



**LOS ANGELES COUNTY
SHERIFF'S DEPARTMENT**

REQUEST FOR INFORMATION

RFI NUMBER 499-SH

**COMPUTER AIDED DISPATCH
(CAD2020)**

REQUEST FOR INFORMATION (RFI) - Project No. 499-SH

INTRODUCTION

The Los Angeles County Sheriff's Department (LASD), Communications and Fleet Management Bureau (CFMB) is seeking information from vendors that can provide an operationally proven, commercial-off-the-shelf (COTS) software solution for a computer aided dispatch (CAD) system. Vendors of interest are those capable of delivering and installing a system solution and ongoing technical support as part of a maintenance agreement. This Request For Information (RFI) represents the initial steps to identify new and innovative advances in system technology and support as it relates to Computer Aided Dispatch.

BACKGROUND

The Los Angeles County Sheriff's Department (LASD) is a law enforcement agency which serves Los Angeles County, California – an area totaling approximately 4,084 square miles with a population of over nine (9) million people (2010 U.S. Census). It is the second largest law enforcement agency in the United States and the largest Sheriff's Department in the world, with over 18,000 employees. LASD provides general law enforcement services to forty (40) contract cities, ninety (90) unincorporated communities, two hundred sixteen (216) facilities, hospitals, and clinics located throughout the County, nine (9) community colleges, the Metropolitan Transit Authority and forty-seven (47) Superior Courts. LASD also provides services such as laboratories and academy training to smaller law enforcement agencies within the County. Additionally, LASD is responsible for housing, feeding, medically treating, and securing approximately 18,000 inmates in seven (7) custody facilities.

LASD currently maintains 2,800 Mobile Digital Terminals (MDT) that utilize CAD. The MDTs are used in field operations, boats, helicopters, transportation buses and dispatch centers. The current system enables deputies in the field to gather information on wanted subjects or stolen vehicles, receive calls for service, enter observations and retrieve information that is pertinent to day-to-day job duties. The current CAD system manages 20,000 to 40,000 inquiries to various law enforcement information and data base systems throughout the County and nation on a daily basis. In addition, CAD handles all calls for service dispatched to Department units. The Sheriff's Department currently dispatches 2,000 to 2,500 calls for service per day, and logs 3,000 to 5,000 observations a day via CAD. The Sheriff's Department handled 1,041,824 calls for service in 2010 and 992,557 calls for service in 2011.

Over the next two years, LASD will be replacing MDTs with updated Mobile Data Computers (MDC). These new MDCs utilize a modern operating system (Windows 7) and are running on a mobile laptop computer that is secured in the vehicles. While the user interface to CAD has been updated in the patrol vehicle and some added functionality has been added to the MDC, the current CAD software and CAD infrastructure have not been updated.

The Sheriff's Department dispatches calls from 28 facilities, and voices those calls from a centralized location. The Sheriff's Communications Center (SCC) serves as the main communications relay link in the Sheriff's Department's communications system. This system uses

a centralized communications configuration coupled with decentralized command and control. This arrangement affords each station direct control over the dispensation of its law enforcement assets while allowing for expanded tactical and communications capabilities coordinated through SCC.

REQUEST FOR INFORMATION

This RFI invites input and ideas on a new CAD system. The input and ideas for such a system shall include, but are not limited to:

Section 1: User Interface, Complaint Desk, Dispatcher, Vehicle

- a) Ability to send messages from within CAD from computer to computer.
- b) User interface which provides a consistent look, operation and functionality from screen to screen, minimal keystrokes and utilization of effective screen layouts.
- c) System must provide platform independent computing capability both for the front end and the back end operating systems. CAD will be accessed from desktop and laptop computers within a closed Local and Wide Area Network (LAN-WAN) as well as laptop computers via broadband wireless, cellular or radio based systems
- d) It must alert officers in the field of new or updated calls
- e) Geographic Information System (GIS) to provide location information to assess dangerous sites, improve routing, and vehicle tracking, and to display other relevant neighborhood information

Section 2: Dispatching

- a) System will be public safety mission critical and must provide 99.999 percent "up time" and operate in a 24/7/365 environment
- b) In the event of a primary system failure a redundancy server and fail over environment is critical. Transition must be seamless and transparent, without interrupting services to the end users (i.e.: dispatchers, call takers and personnel in the field). Processor, disc storage, and power supply redundancy is required in order to achieve the desired availability and protection of information
- c) System shall include an off-site backup server that will be updated in real time. The backup server will provide catastrophic backup capabilities in case the main server location becomes inoperable
- d) System shall be optimally configured such that operating a training component and/or running reports will not affect system response time
- e) Calls that have been dispatched will show a record of time and status of the unit handling the call
- f) Ability for the dispatcher at one of the dispatching locations to see more than one call at a time
- g) System must have the ability to dispatch from different locations within the County of Los Angeles
- h) Ability for another dispatching location to take over dispatching capabilities with minimal user interaction from any dispatching station, at any time
- i) Ability to have more than one dispatch location across a WAN

