



**LOS ANGELES COUNTY
SHERIFF'S DEPARTMENT**

REQUEST FOR INFORMATION

RFI NUMBER 737-SH

RADIO DISPATCH CONSOLE SYSTEM

APRIL 2024

TABLE OF CONTENTS

1.0	INTRODUCTION	1
2.0	SYSTEM OVERVIEW AND REQUIREMENTS	1
3.0	INFORMATION REQUESTED	2
3.1	Description of Service	2
3.2	Description of Technical Architecture.....	3
3.3	Description of Estimated Implementation Project Timeline.....	3
3.4	Description of Product Support and Maintenance.....	3
3.5	Estimated Costs.....	4
3.6	Corporate Information and References.....	4
4.0	RESPONSE METHOD AND TIME FRAME	4
5.0	ADDITIONAL RESPONDENT INFORMATION	5

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) public safety radio dispatch console system (Solution).
- 1.2 The Solution is a critical component of the Department's voice communication system, which connects the Department's Computer Aided Dispatch (CAD) system with the voice radio system, including dispatchers in the Department's Sheriff's Communications Center (SCC).
- 1.3 As an initial step in the procurement process, this Request for Information (RFI) has been prepared to assist the Department in fully understanding radio dispatch console systems currently available in the marketplace.
 - a. Vendors of interest are those who can identify potential solutions and can provide a turnkey solution and ongoing support as part of a maintenance agreement.
- 1.4 The Department will review the response(s) to this RFI, which may subsequently lead to further research and exploration of the marketplace. Information received in response to this RFI may be used in the preparation of a Request for Proposal (RFP), an Invitation for Bid (IFB), or another solicitation method for acquiring a public safety dispatch console system and support services.
- 1.5 Vendors who wish to only furnish information about a product or system that they can make available may formally do so in writing. Vendors who wish to offer a product for sale are requested to submit relevant information as outlined in Paragraph 3.0 (Information Requested) below.
- 1.6 Not responding to this RFI will not impact your ability in the future to respond to any subsequent procurement document issued by the County on behalf of the Department.

2.0 SYSTEM OVERVIEW AND REQUIREMENTS

- 2.1 The Department is looking for an operationally proven and secure COTS radio dispatch console system.
- 2.2 The Department's current dispatch console system, known as the ACOM system, is proprietary to Zetron, Inc. The County's installation has been maintained and updated by Zetron for over five years.
- 2.3 The existing ACOM dispatch console system is in operation 24/7 year-round for public safety dispatch purposes for the Department. Therefore, the installation and cutover of the new dispatch console system cannot affect the dispatch operation of the Department's SCC and patrol stations without prior coordination.

- 2.4 The existing ACOM dispatch console system includes 32 positions at SCC and currently another 56 remote console positions at 28 Department patrol sub-stations and command post vehicles.
- 2.5 The Solution must be installed in parallel without interruption to existing services.
- 2.6 The Department is seeking a centralized approach to its dispatching operations. As part of this RFI, the Department is asking Respondent's to provide their strategy/approach for the centralization of 14 of the remote console positions at the Department's patrol sub-stations (Phase I), as well as their strategy/approach for centralizing the remaining consoles in (Phase II).
- 2.7 The Solution must allow the Department to remotely dispatch and comply with the County's Fire Department's general requirements thereby allowing the Department to remote dispatch from the Fire Command and Control Facility (FCCF) and vice versa.
- 2.8 The Solution must interface with the existing peripheral devices and be capable of performing no less than the existing system's functionalities.
- 2.9 The Solution must be capable of interfacing with both analog radio systems and P25 Phase 1 and Phase 2 radio communication systems simultaneously. The vendor must provide a detailed plan depicting how it will comply with TIA/EIA-102 for the future integration of new regional radio systems.
- 2.10 New console system must interface with existing LASD CAD for Automated Call Balance to distribute workload evenly among logged on and active dispatchers at SCC. ACB is not required for dispatchers assigned to Sheriff's sub-station.

3.0 INFORMATION REQUESTED

Commercial vendors who have an interest in providing a COTS solution are requested to submit relevant information about their company. A point of contact for each respondent should be provided including: name, address, phone number and email address. Responses should contain the following information as appropriate:

3.1 Description of Service

Respondents must provide detailed user and technical documentation that is descriptive of the functions provided by the system with a focus on the specific functional areas identified in Paragraph 2.0 (System Overview and Requirements) above. A follow-up demonstration of the system may be requested by the Department, as further described in Paragraph 5.0 (Additional Respondent Information) below.

