



**LOS ANGELES COUNTY
SHERIFF'S DEPARTMENT**

REQUEST FOR INFORMATION

RFI NUMBER 733-SH

**Los Angeles County
Networked Logging Recorder System
(LA-NLRS)**

December 2023

**Prepared By
County of Los Angeles**

These guidelines are intended to provide general information only and are subject to revision. The rights and obligations of any party contracting with the County will be determined in accordance with the terms of the applicable contract and applicable law.

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1.0 INTRODUCTION

- 1.1 The Los Angeles County (County) Sheriff's Department (Department) Communications and Fleet Management Bureau (CFMB) is seeking information from Vendors that can provide the County with an operationally proven commercial off-the-shelf (COTS) logging recording system (Solution) to capture voice radio, 9-1-1 and telephone transmissions. The Solution must be configurable to interface with the Department's existing internal and external systems as detailed in Paragraph 3.0 (Solution Overview and Requirements Summary) of this RFI.
- 1.2 The Solution will automate the digital recording, archiving, and indexing of all voice radio, 9-1-1, and telephone transmissions for the Department.
- 1.3 Vendors of interest are those capable of delivering a turnkey Solution and providing 24/7 operations, maintenance, and support (e.g., hardware and software), as part of a maintenance services agreement.
- 1.4 Vendors who wish to only furnish information about a product or system that they have knowledge of may do so formally in writing.
- 1.5 The intent of this RFI is to learn as much as possible about current and future Solution technology trends. This knowledge will facilitate the Department's ability to prepare the requirements for any potential future solicitation.

2.0 BACKGROUND

- 2.1 The County encompasses an area of 4,083 square miles with a population of over ten million. The Department provides general and specialized law enforcement services for approximately five million of these residents, spread over an area of approximately 3,157 square miles. The Department, with approximately 19,000 employees, is one of the largest law enforcement agencies in the nation.
- 2.2 The Department's current networked logging recorder system is proprietary to NICE Systems, Inc. The County's installation has been maintained and updated by NICE for over twelve years.
 - 2.2.1 The Department has 38 remote sites supported by eight servers located at the Sheriff's Communication Center (SCC).
 - 2.2.2 The system records calls generated both at the remote sites and the SCC.
 - 2.2.3 Each of the remote locations vary in the number of recordings and the length of time of each recording. The average total number of

recordings per month from all of the remote locations is approximately 47,000. The average length of time per recording is approximately one minute.

2.2.4 The SCC location alone averages approximately 1,332,708 recordings per month with an average length of time of 45 seconds.

3.0 INFORMATION REQUESTED

This RFI is a research document only. It seeks information from Vendors that can provide an operationally proven COTS Solution.

The Solution must be a turnkey enterprise solution that includes all necessary applications, underlying third-party software, server hardware (if applicable), data migration, interfaces to external systems, configuration, integration, operations, maintenance, support, and training. Vendors who may have an interest in providing a complete Solution are encouraged to complete Attachment A (Functional Requirements Checklist) to this RFI and submit relevant information about their product and services, as follows:

3.1 Description of Solution Functionality

Documentation should be provided that is descriptive of the functions supported by the Solution, with a focus on the general functional areas listed in Paragraph 3.1.1 below, which are not all-inclusive. Existing product literature and prepared marketing materials may also be included; however, this information is less useful than more detailed user and technical documentation.

3.1.1 Describe in detail the Solution's functionality including:

- a. Device compatibility,
- b. Primary business functions including recording, updating, annotating, querying, and reporting,
- c. User account management,
- d. Data integrity,
- e. Security and auditing controls,
- f. Workflow processes,
- g. Alert notification components,
- h. Internal and external interfaces,
- i. Application programming interfaces, and
- j. Dependencies/Assumptions (technical and functional).

3.2 **Description of Technical Architecture**

Respondents must provide information about the software and environment that will support the Solution, including, but not limited to:

- a. Hardware requirements,
- b. Operating system/software environment,
- c. Solution architecture,
- d. Detailed network requirements and protocols,
- e. Recommended database/environment(s)/storage requirements:
 - i. Database backup,
 - ii. Operating System, and
 - iii. Future growth storage estimates,
- f. Expected response time metrics, exclusive of the Department's network, for the PC workstation, mobile devices, etc.,
- g. Disaster recovery plan,
- h. Installation process for the Solution,
- i. Description of access requirements,
- j. Description of security and auditing features,
- k. Solution scalability,
- l. Interfacing requirements and tools,
- m. Reporting tools, and
- n. Data and network security protocols.

3.3 **Description of Estimated Implementation Project Timeline**

Respondents must provide an estimated implementation project timeline including, at a minimum, timelines for:

- a. Project discovery phase,
- b. Hardware and software installation, and establishing Solution environments (e.g., production, development, and training),
- c. Development,
- d. Unit integration, system, performance testing, and user acceptance,
- e. Completion of legacy NLRS data migration from a hierarchical Information Management System (IMS) database to relational database,
- f. Training,
- g. Production cutover, and
- h. Vendor and County responsibilities.

