

**REQUEST FOR PROPOSALS (RFP) NO. 733-SH
NETWORKED LOGGING RECORDER SYSTEM (NLRS)**

**ATTACHMENT 1 TO BULLETIN NUMBER 2
QUESTIONS AND ANSWERS (Q&A)**

QUESTION NUMBER	RFP LANGUAGE (IF PROVIDED)	PROPOSER'S QUESTION	ANSWER
1.	Exhibit A (SOW) – Paragraph 2.0 (Background) and 3.0 [Legacy System(s) To Be Replaced] – Distribution of Recording Sources	Could LASD please clarify how the various “existing” recording sources (e.g., PBX lines, radio channel lines, P25, consoles etc.) are currently geographically distributed throughout the Departments’ various sites/locations?	The County does not currently operate from a centralized dispatch location. All 9-1-1 and business/VoIP lines routed through the Public Safety Answering Point (PSAP) are recorded by the PSAP responsible for the respective geographic area it serves. The main analog dispatch radio channels are recorded at the Sheriff’s Communications Center.
2.	Exhibit A (SOW) – Paragraph 2.0 (Background) and 3.0 [Legacy System(s) To Be Replaced] – Distribution of Recording Sources	Are all PBX / RADIO lines centralized in a single facility for example, or does each site maintain independency for capturing their specific audio sources?	PBX / RADIO lines are distributed across their individual facilities and they maintain independency with regards to capturing their specific audio sources.
3.	Exhibit A (SOW) – Paragraph 2.0 (Background) and 3.0 [Legacy System(s) To Be Replaced] – Distribution of Recording Sources	Will physical recording units be required/desired to capture/record communications at each individual location? (Thereby basically replicating to the existing NICE server design.) If so, please indicate what each site location is currently capturing/recording. (I.e. “x” positions need to be recorded + “x” ANALOG channels + “x” VOIP channels per site etc.).	For current deployment, yes. Number of positions and lines varies from site to site.

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4.	Exhibit A (SOW) – Paragraph 2.0 (Background) and 3.0 [Legacy System(s) To Be Replaced] – Distribution of Recording Sources	There is a mention of 47 “servers” in Exhibit A 2.0, but does that mean there are 47 “sites” or locations requiring physical recording servers of some sort? (We assume SCC has more than (1) server at that particular location for example.) Please clarify channel recording QUANTITIES & Audio source type needs, per location?	Each Public Safety Answering Point (PSAP) operates its own recording server. In addition, several other dispatch locations that are not classified as PSAPs, as well as certain units that require recorded phone lines such as the Internal Affairs Bureau (IAB) and various custody facilities, also maintain recording systems. The Department operates numerous recording sites outside of its designated PSAPs to ensure compliance and coverage across all critical operations. There are 39 sites that are currently being used with a recorder. There is currently a total of 46 servers. One has been recently decommissioned. In regard to how many are needed at each site, please refer to Exhibit B (Solution Requirements Response Matrix) of the RFP.
5.	Exhibit A (SOW) – Paragraph 4.2 (Project Goals and Objectives)	Can you please provide maximum number of Users Access accounts that could be needed?	The Department requires an unlimited number of Users. It currently operates with 2,750 unique Users.

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6.	Exhibit B (Solution Requirements Response Matrix) –Item #1.f – Digital PBX Details	Please confirm the manufacturer and model of the current digital PBX deployed at LASD facilities.	Some manufacturers of the current PBX system include NEC, Nortel/Meridian, and Avaya. The Department is phasing away from PBX systems and transitioning to the Cisco Unified Communications Manager (CUCM) VoIP system.
7.	Exhibit B (Solution Requirements Response Matrix) – Item #5 – Definition of Cloud Backup	Could LASD clarify the intended meaning of “Cloud Backup” in the RFP context? Specifically, should this refer to a real-time (“live”) backup process, or is a scheduled backup (e.g., every 24 hours) acceptable?	Scheduled backup is acceptable. The architecture design the Solution supports should be On-Prem, Cloud, and/or Hybrid. Any replication in the Cloud can be scheduled.
8.	Exhibit B (Solution Requirements Response Matrix) – Item #5 – Call Transcription Volume	What is the estimated number of recorded telephone calls that will require transcription and/or word spotting services?	The call range is 50-100 calls a month. This is based on the subpoenas and requests the Department receives. However, the stations have access to files also, so this number could range up to 100-300 calls a month.
9.	Exhibit B (Solution Requirements Response Matrix) – Item #6 – LMR Transcription Volume	What is the estimated number or percentage of recorded LMR (radio) transmissions that will require transcription and/or word spotting?	The call range is 50-100 calls a month. This is based on the subpoenas and requests the Department receives. However, the stations have access to files also, so this number could range up to 100-300 calls a month.

