DATE: August 8, 2023

SUBJECT: REQUEST FOR PROPOSALS FOR PORT POLICE IT DEVELOPMENT PROJECTS CONSULTING SERVICES (RAMP ID # 208946)

FROM: Felicia Ansley, Contract Administrator

Pursuant to the aforementioned Request for Proposals (RFP), all proposers were to submit any questions regarding this RFP by no later than 3:00 p.m. on August 1, 2023. Questions were to be submitted in writing, and all questions and responses were to be posted on the Department’s website and www.rampla.org.

Below is a list of questions received from proposers, and the Department’s response:

1. Q: What are the names of the past vendors providing these services? I found [an RFP] from 2021 for “Port Police IT Development Projects Consultant”.
   A: As a result of the 2021 RFP, Agreement number 21-9788 was awarded to Timothy J. Riley.

2. Q: Who are the Port contacts involved after the [contract] has been awarded? I want to make sure that we have a contact to reference after the [RFP] has closed.
   A: Inquiries regarding this contract opportunity should be directed to the Contract Administrator, at fansley@portla.org. To request a copy of the resultant contract, a California Public Records Request can be submitted online here. The CPRA request should not be made until after the opportunity status on RAMP is shown as “Awarded” (not “Closed”).

3. Q: How many calls for service did the LA Port Police handle for CY 2020, 2021, and 2022?
   A: Service calls averaged 100,000 for all combined years.

4. Q: How many dispatcher positions are currently configured in the dispatch center?
   A: There are four (4) dispatcher positions.

5. Q: What is typical staffing level in the dispatch center?
   A: The dispatch center typically has two (2) staff present.
6. Q: Is there an EOC with dispatch capabilities?
   A.) If so, how many dispatcher positions are currently configured?
   B.) Is there complete CAD/RMS system redundancy/functionality? If not, is there a desire for redundancy?
   C.) Where is the EOC located?
   A: No, there is not an EOC with dispatch capabilities. Yes, CAD/RMS is functional with redundancy. The EOC is located in Downtown Los Angeles.

7. Q: What percent of completion is the implementation of the Motorola Premier One RMS and automated report writing system to date?
   A.) Is there an existing project plan and project timeline for this project? If so, can copies of both be provided? If copies cannot be provided, can remaining project milestones and associated dates, including go-live date be provided?
   B.) Is there an hours estimate for remaining project management of this project? If so, how many project management hours are remaining?
   C.) Is the Motorola Premier One RMS currently configured and routinely exporting all required data to CIBRS/NIBRS?
   A: The Motorola Premier One RMS project is 100% complete as of June 1, 2020, with continued report revisions to the Follow Up Investigation Form, Field Interview Card, and electronic citation modules.
   Because the project has been completed, there is no project plan or timeline to provide. The only outstanding items are those referenced above.
   An estimate cannot be provided for the remaining project management hours; work is ongoing, and bi-weekly meetings are held to address any open tickets that arise.
   The RMS is not yet routinely exporting all required data to CIBRS/NIBRS.

8. Q: What percent of completion is the implementation of the Motorola Automated Field Reporting module to date?
   A.) Is there an existing project plan and project timeline for this project? If so, can copies of both be provided? If copies cannot be provided, can remaining project milestones and associated dates, including go-live date be provided?
   B.) Is there an hours estimate for remaining project management of this project? If so, how many project management hours are remaining?
   A: The Motorola Automated Field Reporting module is 100% complete, with ongoing revisions to the related forms. The “go live” date for this project was on May 6, 2020; therefore, there is no project plan or timeline to provide.
   An estimate cannot be provided for the remaining project management hours; work is ongoing, and bi-weekly meetings are held to address any open tickets that arise.
9. Q: What percent of completion is the implementation of the primary PSAP to date?
   
   A.) Is there an existing project plan and project timeline for this project? If so, can copies of both be provided? If copies cannot be provided, can remaining project milestones and associated dates, including go-live date be provided?

   B.) Is there an hours estimate for remaining project management of this project? If so, how many project management hours are remaining?

   C.) What, if any, Next Gen 9-1-1 technologies are being utilized?

   D.) Please list the software solution(s) already purchased for PSAP functionality; [for example] NG 911, call logging, voice logging, ANI/ALI, etc.

   A: The project timeline is within the next three years. Primary PSAP is 0% complete, and the secondary PSAP is 100% complete.

   An estimate cannot be provided for the remaining project management hours; work is ongoing, and bi-weekly meetings are held to address any open tickets that arise.

   The Next Gen 9-1-1 technologies being utilized are AT&T, NG911 Regional Provider, and NG911 Prime Provider (ATOS). The software solutions are the same as the aforementioned.

   We are currently receiving Automatic Number Identification/Automatic Location Identification with transferred calls as the secondary along with voice and call logging.

10. Q: What percent of completion is the reimplementation of the Mobile Data System to date?

   A.) Is there an existing project plan and project timeline for this project? If so, can copies of both be provided? If copies cannot be provided, can remaining project milestones and associated dates, including go-live date be provided?

