



LOS ANGELES COUNTY SHERIFF'S DEPARTMENT

REQUEST FOR INFORMATION

RFI NUMBER 688-SH

LOS ANGELES COUNTY NETWORKED LOGGING RECORDER SYSTEM

(NLRs)

July 2019
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 Sheriff's Department's (LASD) Communications and Fleet Management Bureau (CFMB), is seeking information from Vendors which 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 capable of interfacing with existing internal and external systems and their databases as detailed in Paragraph 3.0 (Solution Overview and Requirements Summary).
- 1.2 The Solution will automate the recording of all voice radio, 9-1-1, and telephone conversations for the Los Angeles County Sheriff's Department.
- 1.3 Vendors of interest are those who are capable of delivering a turnkey Solution, and can provide 24-7 operations, maintenance and support (OM&S) as part of a maintenance services agreement.
- 1.4 Vendors who wish to demonstrate their Solution must submit relevant product information, as outlined in Paragraphs 4.0 (Information Requested) and 5.0 (Vendor Responses) of this RFI. Vendors who can identify potential solutions, and wish only to furnish information about a product or system that they have knowledge of, may do so formally in writing.
- 1.5 LASD will review the responses to this Request for Information (RFI), which may subsequently lead to further investigation, including Vendor demonstrations. Information received in response to this RFI may be used in the preparation of a Request for Proposal, an Invitation for Bid or other County solicitation method.
- 1.6 The intent of this RFI is to learn as much as possible about current and future Solution technology trends.

2.0 BACKGROUND

- 2.1 The County of Los Angeles (County) encompasses an area of 4,083 square miles with over ten (10) million residents. LASD provides general and specialized law enforcement services for approximately five (5) million of these residents, spread over an area of approximately 3,157 square miles. LASD, with approximately 19,000 employees, is the largest Sheriff's Department in the world.
- 2.2 In the mid-1990's, LASD purchased a Voice Radio and Telephone Logging and Recording System. The system has been maintained annually and is still currently in use.

- 2.2.1 We currently have 47 servers/sites located in custody facilities, hospitals, patrol stations, and the Sheriff's Communication Center.
- 2.2.2 Each location varies in the number of recordings and the length of time of each recording, but the average number of recordings in a month is approximately 47,000 and the length averages about a minute.
- 2.2.3 The Sheriff's Communication Center (SCC) averages approximately 1,332,708 recordings per month with an average length of 45 seconds.

3.0 SOLUTION OVERVIEW AND REQUIREMENTS SUMMARY

A Solution Requirements Checklist is provided as Attachment A (Requirements Checklist) to this RFI.

4.0 INFORMATION REQUESTED

This RFI is a research document only. It seeks information from Vendors that can provide an operationally proven, commercial off-the-shelf (COTS) Solution.

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

4.1 Description of Solution Functionality

Documentation should be provided that is descriptive of the functions supported by the Solution, with a focus on the following general functional areas identified in this document, 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.

- 4.1.1 Describe in detail the Solution's functionality including:

- 4.1.1.1 Device compatibility;
 - 4.1.1.2 Primary business functions including recording, updating, annotating, querying, and reporting;
 - 4.1.1.3 User account management;

- 4.1.1.4 Data integrity;
- 4.1.1.5 Security and auditing controls;
- 4.1.1.6 Workflow processes;
- 4.1.1.7 Alert notification components;
- 4.1.1.8 Internal and external interfaces;
- 4.1.1.9 Application programming interfaces; and
- 4.1.1.10 Dependencies/Assumptions (technical and functional).

4.2 Description of Technical Architecture

Respondents are asked to provide the following information about the software and environment which will support the Solution, including, but not limited to:

- 4.2.1 Hardware requirements;
- 4.2.2 Operating system/software environment;
- 4.2.3 Solution architecture;
- 4.2.4 Detailed network requirements and protocols;
- 4.2.5 Recommended database/environment(s)/storage requirements;
 - 4.2.5.1 Database backup;
 - 4.2.5.2 Operating System; and
 - 4.2.5.3 Future growth storage estimates.
- 4.2.6 Expected response time metrics, exclusive of LASD's Network, for the PC workstation, mobile devices, etc.;
- 4.2.7 Disaster recovery plan;
- 4.2.8 Installation process for the Solution;
- 4.2.9 Description of access requirements;
- 4.2.10 Description of security and auditing features;

- 4.2.11 Solution scalability;
- 4.2.12 Interfacing requirements and tools;
- 4.2.13 Reporting tools; and
- 4.2.14 Data and network security protocols.