3.4 **Description of Product Support and Maintenance**

Respondents must provide information on the following:

- a. Product manuals and software description,
- b. On-line documentation and/or help,
- c. In-person, on-site and off-site training,

- d. Training manual(s) and delivery format,
- e. Ongoing delivery of updated training materials (upgrades),
- f. Upgrades: frequency, delivery, and estimated downtime,
- g. Help desk operations including staffing and hours of availability,
- h. 24/7 and 365 support procedures,
- i. User feedback procedures, and
- j. Sample Service Level Agreement (SLA).

3.5 **Corporate Information and References**

Respondents must provide the following information:

- a. Corporate or company name and headquarters' address,
- b. Address/other contact information of nearest corporate or company office to downtown Los Angeles, California,
- c. Number of years in business,
- d. List public safety/law enforcement agencies that have deployed the Respondent's software/system. Include contact person, address, and telephone/email for each of the public safety/law enforcement agencies,
- e. Size of law enforcement customer base (number and size of agencies and the number of system users per agency), and
- f. High-level system documentation describing existing deployment of Vendor's Solution at each customer site(s).

3.6 **Estimated Costs**

Respondents are asked to provide cost estimates for the COTS Solution. Your response should include all estimated costs broken out by category based upon recording up to 2,000 radio frequencies and telephone lines simultaneously spread across 23 patrol stations, ten custody facilities, one dispatch center, and 2,000 non-concurrent users (e.g., authorized users). Any costs estimated for the purpose of this RFI are used for informational purposes only and are non-binding to either Respondent or the County.

As this document is an RFI, costs can only be estimated for a typical standard COTS Solution. As this is not a competitive solicitation, specific Department environment information cannot be made available to the respondent.

If possible, take into consideration the following cost areas that may or may not be quantifiable:

- a. Customized application development costs,
- b. COTS licensing model options and costs,
- c. Professional services costs (installation, configuration, development,

- etc.),
- d. Recommended hardware specifications and costs,
- e. Non-recurring hardware and software licensing costs, if applicable,
- f. Training costs,
- g. Ongoing operations, maintenance, and support costs, and
- h. Other miscellaneous costs not listed above.

4.0 RESPONSE METHOD AND TIMEFRAME

4.1 All questions regarding this RFI must be emailed to:

Attention: Edward Holguin

Email: eholgui@lasd.org

4.2 Responses to this RFI must be labeled:
“Response to RFI No. 733-SH LOS ANGELES COUNTY NETWORKED LOGGING RECORDER SYSTEM”

and be addressed to:

Los Angeles County Sheriff’s Department Technology
and Support Division

Office of Technology and Planning

12440 E. Imperial Highway, 4th Floor East

Norwalk, CA 90650

Attention: Irene Teran

4.3 Responses to this RFI will be accepted by private messenger, delivery services, or the United States Postal Service (USPS), no later than **February 6, 2024 by 3:00 p.m. (Pacific Time)** at the address listed above. **(Email responses will not be accepted).**

4.4 Respondents must provide three identical hard copies, and two separate identical copies in searchable PDF format on flash drives, of their response.

4.5 Respondents are requested to respond to each item in Paragraph 4.0 (Information Requested) above and Attachment A (Functional Requirements Checklist) to this RFI.

4.6 The Department encourages all potential Respondents to submit a response consistent with the content and the instructions provided herein.

4.7 Responses to this RFI received after the submission deadline may be accepted by the County at the sole convenience and discretion of the County.

- 4.8 Not responding to this RFI will not impact your ability in the future to respond to any subsequent solicitation issued by the County on behalf of the Department.

5.0 ADDITIONAL RESPONDENT INFORMATION

- 5.1 The Department will review the responses to this RFI, which may subsequently lead to further research and analysis. **This is a request for information ONLY; this is not a solicitation.** Information received in response to this RFI may be used in the preparation of a Request for Proposal (RFP), an Invitation for Bids (IFB), or other County methods for solicitation of services. Respondents to this RFI will be notified by the County of a future solicitation.
- 5.2 Respondents to this RFI **may** be invited by the Department to provide a non-competitive presentation of their products. The product presentation is intended for information-gathering purposes only. All Solution demos will be conducted on-site. **Such presentation should not exceed four hours in length.** The date(s), length, and times will be coordinated between the Respondent and the contact person identified in Paragraph 5.1 of this RFI.
- 5.3 Responses to this RFI will become the exclusive property of the County. Respondents should be aware that the information provided will be analyzed and may appear in various reports, and/or requests, with the exception of those parts of each submission which meet the definition of "Trade Secret" and are plainly marked as "Trade Secret" or "Proprietary."
- 5.4 The County will not, in any way, be liable or responsible for the disclosure of any such record, or any parts thereof, if the disclosure is required or permitted under the California Public Records Act or otherwise by law. A blanket statement of confidentiality or the marking of each page of the submission as confidential shall not be deemed sufficient notice of exception. Respondents must specifically label only those provisions of the submission, which are "Trade Secrets" or "Proprietary" in nature.