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

ATTACHMENT 1 TO BULLETIN NUMBER 4
QUESTIONS AND ANSWERS

QUESTION NUMBER	RFP LANGUAGE (IF PROVIDED)	PROPOSER'S QUESTION	ANSWER
1.		All users listed below need co-current users (example: have 40 dispatchers but at the most 25 need access to system at any given time. The system will still allow more co-current users on the system if volume requires more users. Honor system, if more users become common.) **Note:** some user types below will be noted if an actual one to one user license is required. 1. Call Takers 2. Dispatchers 3. Supervisors - Min 1 Required) 4. Command Staff 5. System Administrator - Min 1 Required) (This user type requires a one to-one license.) 6. GIS Specialists - (This user type requires one to-one license.) 7. Mobile Users	Yes. 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. Mobile Devices ~ 6065, this includes all of field operations (Patrol and ancillary operations for Patrol) Watch Deputy ~ 23 Dispatcher ~ 23 Call Taker ~ 75 PRD (SCC) ~ 30 Training, which also acts as a secondary backup for the stations and SCC ~ 24 Admin (Non PSAP) at stations ~ 465 Admin (Non PSAP) ancillary units throughout the County ~ 439 Total throughout the County ~ 1079 CAD Terminals We do not have CAD View only terminals.

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2.	Attachment A.1 SOW Outline - Expectation Statement 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.	Is this pilot intended to be the complete system build/configuration? Would it be built out for just one patrol area to test?	To be determined. While the System will ideally be fully configured, the County anticipates there being a period of refinement during the Pilot phase.

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3.	Attachment A.1 SOW Outline - Expectation Statement 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.	Would they expect full testing as outlined in the RFP to be done during this phase before the pilot?	While the System will ideally be fully configured, the County anticipates there being a period of refinement during the Pilot phase. That said, the majority of testing – if not all – should be completed by this time period.
4.	Attachment A.1 SOW Outline - Expectation Statement 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.	Would all software modifications/customizations be needed to execute the pilot?	Yes, unless otherwise agreed to by the County and Contractor.
5.	Attachment A.1 – SOW Outline 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.	Does the County wish to see proposals and pricing with post project computer-based e-learning training materials?	Yes.
6.		What role in training will the LaCoSO Training Academy play in the project if any?	The Department's training academy will not be part of this. The Department has a separate group of trainers specific to the training of desk and field personnel in the operation of the MDC's, CAD, as well as call taking and dispatching operations.

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7.		Will Training Academy staff be trained by the Contractor? How many?	Our training staff will be trained by Contractor. Number of personnel to be determined during contract negotiations.
8.		Does the County have a Learning Management System (LMS)?	The County and Department do have a LMS system. The Department uses Talent Works by Cornerstone OnDemand.
9.	Exhibit C SLA. Section 3.2 states "Also, as part of Solution Maintenance, Contractor must provide Helpdesk support for all County-provided Third-Party Software, including the Operating System, transaction processing layer, and database layer of the entire System, as applicable, as provided in this Paragraph 3.0."	Can the County provide additional information on the County's third -party software vendors that Contractor's may be expected to support? What sort of agreement(s) does the County envision the Contractor engaging in with their third-party vendors? Is the expectation that Contractor's would just facilitate support calls between the County and these third-party vendors or to actually troubleshoot and address issues/errors with Third-Party Software?	Paragraph 3.2 of Exhibit C (Service Level Agreement) amended under Bulletin #4.
10.	Attachment A.4 (System Interfaces) Item 2.1.1	In addition to the information provided, are there any additional County-Wide databases that need to be queried?	No.
11.	Appendix B - Solutions Response Requirements Matrix.	Are we to assume that everything that a Proposer complies with in the requirements matrix should be included in the total price of the solution?	Yes.

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12.	Appendix B - Solutions Response Requirements Matrix. Item 290	The Solution prevents Users from logging off of a unit if they have uncleared incidents. Can you describe what is meant by uncleared incidents?	A deputy has been assigned to a call, however they have not closed that call and/or attended to the incident.

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13.	Required Forms - Exhibit 19: Cost Proposal Form indicates "The proposed hardware should include servers, workstations, network storage, networking equipment, system, peripherals and any other required hardware."	We aren't able to locate in the RFP documents the number of workstations to be included nor whether the Proposer should include the effort to install them. Can the County advise how many workstations Proposers should include in their proposals and, if installation services are required, confirm the locations at which they will be installed? Are new monitors also required? If so, is there a particular model/type/size the County prefers?	Regarding workstations. The County will provide the workstations, the vendor needs to let us know what the requirements for the workstations are.

The vendor is to provide training for admin folks on how to install and configure their software on the servers, MDC's, and CAD workstations. Dispatch operations, call taking operations, admin operations. We currently have CAD installed on the following number of computers:

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Watch Deputy ~ 23
Dispatcher ~ 23
Call Taker ~ 75
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			Admin (Non PSAP) at stations ~ 465 Admin (Non PSAP) ancillary units throughout the County ~ 439 Total throughout the County ~ 1079 CAD Terminals We do not have CAD View only terminals. Contracts: I don't have an issue with them installing on ALL the computers, we have teams who will do this… but I think at the beginning they should be on the hook for all of the installations. Thoughts.

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14.	Appendix A - SOW 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."	Given the County has confirmed that Hardware cannot be ordered until the system has been fully configured and customized and has passed all applicable testing phases, there won't be any system hardware or components on-site for several months though work will be in progress. Further, a number of system configuration and interface tasks can be performed remotely, even when Hardware is on-site. The RFP states that status meetings must occur on-site but can the County clarify this requirement to further identify what work must be performed on-site? (We recognize a similar question was asked, #100 on Bulletin 3, but the answer seems to address post-implementation tasks, not work performed during implementation.)	The County would prefer all build and configuration are performed on-site so as to allow for improved collaboration between the vendor and County. While we expect a certain number of tasks to be completed remotely, it is the County's strong preference for the vendor to have an on-site physical presence.
15.		Due to the increased risk of cybersecurity attacks on public safety networks, would LASD accept an optional cybersecurity offering that speaks specifically to the solution being proposed?	This solicitation is strictly for a CAD solution.