3.2 Description of Technical Architecture

Respondents must provide information about the software and the environment which will support the System, including but not limited to, the following:

- a. Hardware requirements (if any),
- b. Operating system/software environment,
- c. Network requirements and protocols,
- d. Database environment,
- e. Storage requirements
- f. Description of access requirements,
- g. Description of security and auditing features,
- h. Anti-virus protection protocols, and
- i. Delivery modalities (e.g., on-premises, Vendor-hosted, cloud-hosted, SaaS, etc.).

3.3 Description of Estimated Implementation Project Timeline

Respondents must provide an estimated ABIS Implementation Project Timeline including, at minimum, timelines for:

- a. Project discovery phase,
- b. Hardware and software installation, and establishing System environments,
- c. Development,
- d. Unit integration system, user acceptance, and performance testing,
- e. Completion of legacy MBIS data migration to Vendor's database,
- f. Training,
- g. Production cutover, and
- h. Vendor and County responsibilities.

3.4 Description of Product Support and Maintenance

The respondent is requested to comment on the following:

- a. Manuals,
- b. On-line documentation and/or help,
- c. On-site and virtual training,
- d. Help desk operations including staffing and hours of availability,
- e. Frequency of system upgrades, firmware patching, and
- f. User feedback procedures.

3.5 Estimated Costs

Respondents are asked to provide cost estimates for the COTS system. Any cost estimates for the purpose of this RFI are considered for research purposes only and are non-binding to either Respondent or the County.

Specific Department environment information cannot be made available to Vendor. Costs can be estimated, but only in general terms, as it applies to a typical standard COTS solution. Respondent's complete cost estimate will need to be general in nature and take into consideration the following:

- a. COTS cost,
- b. Centralized approach, Phase 1 and Phase 2 (refer to Paragraph 2.6 above),
- c. Recommended hardware specifications, as applicable,
- d. Recurring hardware and software licensing, as applicable,
- e. Non-recurring hardware and software licensing, as applicable,
- f. Implementation (e.g., configuration, customization, interfaces, as applicable),
- g. Training,
- h. Ongoing maintenance support, and
- i. Other costs not considered above.

3.6 Corporate information and references

Respondents are asked to provide the following information regarding Vendor experience, solution documentation, and LE references:

- 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. Number of current public safety/LE installations,
- e. Number of years Vendor's COTS product has been in production,
- f. Total number of employees,
- g. Number of staff based in Southern California, and
- h. High level solution documentation identifying and describing Vendor's System, its modules, functionality, and training requirements.

4.0 RESPONSE METHOD AND TIMEFRAME

4.1 All questions regarding this RFI must be emailed to:

Attention: Juan Amaya

Email: jaamaya@lasd.org

4.2 Responses to this RFI must be labeled and addressed to:

**“Response to RFI No. 737-SH
RADIO DISPATCH CONSOLE SYSTEM”**

Los Angeles County Sheriff’s Department
Hall of Justice
Fiscal Administration – Contracts Unit
211 W. Temple Street, 6th Floor
Los Angeles, CA 90012
Attention: Juan Amaya, Contract Analyst

- 4.3 Responses to this RFI will be accepted by private messenger, delivery services, or the United States Postal Service (USPS), no later than **May 22, 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 3.0 (Information Requested) above.
- 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 Responses to this RFI shall 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”.
- 5.2 The County will not, in any way, be liable or responsible for the disclosure of any such record, or any parts thereof, if disclosure is required or permitted under 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.
- 5.3 The Department will review the responses to this RFI which may subsequently lead to further investigation. **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 Proposals (RFP), and Invitation for Bids (IFB), or another County method for solicitation of services. Respondents to this RFI will be notified by the County of a future solicitation.

- 5.4 Respondents to this RFI may be invited by the Department to a Respondents' conference for the purpose of familiarizing Respondents with Department processes and workflows. Respondents may also be invited to provide a non-competitive presentation of their products, for only those products which relate directly to the subject and intent of this RFI. The presentation is intended for information gathering purposes only. Such presentation should not exceed four hours in length. **Presentations/demonstrations may be conducted on-site. Such presentation/demonstration should generally not exceed eight hours in length.** The date(s), length, and times will be coordinated between the Respondent and the contact person identified in Paragraph 4.1 of this RFI.