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10.	Exhibit B (Solution Requirements Response Matrix) – Item #7.a & 7.b	Where or within which document is Requirement 29.b located?	Exhibit B (Solution Requirements Response Matrix) of the RFP has been updated under Bulletin #2.
11.	Exhibit B (Solution Requirements Response Matrix) – Item #9.a – Screen Capture Requirements	How many PCs are expected to require screen capture functionality? Additionally, how many monitors are attached to those PCs?	This will be a new feature for the Department. The number will start off low, approximately up to 10 computers. The number of monitors attached to a computer will vary. On average, each computer will have a single monitor, however there are instances where two to three monitors are attached.
12.	Exhibit B (Solution Requirements Response Matrix) – Item #9.a	Please identify the quantity and locations for all screen capture requirements.	The Department does not have a maximum quantity, but the minimum would be approximately 100 screens. Each PSAP would have 1-4 screens depending on the size of the operation, and since the Department has a lot of units outside the PSAP operations that have access and use these recordings, that number could be in the 200 range.
13.	Exhibit B (Solution Requirements Response Matrix) – Item #10	Does LA County have a virtual environment to support a private and or Hybrid native cloud deployment?	Yes, the County can support a private or hybrid cloud deployment.

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14.	Exhibit B (Solution Requirements Response Matrix) – Item #29 – Cisco Call Manager Capabilities	Does the LASD Cisco Call Manager implementation support the “Built-in-Bridge (BiB)” recording feature? If so, is BiB the preferred recording method? What version is currently running CUCM & what models handsets are currently deployed?	CUCM supports the BiB recording feature, however it is not currently turned on. The current version is 12.5.1 but there are plans to upgrade to version 15 soon. Handsets: 8851 CUCM also supports SPAN/RSPAN Mirroring, Gateway-Based Recording, and Session Recording Protocol (SIPREC).
15.	Exhibit B (Solution Requirements Response Matrix) – Item #32 – Backup Retention Period	What is the required retention duration for recordings stored in the Cloud Backup solution?	Minimum of three years.
16.	Exhibit B (Solution Requirements Response Matrix) – Item #33.a – CAD System Integration	Which Computer-Aided Dispatch (CAD) vendor and product currently require integration with the recording system?	Pulsiam SafetyNet Command and Control.
17.	Exhibit B (Solution Requirements Response Matrix) – Item #34	Question: Is the requirement for Geo Mapping, to be able to record or create the mapping component as referenced?	The scenario this would apply to involves several geofenced blocks where the Department will need to identify every call made to one of our Public Safety Answering Points (PSAPs) within a specific date and time range. This would allow the Department to retrieve the corresponding call recordings or radio transmissions associated with that geographic area.

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18.	Exhibit B (Solution Requirements Response Matrix) – Item #39 – Department's Backup Solution	What is the Department's current backup solution that you would like respondents to utilize and or integrate to?	The Department currently has four servers recording audio at the Sheriff's Communication Center, two Primary and two back-ups.
19.	User Access to Cloud Backup	Would it be desirable or required for authorized LASD personnel to have direct access to recordings stored in the Cloud Backup solution?	Yes, authorized (i.e. permission based).
20.	Cloud Backup Data Volume	What is the estimated total volume of recordings (in TB or GB) that will require backup to the Cloud environment?	Approximately 220TB.
21.	Transcription Use Case	Is the transcription going to be used by dispatchers and call handlers in 'real time' while incidents occur, or is the transcription for purely "post" occurrence investigation purposes?	The Department does not currently have this functionality. This is a desired functionality and anticipate it would be extensively utilized.