



Supplemental Maintenance & Support Services for Port Police Technology Systems



Virtual Pre-Proposal Meeting
September 8, 2025

Agenda

- Welcome and Introductions
- Scope of Work Overview
- Administrative Requirements
- Key Dates
- Questions and Answers



SCOPE OF WORK



Overview

“The selected consultant will provide staff for 24X7 support, monitoring and maintenance services, including repairs, upgrades, equipment refresh, installation, moves, adds and changes to existing Port Police technology systems. The Consultant and any applicable subcontractors will also provide as-needed supporting personnel, ad hoc professional services, parts and equipment.”



Core Responsibilities

- First line of technical support for users
- Liaison to police technology solution providers
 - Troubleshooting reported issues
 - Creating trouble tickets with solution providers & maintaining a database of all trouble tickets
 - Tracking trouble tickets until a fix is implemented
- System administrator for third-party solutions
 - Managing user accounts
 - Resetting passwords
 - Providing database backups when required



Core Responsibilities

- Law Enforcement Mobile Vehicle Communications Equipment
 - Vehicles, Motorcycles, Boats & Trailers
 - Mobile Radios,
 - Mobile Data Computers
 - ALPR Systems
 - Wireless Components
 - Related Systems
 - Responsibilities: Installation, Troubleshooting, Modifications, Visual Inspections, Alignment and Testing.

Port Police Systems

Ref. #	Communications Systems & Network	Consultant Responsibilities
2.2.1.1	Port Police 700 MHz Trunked & UHF Conventional Land Mobile Radio System & Associated IP Microwave Network	Liaison & Coordination with Motorola On-site Technician
2.2.1.2	Computer Aided Dispatch (CAD) & Subsystems & Records Management System (RMS), including Crime Analysis & Crime Mapping	User Support, Liaison with Motorola Support, Maintain Trouble Ticketing System
2.2.1.3	Citizens Online Reporting	User Support, Liaison with COPLOGIC Support, Maintain Trouble Ticketing System
2.2.1.4	Secured Port Police Network	User Support, Network Software/Hardware Support
2.2.1.5	9-1-1 Public Safety Answering Point Solution	User Support, Liaison with AT&T Support, Maintain Trouble Ticket System

Port Police Systems

Ref. #	Communications Systems & Network	Consultant Responsibilities
2.2.1.6	Automated License Plate Reader (ALPR) System	User Support, Liaison with Motorola, Flock & Axon Support, Remove/replace Defective Hardware, Maintain Trouble Ticket System
2.2.1.7	Voice Logging Recorders	User Support, Liaison with Motorola Support, Maintain Trouble Ticket System
2.2.1.8	Enhanced Geographic Information System (GIS) Vehicle Locator	User Support, Software/Hardware Updates, Liaison with GST Support, Maintain Trouble Ticket System
2.2.1.9	Mobile Audio Video System	User Support, Liaison with Axon Support, Remove/replace Defective Hardware, Maintain Trouble Ticket System
2.2.1.10	Range Management System	User Support, Liaison with ArmorerLink Support, Maintain Trouble Ticket System

Port Police Systems

Ref. #	Communications Systems & Network	Consultant Responsibilities
2.2.1.11	Mobile Device Management	User Support, Liaison with Netmotion Support, Software Updates, Maintain Trouble Ticket System
2.2.1.12	Mobile VPN	User Support, Liaison with Netmotion Support, Software Updates, Maintain Trouble Ticket System
2.2.1.13	Digital Evidence Storage	User Support, Liaison with Axon Support, Maintain Trouble Ticket System
2.2.1.14	Converged Security Information Management	User Support, Liaison with Motorola & Convergent, Maintain Trouble Ticket System
2.2.1.15	County of Los Angeles, Law Enforcement Solutions	User Support, Liaison with LA County IT, Maintain Trouble Ticket System



Port Police Systems

Ref. #	Communications Systems & Network	Consultant Responsibilities
2.2.1.16	Microsoft Windows Applications for Devices Attached to Police Only Network	User Support, Software/Hardware Updates, Maintain Trouble Ticket System
2.2.1.17	Cyber Security Solution for the Land Mobile Radio & CAD/RMS/Mobile Systems	User Support, Liaison with Motorola & Harbor Department ITD SOC, Maintain Trouble Ticket System



