

eVAQ 0001157 - CORPORATE EXPERIENCE SUMMARY AND REFERENCES – #1

Contact Name: Marine Mandoyan

Title: Information Systems Manager

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Project Title and Summary: LAWA Police CAD O&M

Scoring:

The reference contact provided will be contacted by the State to obtain responses and to the question below. Points will be awarded based on the reference response rating.

Client Reference Questions			
Question #	M or MS	Question	Scoring/Rating
1	M	<p>Can you verify the following information?</p> <ul style="list-style-type: none"> Project name and description <i>[Response: Operations, Maintenance, and Repair Services of Police Computer Aided Dispatch System.]</i> Timeframe/ Duties and responsibilities <i>[Response: Timeframe: December 2010 to Present. Duties & Responsibilities: Birdi Systems Inc. (BSI) is responsible for providing operations, and sustainment services in the form of maintenance, upkeep, and 24/7 support of the Police Computer Aided Dispatch (CAD) system at Los Angeles International Airport (LAX). The system includes multiple interfaces including those with the airport's Access Control and Alarm Monitoring System, Duress Alarms, Emergency E-911 phone system, Automated License Plate Recognition (ALPR), Airport Response Coordination Center (ARCC) – Nice Situator, and UHF Digital Trunked/P25 backbone radio. BSI supports mobile computers, PCs, mobile and fixed ALPR units, and servers. BSI provides technicians and a database administrator for 24/7 support. CAD support includes moves/adds/changes and also included completion of various projects.]</i> 	<div>Pass</div> / Fail
<p>Using the following scale: 0 = Unsatisfactory; 1 = Poor; 2 = Partially Satisfactory; 3 = Satisfactory; 4 = More than Satisfactory; 5 = Excellent, or n/a = Not applicable to this project, please rate your satisfaction with the company who provided the services described above. Circle only one (1) number for each question.</p>			
2	MS	How would you rate this firm's ability to professionally manage overall in projects?	n/a 0 1 2 3 4 <div>5</div>

3	MS	How would you rate the resources and staff provided ability to manage the project on time, in scope, and on budget?	n/a 0 1 2 3 4 5
4	MS	How would you rate this firm's ability in managing implementation, transition of products and services and/or maintenance operation support to ensure the continuity of services? Answer as applicable.	n/a 0 1 2 3 4 5
5	MS	How would you rate this firm's professionalism and ability to supervise teams on a project?	n/a 0 1 2 3 4 5
6	MS	How would you rate the firm's ability to address customer concerns or project issues, risks, or conflict?	n/a 0 1 2 3 4 5
7	MS	How would you rate this firm's ability to manage the technical and security solutions of different telecommunications hardware or services? Answer as applicable.	n/a 0 1 2 3 4 5

SUMMARY:

BSI was responsible for the maintenance and upkeep of the Police Computer Aided Dispatch system (CAD) at LAX. The system was complex and included multiple interfaces including those with ACAMS, Net-Motion, VIPER, Situator, 800Mhz backbone radio and operating systems including Linux, Microsoft, VAX, and a complicated database environment that included both Oracle on RAC and SQL Server. In addition, BSI supported 219 mobile computers, 75 PCs, 16 mobile and 7 fixed Automatic License Plate Recognition (ALPR) units, and 11 servers. BSI provided three (3) technicians and one (1) database administrator for 24/7 support. BSI's CAD support included a combination of daily issue response and scheduled preventative maintenance actions as well as special supplemental actions.