   B.) Is there an hours estimate for remaining project management of this project? If so, how many project management hours are remaining?

   C.) How many MDCs does the LA Port Police have deployed?

   D.) What security measures are in place? [For] example, VPN, two-factor authentication, etc.?

   E.) Which Mobile solution is being implemented?

   A: This is 30% complete. The project is only replacing Mobile Data Computers with newer ones; the Harbor Department has received all new MDCs and is waiting for installation and configurations. The current MDCs are still operable, but lack growth for newer technologies.

   There have been 40 MDCs deployed. We cannot estimate the number of remaining project management hours; meetings are held bi-weekly, and we expect the project to be completed within the next 90 days.
The security measures in place include Smart card readers, pin numbers, two factor net motion, and AT&T VPN.

Mounted Cradle Points are wireless hubs installed in the vehicles to provide AT&T cellular services, which provide connectivity to the MDCs.

11. Q: What percent of completion is the Reality Video implementation project to date?
A.) Is there an existing project plan and project timeline for this project? If so, can copies of both be provided? If copies cannot be provided can remaining project milestones and associated dates, including go-live date be provided?
B.) Is there an hours estimate for remaining project management of this project? If so, how many project management hours are remaining?
C.) How many mobile devices does the LA Port Police have deployed?
D.) Does the LA Port Police own the mobile devices?
E.) What security measures are in place? [For] example, VPN, two-factor authentication, etc.?

A: The Reality Video project is 60% complete, with no estimate of the number of remaining project management hours. The Harbor Department is currently working with Geospatial Technologies and Motorola to provide a solution, and there is currently no timeline. There will be scheduled bi-weekly meetings as needed until the task is complete.

There are 300 Port Police-owned mobile devices deployed, which include tablets, iPads, and MDCs (including iPhones).

The security measures in place include Smart card readers, pin numbers, two factor net motion, and AT&T VPN.

12. Q: Please provide the number of vehicles, vessels, and handheld radios the Port Police wishes to track real-time CFS locations for.
A: There are 200 handheld radios, 40 vehicles, 18 vessels, and 10 motorcycles.

13. Q: Please provide the incumbent(s) name that is currently or previously provided project management for Tasks 1 – 9?
A: Please refer to Question 1.

14. Q: Has a Cyber Security Assessment and penetration testing ever been performed on the Harbor Department Police Division network/IT infrastructure? If so, how recently?
A: Yes, assessments and testing are performed daily.

15. Q: Was there a previous system integrator?
A: The current system integrator is Knight Communications, Inc.

16. Q: Can [proposers] bid on individual tasks?
A: No, firms may not submit proposals for individual Tasks. Proposals must be submitted that are for the project in its entirety; however, subconsultants may be engaged, as appropriate.

17. Q: What percentage complete is the Motorola Premier One RMS implementation?
A: This is 100% complete.

18. Q: Is Motorola implementing the Premier One RMS? If not, please list the name of the system implementer.
A: Yes, Motorola Solutions is implementing the Premier One RMS.

19. Q: What percentage complete is the 9-1-1 PSAP implementation?
A: Please refer to Question 9.

20. Q: Has a PSAP provider been selected?
A: Yes. AT&T, NG911 Regional Provider, NG911 Prime Provider (ATOS) are the regional providers.

21. Q: Will the LA Harbor Department allow vendors to utilize sub-contractors to meet the SBE and VSBE requirements?
A: Yes, it is expected that if the Prime consultant is not certified on RAMP (www.rampla.org) as both a Small Business Enterprise and a Very Small Business Enterprise, they must use RAMP to outreach to subconsultants with those certifications. Those subconsultants must be listed on the “Consultant Description Form” that is submitted with the Prime’s proposal.

Please refer to Section 3.4.8A and Exhibit B of the RFP, as well as the supplemental document called “Tips for a Successful Proposal Submission”.

22. Q: Is there a page limitation to the size of the RFP?
A: No. However, please note that the maximum size file that can be received in a Harbor Department Outlook e-mail account is about 40GB.

23. Q: Is there a current incumbent? If so, can you provide the name of the organization?
A: Please refer to Question 1.

24. Q: Is there current budgetary funding for this project?
A: Yes, there is current funding for this project, but the specific project budget will not be disclosed at this time.

25. Q: Are there any special clearances or security levels required for personnel?
A: All personnel that work on IT Port Police projects will be live scanned at Port Police Headquarters (at no cost) for a basic criminal history background check before being allowed access to law enforcement sensitive information.

26. Q: Is this work assumed to be completed onsite or remote?
A: Work for this project will be completed both onsite and remotely, as directed.

27. Q: For each task, it mentions “attend” and “host” bi-weekly meetings.
   - Do these meetings already exist, or will they need to be set up?
   - Is there a different audience for each of the bi-weekly meetings?