Operational Responsibilities

- Corrective Maintenance
- Preventative Maintenance
- Hardware Management and Trouble Logging
 - Server, PC Workstations (includes patching)
 - Equipment Tune-up
 - Patrol Vehicle Camera Adjustments
 - Replacement of Hard Drives as Needed
 - Equipment Load Testing
 - Coordinate Support & Maintenance with System Integrators
- Data Backup & Recovery
- Change Management & Quality Control



Project Staffing and Service Level Agreement

- Project Staffing
 - Project Manager
 - Systems Analysts
 - Installation Technicians
 - Radio Technician (Optional)
- Service Level Agreement
 - Service Calls
 - Level of Service
 - Penalty for Failure to Respond &/or Perform Timely Repairs
 - SLA Requirements and Definition



Other Requirements

- Equipment Replacement, Upgrades & Enhancements
- Software Licenses & Third-Party Software Maintenance
- Provide & Maintain Spare Parts
- Documentation
- Work Location and Hours:
 - Primary Location - Port Police Headquarters
 - Telecommute/Remote Work Not Allowed
 - 7:30 AM – 4:00 PM Monday – Friday

ADMINISTRATIVE REQUIREMENTS (SECTION 3.5.7 OF THE RFP)



- Please refer to the RFP for the **required** administrative documents that must be in your proposal.
- Proposals that fail even one of the administrative requirements will cause the entire proposal to be deemed non-responsive!



Administrative documents and letters are to be submitted only from the Prime.

Do not submit any administrative documents and letters from proposed subconsultants.



SMALL BUSINESS ENTERPRISE PROGRAM REQUIREMENT

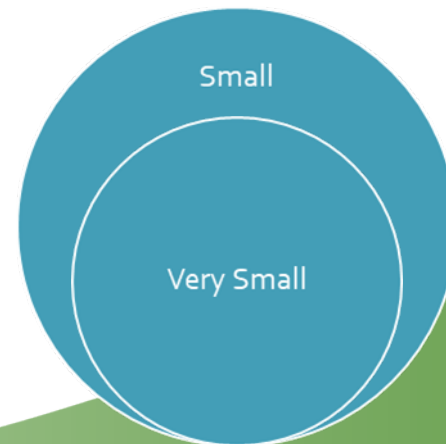
- On the Regional Alliance Marketplace for Procurement (RAMP, www.rampla.org), the Harbor Department has a unique certification called “SBE(Proprietary)”. This is different than the certification called “SBE(Los Angeles)”.
- The Harbor Department also has a unique certification called “VSBE(Harbor)”. This is an equivalent certification to an Emerging Business Enterprise, or EBE, on the RAMP.

For simplicity, “SBE(Proprietary)” will be referred to as “SBE”, and “VSBE(Harbor)” will be referred to as “VSBE”.



SMALL BUSINESS ENTERPRISE PROGRAM REQUIREMENT

- This project has a **mandatory** 25% SBE participation requirement, which includes a 5% VSBE participation requirement.
- The SBE Program was created to provide additional opportunities for small businesses to participate in professional service and construction contracts.
- The VSBE percentage is inclusive, not additive (the total participation requirement is not “30%”).
- By definition, a VSBE is also an SBE:





SMALL BUSINESS ENTERPRISE PROGRAM REQUIREMENT

- If the Prime consultant is *both* a certified SBE and a VSBE **on the RAMP**, the mandatory SBE and VSBE participation requirement will be deemed as met. You must indicate your firm's SBE and VSBE status on both the Affidavit of Company Status and on the Consultant Description Form.
- If the Prime consultant is not a certified SBE or VSBE, the participation requirement must be met through the use of subconsultants. Primes must use the RAMP, which is an industry specific contractor directory, to identify potential subconsultants who are certified SBEs and/or VSBEs.



SMALL BUSINESS ENTERPRISE PROGRAM REQUIREMENT

- If your firm is a certified SBE on the RAMP, but is not **also** a certified VSBE, you must utilize the RAMP to find a certified VSBE subconsultant firm. Complete the requested information for that firm on your Consultant Description Form.
- **Your Consultant Description Form must reflect that you will award at least 5% of the project to a certified VSBE firm in order to meet the RFP's VSBE participation requirement.**



SMALL BUSINESS ENTERPRISE PROGRAM REQUIREMENT

- If a subconsultant is *both* a certified SBE and VSBE, the utilization of that singular subconsultant meets the mandatory SBE and VSBE participation requirement.
- Your Consultant Description Form must indicate that 25% of the project will be awarded to that subconsultant. Indicate “25%” on the “Award Total” line.
- The participation requirement may also be met by utilizing several subconsultants with SBE/VSBE certification (for example, 5 different certified SBE subconsultant firms can be awarded 5% each, as long as one of them is also a certified VSBE).



