



**LOS ANGELES COUNTY  
SHERIFF'S DEPARTMENT**

**REQUEST FOR QUALIFICATIONS**

**RFQ NUMBER 733A-SH**

**NETWORKED LOGGING RECORDER SYSTEM  
(NLRS)**

**JANUARY 2025**

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## **1.0 INTRODUCTION**

The Los Angeles County (County) Sheriff's Department (Department) is issuing this Request for Qualifications (RFQ) to seek Statements of Qualifications (SOQs) from organizations that are qualified to provide the County with an operationally proven commercial off-the-shelf (COTS) Networked Logging Recorder System (NLRS) to capture voice radio, 9-1-1, and telephone transmissions.

The Department's current networked logging recorder system is proprietary to NICE Systems, Inc. (NICE). The County's installation has been maintained and updated by NICE for over twelve years. The Department has 38 remote sites supported by eight servers located at the Sheriff's Communication Center (SCC). The system records calls generated both at the remote sites and the SCC. 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. The SCC location alone averages approximately 1,332,708 recordings per month with an average length of time of 45 seconds.

**This is a request for qualifications ONLY. This is not a solicitation.** The County intends to release a Request for Proposals (RFP) in the near future. Responses to this RFQ will be reviewed to verify Respondent's qualifications to provide the system described above. All Respondents will be notified, in writing, of the County's determination of Respondent's success or failure to meet the Minimum Mandatory Requirements (MMRs) listed in Paragraph 2.0 below.

Only those Respondents who have successfully demonstrated that they meet the MMRs, as required in this RFQ, will be invited by the County to participate in a future RFP. The determination of which Respondents, if any, meet the MMRs lies solely and exclusively with the County.

## **2.0 RESPONDENT'S MINIMUM MANDATORY REQUIREMENTS**

2.1 Respondent must be an established developer, proprietor, and provider of NLRS solutions (including maintenance and support) for a minimum of seven years, within the last ten years, with a minimum of ten full-time employees.

Respondent must complete and submit Exhibit 2 (Respondent's List of References) to this RFQ to verify the MMR requirements.

2.2 Respondent's COTS software must currently be in production use and being serviced by Respondent's maintenance program for not less than two consecutive years, with at least one user being a United States (U.S.) public safety/law enforcement agency supporting more than 20 concurrent users [in this context, agency is defined as: a) a single law enforcement agency operating under a single enterprise installation of Respondent's proposed COTS solution, or b) a consortium of law enforcement agencies operating

under a centrally managed, single enterprise installation of Respondent's COTS solution].

- 2.3 Respondent must have a minimum of two successful NLRs implementations of the proposed software (current or one major version prior) within the last ten years. (A successful implementation is defined as one that has achieved final acceptance from the customer, has been in production use for a minimum of one year without any major deficiencies, and is being serviced by Respondent's maintenance program.)
- 2.4 If Respondent's compliance with a County contract has been reviewed by the County Department of the Auditor-Controller within the last ten years, then Respondent must not have unresolved questioned costs identified by the Auditor-Controller, in an amount over \$100,000.00, that are confirmed to be disallowed costs by the contracting County department, and remain unpaid for a period of six months or more from the date of disallowance, unless such disallowed costs are the subject of current good faith negotiations to resolve the disallowed costs, in the opinion of the County.

### **3.0 INFORMATION REQUESTED**

Commercial vendors who have an interest in proposing a COTS solution are requested to submit relevant information about their company. Respondent's SOQ should contain the following information, as applicable:

#### **3.1 Background and Experience**

Provide a summary of relevant background information to demonstrate that Respondent meets all of the MMRs stated in Paragraph 2.0 (Respondent's Minimum Mandatory Requirements) of this RFQ, and has the capability to competently perform the required services as a corporation, limited liability company, or other registered business entity.

#### **3.2 Respondent's References and Contracts**

3.2.1 Respondent must fully complete and include Exhibits 2 and 3 to this RFQ, as provided below. It is Respondent's sole responsibility to ensure that the firm's name and point of contact's name, title, and phone number for each reference are accurate. At least one reference must be a public safety/law enforcement agency in the United States or its territories.

a. Exhibit 2 (Respondent's List of References)

Respondent must provide references from at least three current customers where the Respondent provided the same or substantially similar work as set forth in this RFQ, the prior work must present with a turnkey enterprise solution that included all

necessary applications, underlying third-party software, server hardware (if applicable), data migration, interfaces to external systems, configuration, integration, operations, maintenance, support, and training. At least one reference must verify that Respondent meets the MMRs listed in Paragraph 2.0 (Respondent's Minimum Mandatory Requirements). All references must be able to speak to Respondent's services provided, to their respective project(s) including installation, implementation, and maintenance.