A: Each project has pre-existing weekly and bi-weekly meetings, and additional meetings are held as needed. Audiences include external and internal project managers, Port Police staff and executive management, Harbor Department Information Technology Division personnel, and external contractors.

28. Q: Each task references a need for Issue Management.
   - Is there a current average [number] of issues that arise per week/month?
   - What is the current average resolution time of these issues?

A: Issues raised vary from simple to complex, with reported tickets ranging from 5 to 10 a week. Due to the unpredictable and complex nature of these issues, we cannot state an “average resolution time”. All issues are addressed/prioritized during the weekly meetings until they are resolved.

29. Q: To better understand the work needed for Tasks 3 through 9, are there more details for each of these tasks?

A: No. Proposers should formulate their best responses based on the information provided in the RFP.

   - What is the current level of completion or progress made on this system?
   - Is there a list of requirements vs. requirements met?
   - Will the full and original source code of the software and its libraries be readily available?
   - Does the software have full documentation for its architecture and APIs?

A: This system is 100% complete, and go live for CAD/RMS was on June 1, 2020. There are ongoing improvements being made with new forms, and completion of Field Interview Card and electronic citation modules.

Because the project has been completed, there is no list of requirements to be provided.

The source code will be made available to the selected consultant, and there is full documentation for the software architecture and APIs.

31. Q: Task 2 mentions compliance with several different government regulations/requirements? Are these documented and available right now?
A: Compliance will be required for the Racial and Identity Profiling Act, the Federal Bureau of Investigation Crime Reporting, the Uniform Crime Reporting, and National Incident-Based Reporting Systems. Additional information regarding these regulations/requirements will be provided to the selected consultant.

32. Q: Task 2 mentions implementing and completing the AFR System.
   - Is this part of the RMS?
   - Is there a list of requirements vs. requirements met?
   - What is the current level of completion or progress made on this System?
   - Will the full and original source code of the software and its libraries be readily available?
   - Does the software have full documentation for its architecture and APIs?

A: Yes, the AFR System is part of the RMS. This system is 100% complete, and go live for CAD/RMS was on June 1, 2020. There are ongoing improvements being made with new forms, and completion of Field Interview Card and electronic citation modules.

Because the project has been completed, there is no list of requirements to be provided.

The source code will be made available to the selected consultant, and there is full documentation for the software architecture and APIs.

33. Q: Task 3 mentions a need for “continued O&M oversight”. Is this meant to be a software solution or a manual team?

A: Operation and Maintenance (O&M) is provided by the selected consultant to keep the PSAP operational, with 24/7 emergency response to include any updates, preventative maintenance, or needed repairs.

34. Q: Task 4 mentions “Complete the implementation of a new mobile data system for all vehicles and motor units”.
   - Is this software complete?
   - Will there be any need to add more features?
   - Is the software designed to work on all mobile devices/platforms that are being targeted?
   - Is there a list of all the targeted mobile devices/platforms and vehicles?
   - Who is responsible for fixing any code issues or bugs?
   - Is the source code available?

A: Yes, the software is complete. We are removing and replacing the Mobile Data Computers (MDCs) that were purchased complete for installation.
As technology advances, Port Police will likely seek to add features, as appropriate.

All MDCs were purchased to work in any platform (boats, cars, motorcycles, and command vehicles). Code issues or bugs are given to our onsite consultant, Knight Communications, Inc., for resolution.

Source codes will be available to the selected consultant.

35. Q: Task 4 also makes mention of implementation and completion of the “Reality Video”, further stating that this is a solution that was purchased with their new CAD system.

- Is there a list of what is left to be completed?
- If there are any issues or bugs, [and if so,] who is responsible for the remedy of these?
- Are the creators of the original solution still involved and available?
- Is the source code and any software documentation available?

A: The only outstanding item is the Reality Video needs to be displayed in all MDCs in the field.

All code issues or bugs are given to our onsite consultant (Knight Communications, Inc.) and Motorola Solutions.

The original solution creators are still involved and available.

The relevant documentation for this task will be made available to the selected consultant.

36. Q: Task 5 references “implementation”, then mentions “Research and fully implement”, which makes it sound like a solution is needing to be developed.

- Is this to be a software or hardware solution?
- Is it expected to be built and created or purchased as an off the shelf solution?
- Is there software documentation for [both] the Motorola mapping solution and [the] Geospatial Technologies [mapping solution]?

A: A solution through Motorola is currently being reviewed by Harbor Department staff, but there is an expectation that this will be both a hardware and a software solution, and that it will be purchased “off the shelf”.

There is software documentation for both the Motorola and Geospatial Technologies mapping solutions.

37. Q: Task 6 requests that there be a continuation of system selection, integration, and standardization. This implies that there has been progress made.

- How far along has this solution made it to date?
- Is there a definitive end to this, or is this a constant and ongoing task?
A: All three listed items have been implemented and are in use, except for the electronic citation modules and Field Interview Card, which are both 60% completed.