

Orange County Sheriff's Office

RFQ #219-25

2nd Posting Tow Management Dispatch Services

Addendum #2

03-12-2026

Questions:

Question 1:

What Computer Aided Dispatch (CAD) system does OCSO currently use? (e.g., Motorola Premier One, Mark43, Hexagon, Caliber Public Safety) This information is needed so that we may propose a specific CAD integration solution in our response.

The agency currently uses Central Square Technologies LLC.

Question 2:

What is OCSO's preference or requirement for how tow requests are initiated (a) dispatcher manually enters the request in the vendor's web application; (b) the officer initiates the request from the field via mobile app; or (c) some combination of the above?

RFP Reference: *Page 11, Section III. RFP Bid Specifications, #K*

VENDOR shall provide ability for officers to request dispatch of tow trucks from Phones/Laptops to improve response times (currently maximum 30 minutes) and provide timely towing to enhance safety and traffic flow.

The deputies will initiate the request from their phones and or laptops.

Question 3:

Does OCSO have a preferred contract term length within the (3–5) year range stated in the RFP?

RFP Reference: *Page 7, Section II. RFP Instructions, #11 Contract Term*

It is the intent of the Sheriff to enter into a contract ranging between 3-5 years, with optional non-competitive renewal for one (1) additional two (2) year term for services as described herein. Renewals will be documented in writing and signed by the successful bidder and Sheriff.

The contract term length does not state a preferred term, only a range to be determined after award has been decided.