For each agency/project listed, Respondent must provide the agency's project director's and manager's full name(s). Indicate the start/end dates for implementation, the date of final acceptance, and start/end dates for the maintenance phase of each project, as applicable. The narrative must also include:

- i. Agency information, including the following:
  - Number of sworn personnel,
  - Number of civilian personnel,
  - Number of users,
  - Number of simultaneous users, and
  - Number of incidents/events per year.
- ii. Detailed description of the project including the following:
  - Size, scope, and original contract amount,
  - Contract start date,
  - Total time (months) for implementation,
  - Version currently installed, and
  - List of interfaces provided.
- iii. Environment installed (customer on-site hardware, vendor-hosted, cloud services, etc.),
- iv. Disaster Recovery, Business continuity method(s) employed, and
- v. Names and position of personnel utilized on each project.

Respondent may use additional sheets, if necessary. It is the Respondent's sole responsibility to ensure that the information provided for such reference is accurate.

b. Exhibit 3 (Debarment History and List of Terminated Contracts)

Respondent must include a listing of all contracts terminated, within and without California, prior to expiration within the past three years with any and all reasons for termination, as applicable.

- 3.2.2 The County may disqualify a Respondent as non-responsive and/or non-responsible [refer to Paragraph 4.0 (Determination of Respondent's Responsibility) below] if:
- a. References fail to substantiate Respondent's description of the services provided, or
  - b. References fail to support that Respondent has a continuing pattern of providing capable, productive, and skilled personnel, or
  - c. The Department is unable to reach the points of contact with reasonable effort. It is Respondent's responsibility to inform the point of contact of County normal working hours (Monday – Friday, 8 a.m. – 5 p.m. PT).

#### **4.0 DETERMINATION OF RESPONDENT'S RESPONSIBILITY**

- 4.1 A responsible Respondent is one who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity, and experience to satisfactorily perform the resultant contract. It is the County's policy to conduct business only with responsible Respondents.
- 4.2 Respondents are hereby notified that, in accordance with [Chapter 2.202 of the Los Angeles County Code](#), the County may determine whether Respondent is responsible based on a review of Respondent's performance on any contracts, including but not limited to County contracts. Particular attention will be given to violations of labor laws related to employee compensation and benefits, and evidence of false claims made by Respondent against public entities. Absent a pattern of continuous use of subcontractors who violate labor laws, any labor law violations which are the fault of the subcontractors and of which Respondent had no knowledge will not be the basis of a determination that Respondent is not responsible.

The County may also declare a Respondent to be non-responsible if, in its discretion, finds that Respondent has done any of the following: (a) violated a term of a contract with the County or a nonprofit corporation created by the County, (b) committed an act or omission which negatively reflects on Respondent's quality, fitness or capacity to perform a contract with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same, (c) committed an act or omission which indicates a lack of business integrity or business honesty, or (d) made or submitted a false claim against the County or any other public entity.

## 5.0 RFQ TIMETABLE

The timetable for this RFQ is as follows:

- Release of RFQ ..... 01/07/25
- Request for a Requirements Review Due ..... 01/22/25
- Written Questions Due ..... 01/29/25
- Questions and Answers Released ..... 02/12/25
- **SOQs due by (date and time) 3:00 P.M. (Pacific Time) ..... 03/06/25**

The foregoing dates may be changed at any time at the sole discretion of the Department. Such changes will be made through an addendum and posted on the Department's website at <https://lasd.org/transparency/solicitations/>. All potential Respondents are encouraged to monitor the above solicitation website for Bulletins, as they are posted, during the entire RFQ process.

## 6.0 MINIMUM MANDATORY REQUIREMENTS REVIEW

Any person with underlying authority for an entity may seek a Requirements Review by emailing Exhibit 5 (Transmittal to Request a Requirements Review) to this RFQ, to the Department contact listed in Paragraph 7.0 below. A request for a Requirements Review may be denied, in the Department's sole discretion, if the request does not satisfy all of the following criteria:

- a. The request is made within the time frame identified in Paragraph 5.0 (RFQ Timetable) above,
- b. The request includes documentation (e.g., letterhead, business card, etc.), which identifies the underlying authority of the person or entity to submit a SOQ,
- c. The request itemizes in appropriate detail, each matter contested, and factual reasons for the requested review, and
- d. The request asserts either that:
  - i. The application of the MMRs and/or the RFQ review process unfairly disadvantages the entity, or
  - ii. Due to unclear instructions, the process may result in the County not receiving the best possible responses from prospective Respondents.

