



**LOS ANGELES COUNTY
SHERIFF'S DEPARTMENT**

REQUEST FOR INFORMATION

RFI NUMBER 393-SH

ENHANCED INMATE COMMUNICATION SYSTEM

(EICS)

April 2019

Prepared By
County of Los Angeles

These guidelines are intended to provide general information only and are subject to revision. The rights and obligations of any party contracting with the County will be determined in accordance with the terms of the applicable contract and applicable law.

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1.0 **INTRODUCTION**

- 1.1 The Los Angeles County Sheriff's Department's (LASD) Inmate Services Bureau (ISB) is seeking information from vendors which can provide the County with an operationally-proven commercial off-the-shelf (COTS), web-based Enhanced Inmate Communication System (Solution) including server hardware, software, and services. This Solution must be capable of operating on a County-hosted network.
- 1.2 The Solution will serve as a bidirectional or unidirectional electronic communication messaging system between inmates and their families and friends.
- 1.3 Vendors of interest are those who are capable of delivering a turnkey system solution, and can provide 24-7 operations and maintenance (O&M) support (e.g., hardware, software) as part of a maintenance services agreement.
- 1.4 Vendors who wish to participate in the RFI's vendor demonstration venue must submit relevant product information as outlined in Sections 4 and 5 of this RFI.
- 1.5 Vendors who can identify potential solutions, and wish only to furnish information about a product or a system that they have knowledge of, may do so formally in writing.
- 1.6 LASD will review the responses to this Request for Information (RFI) which may subsequently lead to further investigation, including vendor presentations. Information received in response to this RFI may be used in the preparation of a Request for Proposal (RFP) or another County method for solicitation of services.
- 1.7 The intent of this RFI is to learn as much as possible about current and future Solution technology trends. This knowledge will facilitate the LASD's ability to prepare the requirements for any potential future solicitation.

2.0 **BACKGROUND**

- 2.1 The County of Los Angeles (County) encompasses an area of 4,083 square miles with a population of 9.8 million. LASD provides general and specialized law enforcement services for approximately five (5) million of these residents, spread over an area of approximately 3,157 square miles. LASD, with approximately 19,000 employees, is the largest Sheriff's Department in the world. LASD manages the largest jail population in the world with a current average daily inmate population of over 17,000.
- 2.2 Currently, inmates are allowed to receive mail through the U.S. Postal Service in conformance with custody division policies. All inmate correspondences are mailed to Terminal Annex in Downtown Los Angeles. Custody staff pick up and transport all mail to the Inmate Reception Center for further processing. Inmate

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Reception Center staff sort the mail by facility and conduct contraband searches. Finally, sorted mail is picked up by staff from each Custodial facility for delivery to the inmates.

- 2.3 Alternatively, correspondences for female inmates can be sent directly to Century Regional Detention Facility. Century Regional Detention Facility staff perform contraband searches and deliver mail to female inmates within the facility.
- 2.4 In 2018, LASD processed over 530,000 total inmate mail correspondences for the following Custodial facilities:

Custodial Facility	Inmate Capacity	Current Inmate Population
Men’s Central Jail	5,182	4,472
Twin Towers Correction Facility	4,919	3,373
Pitchess Detention Center, North	1,624	1,424
Pitchess Detention Center, South	1,536	1,433
Pitchess Detention Center, East	1,944	67
North County Correctional Facility	4,294	3,937
Century Regional Detention Facility	2,380	2,198

- 2.5 An electronic communication Solution will modernize LASD’s inmate mail workflow, reduce contraband, identify threats and illegal activity, and reallocate resources.

3.0 **SOLUTION OVERVIEW AND REQUIREMENTS SUMMARY**

- 3.1 The Solution shall provide bidirectional or unidirectional electronic messaging between inmates and external users;
- 3.2 This Solution may operate on a County-hosted network;
- 3.3 The Solution shall include user registration functionality;
- 3.4 The Solution shall include functionality to associate users with inmates;
- 3.5 The Solution shall collect postage fees;
- 3.6 The Solution shall include functionality to automatically filter messages based upon customizable security parameters; e.g. filtered messages shall be placed into a queue for review and approval by designated County users;
- 3.7 The Solution shall support one or more of the following models:
 - 3.7.1 Unidirectional Print-View Model
 - 3.7.1.1 The Solution shall provide unidirectional electronic messaging from external users to the inmates;
 - 3.7.1.2 The Solution shall include functionality to route electronic messages to an inmate’s current housing facility; and

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- 3.7.1.3 The Solution shall include functionality, equipment, and supplies to download and print electronic messages for delivery to inmates.
- 3.7.2 Bidirectional Device-View Model
 - 3.7.2.1 The Solution shall provide bidirectional electronic messaging between external users and inmates;
 - 3.7.2.2 The Solution shall include “kiosks”/terminals allowing inmates to view and send electronic messages from housing facilities;
- 3.7.3 Vendor Proposed Model
 - 3.7.3.1 The desirable vendor-proposed Solution is currently implemented in at least one custodial facility with at least 2,000 or more inmates.