- j) Proven operation of 300 concurrent users
- k) Scalability of system to accommodate 2000 or more concurrent users
- l) Ability to dispatch more than one call to a vehicle at a time, with a minimum of five calls being displayed at a time
- m) Allow users to work offline in the event of connectivity failures and the capability to continue to work off line in the event the failure occurs in the middle of a session, without data loss, and to upload saved offline data when connectivity is re-established
- n) Ability to categorize calls into a minimum of three (3) categories:
 - 1. Emergency
 - 2. Priority
 - 3. Routine
- o) System should be configurable for entry of specific routing codes for Sheriff's Personnel before, during and after the call
- p) When a call or observation is entered, an alert will notify the person entering the call for service or observation, of previous entries for the same location
- q) System must be event-driven, with the ability to handle individual events as one event or incident, but be scalable to enter differing amounts of data, depending on the event type. For example, an event could be a low level call for service, of a suspicious vehicle, that requires only a small amount of data to be entered. Alternatively, the event could be a complex criminal investigation in which multiple offenses, charges, and arrests occur and far more data is to be collected and stored
- r) System must provide historical information on calls for service and self-initiated observations
- s) System should have a tool, or set of tools, for auto archiving, purging, and retrieving historical data
- t) System must have the ability to generate visual and audible alerts for locations and persons, with safety information generated as data is entered
- u) Ability to queue messages, work items, or events which require dispatch action
- v) Masks and commands in the system can be configured by a Departmental System Administrator
- w) Capability to directly expand capacity and functionality by adding hardware modules

Section 3: External Systems and Hardware

- a) Interface with Telecommunications Device for the Deaf (TDD) and Text Telephone (TTY)
- b) Real time interface with external applications and data sources including, government, local, states and Sheriff systems, i.e. the California Justice Data Interface Controller (JDIC), the Department's Countywide Warrant System (CWS), Department of Motor Vehicles (DMV), National Crime Information Center (NCIC), Los Angeles Regional Crime Information System (LARCIS)
- c) Query tool within the application to access external databases
- d) Integrate with California E-911 Public Safety Answering Point (PSAP)
- e) Data encryption which meets current Criminal Justice Information Services (CJIS) requirements on data encryption
- f) Interface with LASD's Message Switching System hardware and software
- g) Interface with LASD's Console Switch Interface (CSI)

Section 4: Reporting

- a) System shall have the ability to provide efficient call center management, which includes but is not limited to: automated data collection, call routing, and ability to view call history
- b) System shall include an archival CAD database to allow for the searching and reporting of historical CAD data, without impacting live system operations. System shall be capable of exporting data in the following formats: XML, CSV, HTML, XLS, DSV, PDF
- c) Ad-hoc reporting capability, with dynamically-generated reports
- d) Contain and/or support a wide variety of reports and statistical information, for analysis and management reporting, and/or reporting requirements, in real time
- e) System must have capability to enter, track, and fully report on incidents (times, locations, and units), person, vehicles, tickets, officers and other personnel, and property within each call for service or observation

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

DESCRIPTION OF SYSTEM FUNCTIONALITY

Documentation should be provided that is descriptive of the functions supported by the system, with a focus on the specific functional areas identified in this document. Existing product literature and prepared marketing materials may also be included; however, this information is less useful than more detailed user and technical documentation.

DESCRIPTION OF TECHNICAL ARCHITECTURE

Respondents should provide information about overall system architecture including, as applicable, the following items:

- a) Hardware requirements
- b) Operating system/software environment with minimum requirements
- c) Detailed network requirements and protocols
- d) Database environment and storage requirement
- e) Description of the user interface, including browser-based screens for all functions of the system, such as dispatch, vehicle, and complaint desk screens
- f) Description of the installation process
- g) Description of security and auditing features
- h) Capability to configure and customize the application, including reference tables, screen displays, and reporting tools, both ad-hoc and canned reports
- i) Application scalability
- j) Technical approach to system interfaces

DESCRIPTION OF PRODUCT SUPPORT AND MAINTENANCE

Respondents are requested to comment on the following:

- a) Manuals
- b) On line documentation and/or help
- c) Onsite and offsite training
- d) Helpdesk operations, including staffing and hours of availability
- e) Frequency of upgrades and acquisition of upgrades
- f) User feedback procedures
- g) 24/7 and 365 support procedures

ESTIMATED COSTS

As this document is an RFI, costs can only be estimated. Information on cost will be used for budgeting and planning purposes only – this is not a bid opportunity. Your response should describe costs in subcategories of:

- a) One time hardware cost
- b) One time development/customization cost
- c) Software licensing costs
- d) Upgrade/enhancement costs
- e) Ongoing maintenance support costs
- f) Implementation and training
- g) Technical training (estimated cost per student training)
- h) End user training (estimated cost per student training)

CORPORATE INFORMATION AND REFERENCES

The following information is also requested about commercial vendors responding to this RFI:

- a) At least two law enforcement references that are currently using the system and/or have used the system within the last five years
- b) Information on single largest concurrent user installation
- c) Description of business experience
- d) Number of years in business
- e) Size of law enforcement customer base
- f) Number and type of employees, such as development programmers, support technicians, etc.

RESPONSES

Responses and questions regarding this Request for Information (RFI) should be labeled as

“Response to RFI No 499-SH Computer Aided Dispatch (CAD2020)” and addressed to:

Los Angeles County Sheriff's Department
Communications and Fleet Management Bureau
1277 N. Eastern Ave
Los Angeles, California 90063

Attention:

Marshall Yelverton, Sergeant
Phone: (323) 881-8073
Email: mryelver@lasd.org

Responses to this RFI will be accepted in person, by private messenger, delivery service, or United States Postal Service (USPS), through **June 12, 2012, 3 p.m. (Pacific Time)** at the address listed above.

Responding parties shall provide two (2) hard copies and three (3) electronic copies (compact disc) of their response.

OTHER INFORMATION

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”.

The County shall 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. Responders Respondents must specifically label only those provisions of the submission which are “Trade Secrets” or “Proprietary” in nature.

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), an Invitation for Bids (IFB), or another County method for solicitation of services. Respondents to this RFI will be notified by the County of Los Angeles of a future solicitation.