



**LOS ANGELES COUNTY
SHERIFF'S DEPARTMENT**

REQUEST FOR INFORMATION

**RFI NUMBER
392-SH**

EMPLOYEE SUPPORT SERVICES SYSTEM

1.0 INTRODUCTION

The Los Angeles County Sheriff's Department (LASD) is seeking information from vendors that can provide an operationally proven, web-based, commercial off-the-shelf (COTS) software solution for an Employee Support Services System (ESSS). This system must include an appointment calendar scheduling component which is used to schedule appointments for clients and psychologists. The appointment calendar scheduling component must be integrated with another component that collects and tracks client's personal information, appointments and session information. The system must also track other support services such as emergency consultations and other types of counseling services. Vendors of interest to LASD are those who are in a position to contribute to our research or can identify potential solutions, are capable of delivering and installing an application software solution and providing ongoing technical support as part of a maintenance agreement.

LASD will review the responses to this Request For Information (RFI) which may subsequently lead to further investigation or research. 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.

2.0 SYSTEM OVERVIEW

LASD is looking for an automated psychological support services management software program to track clients' appointment scheduling, personal information, workers' compensation claims, psychologist and client session information, emergency consultations and other support services. Vendors of interest are those that have a suitable product; proven successful installations in at least five (5) agencies where at least one agency has a minimum of 5,000 clients, and have had the system in production for a period of not less than 6 months.

ESSS is envisioned as a long-term strategic system for LASD that will improve efficiency associated with appointment scheduling, client/psychologist information tracking and the tracking of other support services. Objectives of the ESSS are:

- To automate appointment scheduling and tracking of appointments and sessions conducted by psychologists and other counselors;
- To provide real-time reporting of appointment schedule information;

- To improve the capability to track clients and psychologists information; and
- To improve the ability to provide statistical reporting for counseling and consulting services.

3.0 REQUEST FOR INFORMATION

Commercial vendors who may have an interest in responding are requested to submit relevant information about their COTS product. A point of contact for each respondent should be provided including name, address, email address, telephone and fax number. Responses should include Appendix A.

3.1 Description of the system functionality

Documentation should be provided that is descriptive of the functions supported by the system with a focus on the specific functional areas included in Appendix A, Functional Features Checklist. Existing product literature and prepared marketing materials may also be included. A follow-up demonstration of the system may also be requested by LASD. Functional Features shall include:

- a. A tracking system for appointment schedules, client information, appointment attendance and workman's compensation claims.
- b. The system shall provide psychologists' availability and assignment information via the appointment scheduling component as well as provide alerts for scheduling conflicts.
- c. The system shall have the ability to graphically display the scheduling calendar for an individual psychologist or all the psychologists.
- d. The system shall provide a scheduling calendar component integrated with the clients/psychologist.
- e. The system shall have the ability to generate psychologists' periodic appointment schedules.
- f. The system shall provide an audit trail of all clients/psychologists appointments.
- g. The system shall have the capability to track other support services such as emergency consultations and peer group consultations.
- h. The system shall have the ability to query information from the database with a user friendly Graphical User Interface (GUI).
- i. The system shall generate predefined custom reports and ad-hoc reports.

- j. The system shall generate monthly and year-end management and statistical reports on psychologists and clients information/transactions.
- k. The system shall have the flexibility to update various reference tables.
- l. The system shall have the capability to archive old records from the active database into an archived database.
- m. The system shall provide tight database security from internal and external intrusions.
- n. The system shall provide various levels of access (insert, update, delete and read-only) based on the user's job function.
- o. The system shall provide customer support and maintenance service by a company experienced in nationwide software distribution and maintenance.

3.2. **Description of the technical architecture**

The respondent should provide information about the overall system architecture including, as applicable, the following items:

- a. Hardware requirements
- b. Operating system/software environment
- c. Network requirements and protocols
- d. Database environment and storage requirements
- e. Description of the installation process
- f. Description of security and auditing features
- g. Capability to configure and customize the application
- h. Application scalability
- i. Reporting tools

3.3. **Description of product support and maintenance**

The respondent is requested to comment on the following:

- a. Manuals
- b. On-line documentation and/or help
- c. On-site and off-site
- d. Help desk operations including staffing and hours of availability
- e. Frequency of upgrades and acquisition of upgrades
- f. User feedback procedures

3.4 **Estimated costs**

As this document is an RFI, the discussion on cost can be an estimate and not exact cost. Information from this section may be used for budgeting purposes. The response should describe costs in subcategories of:

- a. One-time hardware and software licensing costs
- b. Implementation and training costs
- c. Upgrade/enhancement costs
- d. Ongoing maintenance support costs

3.5 **Corporate information**

The following Information about the respondent is also requested:

- a. Description of business experience
- b. Number of years in business
- c. Size of customer base

4.0 **RESPONSE METHOD AND TIME FRAME**

Responses and questions regarding this RFI should be addressed to:

Los Angeles County Sheriff's Department
Data Systems Bureau
12440 Imperial Highway-4th Floor East
Norwalk, CA 90650
Attn: Tuan Le
Phone: (562) 345-4285
E-Mail: TALE@LASD.ORG

Responses to this RFI should be submitted by **April 30, 2009, @3:00 p.m., (PST)**

LASD encourages all potential vendors to submit a response consistent with the content and instructions provided in Section 3.0 Request for Information of this RFI. Only two hard copies are required if the response is also submitted in an electronic format. If submitted only in a hard-copy format, four copies are requested.

Responses to this RFI shall become the exclusive property of the County. Responders should be aware that the information provided will be analyzed

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and may appear in various reports and/or requests, 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 anyway, 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.

This is a request for information only, it is not a solicitation. Respondents to this RFI may be notified by the County of Los Angeles of a future RFP or IFB.

For complete RFI download refer to the Sheriff's Website listed below:

http://www.lasd.org/lasd_contracts/info.html

Appendix A

ESSS FUNCTIONAL FEATURES CHECKLIST

	FUNCTIONAL FEATURES	YES	NO	COMMENTS
1.	Does the system track appointment schedules, client information, appointment attendance and workman's compensation claims?			
2.	Does the system provide psychologists' availability and assignment information via the appointment scheduling component as well as provide alerts for scheduling conflicts?			
3.	Does the system have the ability to graphically display the scheduling calendar for an individual psychologist or all the psychologists?			
4.	Does the system have the scheduling calendar component integrated with the clients/psychologists database?			
5.	Does the system have the ability to generate psychologists' periodic appointment schedules?			
6.	Does the system provide an audit trail of all clients'/psychologists' appointments?			
7.	Does the system have the capability to track other support services such as emergency consultations and peer group consultations?			
8.	Does the system have the ability to query information from the database with a user friendly Graphical User Interface (GUI)?			

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	FUNCTIONAL FEATURES	YES	NO	COMMENTS
9.	Does the system generate pre-defined custom reports and ad-hoc reports?			
10.	Does the system generate monthly and year-end management and statistical reports on psychologists' and clients' information/transactions?			
11.	Does the system have the flexibility to update various reference tables?			
12.	Does the system provide the ability to archive old records from the active database into an archived database?			
13.	Does the system provide tight database security from internal and external intrusions?			
14.	Does the system provide various levels of access (insert, update, delete and read-only) based on the user's job functions?			
15.	Does the system provide customer support and maintenance service by a company experienced in nationwide software distribution and maintenance?			