4.3 Description of Estimated Implementation Project Timeline

Respondents should provide an estimated implementation project timeline including, at a minimum, time durations for:

- 4.3.1 Project discovery phase;
- 4.3.2 Hardware and software installation, and establishing Solution environments;
- 4.3.3 Development;
- 4.3.4 Unit, integration, system, user acceptance, and performance testing;
- 4.3.5 Training;
- 4.3.6 Production cutover; and
- 4.3.7 Vendor and County responsibilities.

4.4 Description of Product Support and Maintenance

Respondents are asked to provide information on the following:

- 4.4.1 Product Manuals and Software Description;
- 4.4.2 On-line documentation and/or help;
- 4.4.3 In-person, on-site and off-site training;
- 4.4.4 Training manual(s) and delivery format;
- 4.4.5 Ongoing delivery of updated training materials (upgrades);
- 4.4.6 Upgrades: Frequency, delivery, and estimated downtime;
- 4.4.7 Help desk operations including staffing and hours of availability;
- 4.4.8 24/7 and 365 support procedures;

- 4.4.9 User feedback procedures; and
- 4.4.10 Sample Service Level Agreement (SLA).

4.5 Corporate Information and References

Respondents are requested to provide the following information:

- 4.5.1 Corporate or company name and headquarters' address;
- 4.5.2 Address/other contact information of nearest corporate or company office to downtown Los Angeles, California;
- 4.5.3 Number of years in business;
- 4.5.4 List at least five (5) public safety/law enforcement agencies that have deployed the Vendor's software/system. Include contact person, address, telephone/email;
- 4.5.5 Size of law enforcement customer base (number and size of agencies and the number of system users per agency);
- 4.5.6 Compliance record with Service Level Agreement(s); and
- 4.5.7 High-level system documentation describing existing deployment of Vendor's Solution at each customer site.

4.6 Estimated Costs

Respondents are asked to provide cost estimates for the COTS Solution. Any costs estimated for the purpose of this RFI are considered for informational purposes only and are non-binding to either the respondent or County of Los Angeles.

As this document is an RFI, costs can be estimated, but only in general terms, as it applies to a typical standard COTS Solution. As this is not a competitive solicitation, specific LASD environment information cannot be made available to the Vendor. Consequently, a complete Solution cost estimate will need to be general, and take into consideration the following areas that may or may not be quantifiable:

- 4.6.1 Customized application development costs;
- 4.6.2 COTS licensing model options and costs;
- 4.6.3 Professional services costs (install, configure, development, etc.);

- 4.6.4 Recommended hardware specifications and costs;
 - 4.6.5 Non-recurring hardware and software licensing costs, if applicable;
 - 4.6.6 Training costs;
 - 4.6.7 Ongoing operations, maintenance and support costs; and
 - 4.6.8 Other miscellaneous costs not listed above.
- 4.7 Your response should include all estimated costs broken out by category based upon recording up to 2000 radio frequencies and telephone lines simultaneously spread across 23 patrol stations, 10 custody facilities, 1 dispatch center, and 2,000 users.

5.0 VENDOR RESPONSES

- 5.1 Vendor's response to this RFI should include one original hard copy response, three (3) exact numbered hard copies, and two (2) exact electronic copies, each on two (2) separate digital media (e.g., Compact Disc, USB drive, etc.), and shall be enclosed in a sealed envelope, plainly marked in the upper left-hand corner with the name and address of the Vendor and bear the words "Response to RFI No 688-SH LOS ANGELES COUNTY NETWORKED LOGGING RECORDER SYSTEM", and shall be addressed to:

Los Angeles County Sheriff's Department
Technology and Support Division
Communications and Fleet Management Bureau
1277 North Eastern Avenue
Los Angeles, CA 90063
Attention: Lt. Scott Ponder
saponder@lasd.org
(323) 881-8100

- 5.2 Respondents are asked to supply contact information including company name, address, contact person, contact person's telephone number, and contact person's email.
- 5.3 Respondents are encouraged to respond to each item in this RFI including Attachment A (Requirements Checklist).
- 5.4 The Department encourages all potential Vendors to submit a response consistent with the content and instructions provided herein.