The Requirements Review will be completed, and the Department's determination will be provided to the requesting person or entity, in writing, within a reasonable time prior to the SOQ due date. The Department's determination is final.

## **7.0 RESPONDENTS' QUESTIONS**

Respondents may submit written questions regarding this RFQ by e-mail to Joanna Kim at [jkim@lasd.org](mailto:jkim@lasd.org). All questions must be received by close of business (3:00 p.m., PT), on Wednesday, January 29, 2025. All questions, without identifying the submitting company, will be compiled with the appropriate answers, and issued as an addendum to this RFQ.

When submitting questions, please specify the RFQ's section number, Paragraph number, page number, and quote the language that prompted the question. This will facilitate the County's response. The County reserves the right to group similar questions when providing answers.

The County will not respond to questions regarding any future RFP.

## **8.0 SOQ SUBMISSION**

8.1 SOQs must be submitted as follows:

The original SOQ and two exact hard copies along with two separate exact electronic hard copies in PDF format on separate flash drives must be enclosed in a sealed envelope or box plainly marked in the upper left-hand corner with the name and address of Respondent and must reference this RFQ as follows:

**“SOQ for Networked Logging Recorder System (NLRS)  
(RFQ 733A-SH)”**

8.2 The SOQ and any related information must be delivered or mailed to:

Los Angeles County Sheriff's Department  
Hall of Justice  
Fiscal Administration – Contracts Unit  
211 W. Temple Street, 6<sup>th</sup> Floor West  
Los Angeles, California 90012  
Attention: Joanna Kim

8.3 It is the sole responsibility of the submitting Respondent to ensure that its response to this RFQ is received before the submission deadline. Respondents will bear all risks associated with delays in delivery by any person or entity, including the U.S. Mail. SOQs received after the scheduled closing date and time for receipt of SOQs, as listed in Paragraph 5.0 (RFQ Timetable), will not be accepted, and will be returned to the sender unopened. Timely hand-delivered SOQs are acceptable. No facsimile (fax) or electronic mail (e-mail) copies will be accepted.

8.4 If your firm does not respond to this RFQ on or before 3:00 p.m. PT, Thursday, March 6, 2025, the Department will presume your firm does not meet the



requirements outlined herein, and/or is not interested in responding to a future RFP.

- 8.5 The County reserves the exclusive right to not accept any SOQs from any firm that fails to respond timely to this RFQ. Additionally, the County will reject proposals in response to any future RFP from any entity who fails to respond to this RFQ, and/or any Respondent who fails to demonstrate that they have met all the qualifications (MMRs) to respond, pursuant to this RFQ.
- 8.6 Until the SOQ submission deadline, errors in SOQs may be corrected by a written request via email to withdraw the SOQ and to submit another SOQ with mistakes corrected. Corrections will not be accepted once the deadline for submission of SOQs has passed.
- 8.7 The County in its sole discretion may waive any informality in a SOQ, and/or request additional information, provided the sum and substance of the SOQ has been met.

## **9.0 DISQUALIFICATION REVIEW**

- 9.1 Respondents may be disqualified from consideration if the Department, at any time during this RFQ review process, determines that the Respondent's SOQ is non-responsive, including if it fails to meet the MMRs. If the Department determines that a SOQ is disqualified due to Respondent's failure to meet the MMRs or that its response is otherwise non-responsive, the Department will provide Respondent with a written notification, which will include the deadline for requesting a Disqualification Review.
- 9.2 Upon receipt of the written determination of disqualification, Respondent may submit a written request for a Disqualification Review within the timeframe specified in the written determination.
- 9.3 A request for a Disqualification Review may, in the Department's sole discretion, be denied if the request does not satisfy all the following criteria:
  - a. The request for a Disqualification Review is submitted timely (i.e., by the date and time specified in the written determination), and
  - b. The request for a Disqualification Review asserts that the Department's determination of disqualification due to non-responsiveness was erroneous and Respondent's request provides factual as well as copies of all documents and other material that support Respondent's request.
- 9.4 The Disqualification Review will be completed, and the determination will be provided to the Respondent, in writing, prior to the conclusion of this RFQ review process. The Department's findings are final.