



**COUNTY OF LOS ANGELES**

**REQUEST FOR INFORMATION**

**RFI No. 124-SH-2008**

**SOFTWARE MAINTENANCE AND SUPPORT  
FOR MOBILE DIGITAL  
COMMUNICATIONS SYSTEM**

**COUNTY OF LOS ANGELES  
SHERIFF'S DEPARTMENT**

**Request for Information (RFI) – Project No. 124-SH-2008  
Software Maintenance and Support for  
Mobile Digital Communications System (MDCS)**

The Los Angeles County Sheriff's Department (Department) is requesting information, including how services are provided and service rates/fees from firms and individuals who primarily provide software maintenance and support services. This is not a formal solicitation for service or a firm price quote.

**Background**

The Mobile Digital Communication System (MDCS) functions as the command and control communication system for the Department's field operations divisions. MDCS is a fault-tolerant computer-aided dispatch (CAD) system that interfaces with vehicular-based mobile data terminals, the 65 channel UHF radio system, the emergency 9-1-1 telephone system, and with State and County law enforcement databases. The hardware configuration consists of a central host computer connected via EXPAND to 22 Department station computers located throughout the County of Los Angeles.

The MDCS software consists of a customized CAD application utilizing a message switching system that supports transaction processing. This software combination operates under the control of the Hewlett Packard (HP) Himalaya Non-Stop Kernel operating system, which is a message oriented system. The transaction processing software is written in HP's Tandem Transaction Application Language (TAL), while the majority of the application is written in COBOL 85.

The Contractor/Consultant will be required to provide on-going maintenance, corrections and modifications, as necessary, to the CAD subsystem.

**Minimum Qualifications**

Contractor minimum qualifications are as follows:

1. Minimum eight (8) years experience working with HP's Tandem Transaction Application Language (TAL);
2. Minimum eight (8) years experience with COBOL 85;

3. Programming skills, including 5 years experience in each of the following areas:
  - A. System programming;
  - B. Design of custom transaction processing or message switching systems
  - C. Maintenance of custom transaction processing or message switching systems. Non-Stop Pathway is not considered a custom transaction processing system for this RFI.
  - D. CAD systems sold by Public Resources Corporation (PRC) or its successors.

## **REQUEST FOR INFORMATION**

This RFI invites firms or individuals to provide detailed information on the services they provide based on the minimum qualifications specified above and provide rates for those services. Responses should contain the following information, as appropriate:

### **A. Responding party information**

1. Name of firm or individual, address, phone number and fax number.
2. Name of contact person, address, phone number, cell number, fax number and e-mail address.

### **B. Detailed description of how your firm provides services in each of the areas listed below based on the minimum qualifications specified above.**

1. Remedial software maintenance;
2. Determination of conditions under which identified software problems may occur;
3. Modification to PRC CAD software;
4. Security and confidentiality;
5. Quality controls.

### **C. Fee Range**

1. Hourly and/or Monthly fee range
2. Service charges

### **D. References**

**Provide additional information that your firm will require to make a firm price or rate quote, if the County formally invites bids. Also, you may include any other information you deem necessary.**

## RESPONSES

Responses and questions regarding this RFI should be labeled as “**Response to RFI No. 124-SH-2008 For Software Maintenance and Support for Mobile Digital Communication System**” and addressed to:

Los Angeles County Sheriff's Department  
Contracts Unit  
4700 Ramona Boulevard  
Monterey Park, California 91754  
Attn.: Irma Santana

Phone: (323) 526-5072  
Fax : (323) 415-6321  
E-Mail: [isantana@lasd.org](mailto:isantana@lasd.org)

Responses to this RFI will be accepted in person, by private messenger, delivery service and US Postal Service through **Wednesday, August 20, 2008, 3:00 pm (Pacific Time)** at the address listed above.

**Responding parties must provide two (2) hard copies of their response.**

## OTHER INFORMATION

Responses to this RFI shall become the exclusive property of the County. Responders should be aware that the information provided will be analyzed and may appear in various reports and/or request, with the exception of those parts of each submission which meet the definition of “Trade Secret” in California, Evidence Code section 1061 and which 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. The Responders must specifically label only those provisions of the submission which are “Trade Secrets” or “Proprietary” in nature.

The Department will review the response 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 may be notified by the County of Los Angeles of a future solicitation.