
139.		Phase 1 of the implementation – how are we supposed to respond to first phase if the requirements are going to disappear? For example, the algorithm on the radio and knowing which PRD is going to get it?	All workload algorithm requirements deleted via Bulletins #2 and #3.
140.		If migrate to modern, like PRD to central, other requirements may fall away?	Correct, but provide backbone to response. Tell us what it would take for you to meet requirements, but if you have a different way to do it, please share.
141.		Requirements Doc., do you want a detailed comment on all items?	Appendix B (Solution Requirements Response Matrix) was updated via Bulletin #3 to provide instruction as to what type of response/comment is required for each Requirement. Refer to the response to Question #129 above.
142.		As you move to the future model, phase 1, how does this impact your incident number, which is by station, moving towards a more geography approach?	It's not going to affect the station number.
143.		As you move to the future operation what happens to that incident number?	It stays.

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144.		Is the reasoning for this statistical? Can we provide an alternative to this?	Yes. And you can show us the alternative. We are heavily reliant on stats, specifically for contract cities and minutes.
145.		In the current model, since we are going away with PRD, is it station dispatcher to PRD or does the call go straight to PRD if it's an emergent call (current operation)?	If it's an emergent call it goes to dispatcher and PRD at the same time. PRD will hotline the dispatcher and say "how many units do you want?" Dispatcher will say "I want 1 or 2 units" and PRD will voice it to the respective stations.
146.		What's a hotline?	A hotline is the direct communication line between the PRD and dispatcher, like an intercom.
147.		In your future model, with the centralized dispatcher, no PRD, dispatcher will not only be dispatching but also radio-in the call and say "who wants it"?	Both.
148.		Who determines or recommends which units will be responding?	We currently do not do recommendations. We have policy that dictates what kind of call gets answered and how it gets answered. We also have station directives that determines this.
149.		So, it seems pretty clear that the Department is not and will never be interested in unit recommendations?	No.
150.		Are the station preferences for unit recommendations stored in the CAD or just known at the station?	Only at the station.

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151.		Do all the stations operate under the same ORI as the Sheriff's Office or do they have their own?	Each station has their own ORI.
152.		Is LASD a single number system? Does the incident number become the report number?	It's a different number. The incident number is the Tag number and the URN is the report number. There could be multiple URNs per Tag.
153.		Does CAD generate the URN?	No, there is separate interface for that.
154.		Do the vehicles currently have any location devices on them?	Yes, they do. We have a third party that does call routing and GPS location for our vehicles only.
155.		Can you go over the peer monitoring process?	For mobile to mobile: each assigned vehicle can monitor other vehicles in the field. For example, 133D can place a peer monitor on 133A and 133B and when those cars get assigned a call, 133D will get a notification. This allows us to monitor other units within our RD. Currently we can monitor up to 10 units.
156.		Question on the RFP regarding the SaaS: it can be hybrid, on prem, or on the cloud. How do you want the Vendors to propose because there is a pricing difference?	Refer to the response for Question #36 above.
157.		Is there currently server hardware at every PSAP?	No, our CAD right now is centralized. It's at the Sheriff Communication Center (SCC).
158.		For the 2 DR sites, are they running out of 1 instance of the system?	As it stands right now, we only have 1 instance.

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159.		In your Phase 2 approach are you going to have the DR not only on the server system but at dispatch centers so you can have a secondary PSAP at the dispatch center?	Yes, that's correct.
160.		Are you looking to continue with GST for the mapping service?	It depends on what your system offers. If your system doesn't have the mapping capabilities, then yes. If you do, then no.
161.		For the current CAD, call stacking is limited to 5 calls in the buffer. Is that on purpose or a limitation of your CAD system?	A limitation.
162.		Is there any logic to how the calls are stacked?	No, just in the order it was dispatched.
163.		For current bus transportation procedure, is there a paper manifesto listing everyone on board?	Sort of. We do barcode scanning of the inmate's wristband when they board the bus and we log the number of inmates transported into CAD.
165.		Is there a map tied to CAD?	No.
166.		Do call takers use rapid SOS?	No.
167.		Does it track how many times a deputy has been to a location?	Yes.
168.		From the PRD perspective will the TAC channels remain the same? We're not adding additional channels?	No, Zetron will remain the same.
169.		Are the L-TACs geographical?	Yes. Each station has their own L-TAC, metro. And each division has its own and it's regionalized throughout the County.