A Solution Requirements Checklist is provided as Attachment A to this RFI.

4.0 **INFORMATION REQUESTED**

This RFI is a research document only. It seeks information from vendors that can provide an operationally proven, commercial-off-the-shelf (COTS) web-based Solution.

The Solution shall be a turnkey enterprise solution that includes all necessary applications (browser-based, preferably with minimal customizations), underlying third party software, server hardware, data migration, interfaces to external systems, configuration, integration, operations and maintenance, support, and training. Vendors who may have an interest in providing a complete Solution are encouraged to complete Attachment A to this RFI, and submit relevant information about their product and services, as follows.

4.1 **Description of Solution Functionality**

Documentation should be provided that is descriptive of the functions supported by the Solution, with a focus on the following general functional areas identified in this document, which are not all-inclusive. Existing product literature and prepared marketing materials may also be included, however, this information is less useful than more detailed user and technical documentation. Since RFI’s are research-oriented, additional functionality that is available in the Vendor’s Solution, but not listed in this section, should also be included in the response.

- 4.1.1 Describe in detail the Solution’s functionality including:
 - 4.1.1.1 Internet browser and device compatibility;
 - 4.1.1.2 Primary business functions;
 - 4.1.1.3 User account management;

- 4.1.1.4 Data integrity;
- 4.1.1.5 Security and auditing controls;
- 4.1.1.6 Workflow processes;
- 4.1.1.7 Alert notification components;
- 4.1.1.8 Customization features;
- 4.1.1.9 Internal and external interfaces;
- 4.1.1.10 Application programming interfaces; and
- 4.1.1.11 Dependencies (technical and functional)

4.2 **Description of Technical Architecture**

Respondents are asked to provide the following information about the software and environment which will support the Solution, including, but not be limited to:

- 4.2.1 Hardware requirements;
- 4.2.2 Operating system/software environment;
- 4.2.3 Solution architecture;
- 4.2.4 Detailed network requirements and protocols;
- 4.2.5 Recommended database/environment(s)/storage requirements;
 - 4.2.5.1 Database backup;
 - 4.2.5.2 Operating System;
 - 4.2.5.3 Future growth storage estimates;
- 4.2.6 Expected response time metrics, exclusive of LASD's Network, for the PC workstation, mobile devices, etc.;
- 4.2.7 Disaster recovery plan;
- 4.2.8 Installation process for the Solution;
- 4.2.9 Description of access requirements;
- 4.2.10 Description of security and auditing features;
- 4.2.11 Solution scalability;
- 4.2.12 Interfacing requirements and tools;
- 4.2.13 Reporting tools; and
- 4.2.14 Data and network security protocols.

4.3 **Description of Estimated Implementation Project Timeline**

Respondents must provide an estimated Implementation Project Timeline including, at minimum, time durations for:

- 4.3.1 Project discovery phase;

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- 4.3.2 Hardware and software installation, and establishing Solution environments;
- 4.3.3 Development;
- 4.3.4 Unit, integration, system, user acceptance, and performance testing;
- 4.3.5 Training;
- 4.3.6 Production cutover; and
- 4.3.7 Vendor and County responsibilities.

4.4 **Description of Product Support and Maintenance**

Respondents are asked to provide information on the following:

- 4.4.1 Product Manuals and Software Description;
- 4.4.2 On-line documentation and/or help;
- 4.4.3 In person on-site and off-site training;
- 4.4.4 Training manual(s) and delivery format;
- 4.4.5 Ongoing delivery of updated training materials (upgrades);
- 4.4.6 Upgrades: Frequency, delivery and estimated downtime;
- 4.4.7 Help desk operations including staffing and hours of availability;
- 4.4.8 24/7 and 365 support procedures; and
- 4.4.9 User feedback procedures.
- 4.4.10 Sample Service Level Agreement (SLA)

4.5 **Corporate Information and References**

Respondents are requested to provide the following information:

- 4.5.1 Corporate or company name and headquarters' address;
- 4.5.2 Address/other contact information of nearest corporate or company office to Downtown, Los Angeles, California;
- 4.5.3 Number of years in business and solution being used;
- 4.5.4 List at least five of public safety/law enforcement agencies (name, address, contact person, and telephone or email) that have deployed the vendor's software/system;
- 4.5.5 Size of law enforcement customer base (number and size of agencies and number of vendor solution's system users);
- 4.5.6 Compliance record with Service Level Agreement(s); and
- 4.5.7 High level system documentation describing existing deployment of vendor's Solution at customer site(s).

4.6 **Estimated Revenue and Costs**

Respondents are asked to provide cost and revenue estimates for the COTS Solution. Any costs estimated for the purpose of this RFI are considered for informational purposes only, and are non-binding to either the respondent or County of Los Angeles.

As this document is an RFI, costs and revenue can be estimated, but only in general terms, as it applies to a typical standard COTS Solution. As this is not a competitive solicitation, specific LASD environment information cannot be made available to the vendor.