- 5.5 Responses to this RFI will be accepted in person, by private messenger, delivery service, or United States Postal Service (USPS) only. Responses to this RFI must be submitted to Department at the address above by 3:00 p.m. (Pacific Time) on August 30, 2019. (**Email responses will not be accepted**).
- 5.6 Responses to this RFI after the submission deadline may be accepted by the County at the sole convenience and discretion of the County.
- 5.7 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.

6.0 OTHER INFORMATION

- 6.1 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."
- 6.2 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. Respondents must specifically label only those provisions of the submission which are "Trade Secrets" or "Proprietary" in nature.
- 6.3 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. **Such presentation should not exceed four (4) hours in length**. The date(s), length, and times will be coordinated between the Respondent and the contact person identified in sub-paragraph 5.1.
- 6.4 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 solicitation method. Respondents to this RFI will be notified by the County of Los Angeles of a future solicitation, if and when issued.

Attachment A
REQUIREMENTS CHECKLIST

	Desirable Features 1-25	Meets requirement	Customization required	Please describe functionality (include the number of forms/screens/transactions to accomplish requirement)
Since RFI's are research-oriented, additional functionality that is available in the Vendor's Solution, but not listed, should also be included in the response. (E.g. cloud services, mobile applications/device connectivity, etc.)				
1	The Solution shall record all audio voice transmissions including duplex radio channels, both sides of 9-1-1 and business telephone conversations.			
2	The Solution shall be capable of synchronizing with an external time signal (IRIG-E, Balanced).			
3	The Solution shall store all recordings 24 hours per day, 365 days per year for a minimum of three (3) years.			
4	The Solution shall integrate with our existing Sheriff's Data Network.			
5	The Solution shall be installed at multiple sites throughout the Department, with the ability to network the systems together.			
6	The Solution shall have one main "hub" system at the Sheriff's Communications Center that records all radio			

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	Desirable Features 1-25	Meets requirement	Customization required	Please describe functionality (include the number of forms/screens/transactions to accomplish requirement)
	channels, station phone lines, and in-house custody and court channels.			
7	The Solution shall record a minimum of 25 channels up to a maximum of 400 channels at multi-site setup.			
8	The Solution shall record up to 2000 channels/phone lines for a single site setup.			
9	The Solution shall be server or a RAID-based. Recordings shall not be stored on any external device, such as DVD.			
10	The Solution shall support profile-based login with the ability to add/delete users.			
11	The Solution shall set user security level access to the system and set which channels and telephone lines users have access to (role-based).			

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	Desirable Features 1-25	Meets requirement	Customization required	Please describe functionality (include the number of forms/screens/transactions to accomplish requirement)
12	The Solution shall use Microsoft Active Directory Federation Services (ADFS) for account management, user permissions, and user credentials for internal and external users.			
13	The Solution shall provide a user-friendly “instant playback” function.			
14	The Solution shall make recordings available for search and playback/export within five (5) minutes regardless of system background functions.			
15	The Solution shall provide the ability to export recordings in .WAV format and a format that shows the “timeline.”			
16	The Solution shall provide the ability to export the recordings with or without “dead air” time (VOX).			
17	The Solution shall be able to string several transmissions together based on their timeline.			

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	Desirable Features 1-25	Meets requirement	Customization required	Please describe functionality (include the number of forms/screens/transactions to accomplish requirement)
18	The Solution shall provide an audible time stamp which will include the date and time, down to the second of the recording (HH:MM:SS).			
19	The Solution shall have the ability to mix different types of communications together, such as analog and digital radio channels as well as VOIP and analog telephone lines.			
20	The Solution shall have the ability to mark specific segments of recordings to be held longer than three (3) years.			
21	The Solution shall have the ability to create and manage reports such as: the number of transmissions per channel during a certain date and/or time frame showing user activity/log on to the system.			
22	The Solution should be able to display associated data along with the recording, such as ANI/ALI information for 9-1-1 calls, Radio ID's with all radio transmissions, and caller ID with normal telephone			

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	Desirable Features 1-25	Meets requirement	Customization required	Please describe functionality (include the number of forms/screens/transactions to accomplish requirement)
	calls.			
23	The Solution should display dialed digits for all outgoing calls.			
24	The Solution should have the ability to search for recordings in various ways such as; date/time frame, channel, dialed digits, ANI/ALI info, Radio ID, etc.			
25	The Solution should allow for annotating the recordings with notes.			

** Please append additional functionalities for your Solution to this Attachment. **