SMALL BUSINESS ENTERPRISE PROGRAM REQUIREMENT

- All firms, Prime and subconsultants, must be certified on the RAMP at the time the proposals are due in order to receive credit for meeting the mandatory SBE and VSBE participation requirement.
- Firms will **not** receive SBE or VSBE credit if they are not shown as certified on the RAMP, with “**Verified**” status!
- Do not wait until the last minute to create a RAMP profile, or to update/verify your firm’s certification status. Refer to [the Support section of the RAMP](#) for assistance.



AFFIDAVIT OF COMPANY STATUS AND CONSULTANT DESCRIPTION FORM

(EXHIBIT B)

- Both forms must be completed and submitted in your proposal.
- Do **not** put RAMP ID# 224491 on the Consultant Description Form. Provide the RAMP account number for each company (Prime and subs).
- Verification of your firm's compliance with the SBE and VSBE mandatory participation requirement will be done using the RAMP *and* the information on the Consultant Description Form.

Consultant Description Form

PRIME CONSULTANT:

Contract Title: _____

Business Name: _____ Your company's RAMP ID#: _____

Award Total: \$ _____

Owner's Ethnicity: _____ Gender _____ Group: SBE VSBE MBE WBE DVBE OBE (Circle all that apply)

Local Business Enterprise: YES _____ NO _____ (Check only one)

Primary NAICS Code: _____

Address: _____

City/State/Zip: _____

County: _____

Telephone: () _____

Contact Person/Title: _____

Email Address: _____

SUBCONSULTANT:

Business Name: _____ Sub's RAMP ID#: _____

Award Total: (% or \$): _____

Services to be provided: _____

Owner's Ethnicity: _____ Gender _____ Group: SBE VSBE MBE WBE DVBE OBE (Circle all that apply)

Local Business Enterprise: YES _____ NO _____ (Check only one)

Primary NAICS Code: _____

Address: _____

City/State/Zip: _____

County: _____

Telephone: () _____

Contact Person/Title: _____

Email Address: _____



INSURANCE VERIFICATION LETTER

- The insurance requirements for this project are outlined in Section 4.4 of the RFP.
- Firms do not have to have the RFP's stated insurance coverage in place during the proposal stage.
- Keep it simple: do not submit insurance policy documents or a detailed list of your coverage.
- Do not submit an ACORD certificate by itself, instead of a verification letter.



CEC FORMS 50 AND 55

(EXHIBIT G)

- Refer to the RFP for a link to the City Ethics Commission's website. It has both forms in a fillable .pdf format, and detailed instructions on how to complete CEC Form 55.
- Make sure that all the fields are **completed**, on **both** forms (original vs. amended filing, date bid submitted, Schedule Summary, additional Schedule pages attached, etc.)



(EXHIBIT H)

IRAN CONTRACTING ACT OF 2010 COMPLIANCE AFFIDAVIT

- Read the form carefully and complete it as appropriate.
- If you do not have a City of Los Angeles Business Tax Registration Certificate (BTRC) number at the proposal stage, you may put “N/A”.



STANDARD CONTRACT PROVISIONS AND ED 35 ACCEPTANCE LETTER

- Follow the instructions in the RFP about what the letter should state; keep it short and simple.
- **If your firm cannot agree to the Standard Contract Provisions, **exactly as set forth** in Section 4 of the RFP, please do not submit a proposal.**
- Any “exceptions” noted in your acceptance letter will deem the letter non-responsive!



- **NOW IS THE TIME** to start working on completing your administrative requirements, and asking me questions!
- E-mails with large attachments take time to go through our multiple servers. Do not wait until just before the 3:00 p.m. deadline to send your e-mail with your proposal.
- If I receive it at 3:01 p.m. on the proposal's due date...it's late! No exceptions!



Key Dates

- Questions due to fansley@portla.org by 3:00 p.m. on Monday, September 22, 2025
- Responses posted on Wednesday, October 8, 2025
- **Proposals due to fansley@portla.org by 3:00 p.m. on Tuesday, October 21, 2025**

QUESTIONS AND ANSWERS

**(PLEASE TYPE ALL QUESTIONS
INTO THE CHAT)**

Thank you!



Virtual Pre-Proposal Meeting
September 8, 2025