Consequently, a complete Solution cost and revenue estimate will need to be general, and take into consideration the following areas that may or may not be quantifiable:

- 4.6.1 Customized application development costs;
- 4.6.2 COTS licensing model options and costs;
- 4.6.3 Postage and fee revenue estimates;
- 4.6.4 Professional services costs (install, configure, development, etc.);
- 4.6.5 Recommended hardware specifications and costs;
- 4.6.6 Non-recurring hardware and software licensing costs, if applicable;
- 4.6.7 Training costs;
- 4.6.8 Ongoing maintenance support costs;
- 4.6.9 Other miscellaneous costs; and
- 4.6.10 Potential for revenue sharing with County.

5.0 **VENDOR RESPONSES**

- 5.1 Responses and questions regarding this RFI should include the original response, three (3) numbered copies, and two (2) electronic copies, each on two (2) separate digital media (e.g., Compact Disc, USB drive, etc.), and shall be enclosed in a sealed envelope, plainly marked in the upper left-hand corner with the name and address of the Vendor and bear the words "Response to RFI No. 393-SH ENHANCED INMATE COMMUNICATION SYSTEM", and shall be addressed to:

Los Angeles County Sheriff's Department
Custody Division
Inmate Services Bureau
4700 W. Ramona Blvd, Room 330

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Monterey Park, CA 91754
Attention: Deputy Jenna Nuñez
j2mnunez@lasd.org
(323) 526-5326

- 5.2 Respondents are asked to supply contact information including company name, address, contact person, contact person's telephone number, and contact person's email.
- 5.3 Respondents are encouraged to respond to each item in this RFI including Attachment A – Requirements Checklist.
- 5.4 The Department encourages all potential vendors to submit a response consistent with the content and with the instructions provided herein.
- 5.5 Responses to this RFI will be accepted in person, by private messenger, delivery service, or United States Postal Service (USPS) only. Responses to this RFI must be submitted to Department at the address above by 3:00 p.m. (Pacific Time) on June 6, 2019. **(Email responses will not be accepted)**
- 5.6 Responses to this RFI after the submission deadline may be accepted by the County at the sole convenience and discretion of the County.
- 5.7 Not responding to this RFI will not impact your ability in the future to respond to any subsequent procurement document issued by the County on behalf of the Department.

6.0 **OTHER INFORMATION**

- 6.1 Responses to this RFI shall become the exclusive property of the County. Respondents should be aware that the information provided will be analyzed 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" and are plainly marked as "Trade Secret" or "Proprietary".
- 6.2 The County shall not, in any way, 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. Respondents must specifically label only those provisions of the submission which are "Trade Secrets" or Proprietary" in nature.
- 6.3 Respondents to this RFI may be invited by the Department to provide a non-competitive presentation of their products. The product presentation is intended for information gathering purposes only. **Such presentation should not exceed four**

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(4) hours in length. The date(s), length, and times will be coordinated between the Respondent and the contact person identified in Section 5.1.

- 6.4 The Department will review the responses to this RFI, which may subsequently lead to further research and analysis. **This is a request for information ONLY; this is not a solicitation.** 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 other County method for solicitation of services. Respondents to this RFI will be notified by the County of Los Angeles of a future solicitation.

Attachment A
 REQUIREMENTS CHECKLIST

	Requirement	Meets requirement	Customization required	Please describe functionality (include the number of forms/screens/transactions to accomplish requirement)
1.	The Solution provides functionality to manage system administration / configurations.			
2.	The Solution provides an easy-to-use, intuitive user interface using only a web browser.			
3.	The Solution provides functionality to perform online user registration.			
4.	The Solution provides functionality to validate user registration to an email account provided at time of registration.			
5.	The Solution provides functionality to collect, retain, and report information collected at time of registration, such as name, address, and credit card registration.			
6.	The Solution provides functionality to charge an online postage or convenience fee for using the service.			

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	Requirement	Meets requirement	Customization required	Please describe functionality (include the number of forms/screens/transactions to accomplish requirement)
7.	The Solution processes payments online in accordance with an Application Payment Interface (API).			
8.	Respondent pricing structure provides for revenue-sharing capabilities.			
9.	Solution delivery includes customer service and helpdesk services.			
10.	The Solution delivery includes professional services such as application configuration/customization, implementation, and training.			
11.	The Solution provides functionality to scan, flag, filter, and queue messages based upon customizable security parameters.			
12.	The Solution provides functionality to assign a print location for each email based upon an inmate's housing location.			
13.	The Solution may be hosted remotely or on County premise(s).			

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	Requirement	Meets requirement	Customization required	Please describe functionality (include the number of forms/screens/transactions to accomplish requirement)
14.	The Solution includes technical and user manuals for Solution operations.			
15.	The Solution provides ad-hoc reporting functionality.			
16.	The Solution provides functionality to integrate with Microsoft Active Directory Federation Services for account management, user permissions, and user credentials.			
17.	The Solution provides functionality to configure and customize components including reference tables, screen displays, and reporting ad-hoc and canned reports.			
18.	The Solution's transaction response time averages two seconds or less.			
19.	The Solution provides data archive and purge functionality.			
20.	The Solution provides record retention of at least seven (7) years.			
21.	The Solution provides functionality to support system and user auditing.			