



**LOS ANGELES COUNTY
SHERIFF'S DEPARTMENT**

REQUEST FOR INFORMATION

RFI NUMBER 545-SH

**MASS NOTIFICATION SYSTEM
(ALERT L.A. COUNTY)**

JANUARY 21, 2016

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1. Introduction

- 1.1. The Los Angeles County Sheriff's Department (LASD) is seeking information from vendors that can provide an operationally proven web-based hosted solution to provide the County with a Mass Notification System (MNS). This MNS service shall be a turnkey enterprise solution which (a) meets the functions as outlined in this Request for Information (RFI) and (b) provides ongoing hosting, maintenance and support Services for the MNS.
- 1.2. The goal of this project is to procure and implement an MNS for the County of Los Angeles (County), that along with being a reverse 911 system for mass notifications of the public, the system shall also be capable of providing Los Angeles County Employee notification based on information provided to the vendor by the County.
- 1.3. Users of the system will include the County and, potentially, all of the cities within the County that may choose to participate and may execute their own agreement with the Vendor.
- 1.4. Vendors of interest are those who can identify potential solutions, are capable of delivering a turnkey system solution, and provide ongoing support as part of a maintenance agreement.
- 1.5. The LASD will review the responses to this 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), an Invitation for Bid (IFB), or another County solicitation method.
- 1.6. Vendors who wish to just furnish information about a product or about a service they have knowledge of may do so formally in writing. Vendors who wish to offer a service for sale are requested to submit the relevant information as outlined in Sections 3, 4, and 5 of this RFI.

2. Background

- 2.1. The County encompasses an area of 4,083 square miles with a population of 9,818,605. 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.
- 2.2. The Sheriff of Los Angeles County is an elected official that has the responsibility of being the chief law enforcement officer of the county. The Sheriff enforces Federal, State, and local laws in the unincorporated areas and contract cities. Moreover, the Sheriff provides services for traffic, general law enforcement, the Southern California Regional Rail Authority (METROLINK), the Los Angeles County Metropolitan Transportation Authority, County Services, and the Community Colleges. The Sheriff is responsible for operating and maintaining the County Jail System inclusive of inmate transportation services within the county,

provides the bailiffs and security to the courts, and serves civil and criminal processes as dictated by the courts.

- 2.3. Currently the County utilizes an MNS service. At the direction of the County Board of Supervisors (BOS) the current MNS service will not be extended beyond 2018. LASD will engage in a competitive bid process for a successor contract to the current services.

3. Request for Information - Requirements

This RFI is a research document only. It seeks information from vendors that can provide an operationally proven web-based hosted solution to provide the County with a MNS. The General Targeted Requirements (Paragraph 3.1) and the Description of Application / System Functionality (Paragraph 3.2) outlined are general in nature. It is up to the respondents to detail how these requirements and functionality will be achieved by their solution.

This MNS service shall be a turnkey enterprise solution that includes all necessary applications, underlying software, hardware, interfaces, customization, integration, support, maintenance, and training. Commercial vendors who may have an interest in providing a complete remotely hosted service are requested to submit relevant information about their solution.

Definitions:

- User: County employees who will utilize the system to activate the notification features.
- Administrator: County employees who have administrative access to the system.
- Public: The people who will receive notifications from the system.

3.1. General Targeted Requirements

Documentation should be provided describing in detail how the solution meets each of the following general targeted requirements. Specifically, the vendor solution shall:

- 3.1.1. Be a unified single standardized and centralized web-based vendor hosted solution that does not require any on-site hardware or integration with on-site (County) software or County telephone lines.
- 3.1.2. Be a web-based intuitive and consistent interface across both fixed and handheld devices that is easy to use by County employees who have a varying degree of computer experience. Ease of use, related training, and on-line help functions are success factors for this implementation.
- 3.1.3. Send out messages by multiple methods including but not limited to: Land Line, Cell Phone, e-mail, Text Messaging (SMS, VoIP (Voice over IP), Social Media (Facebook, Twitter, etc.), TTY and TDD, Fax, iOS/Android push notifications, computer/browser pop-up notifications, etc.

- 3.1.4. Send notification calls to residential, commercial, non-profit, government agencies, and other establishments in an affected area (specified geographic area).
- 3.1.5. Transmit reverse 911 notifications (i.e. autodialed mass notifications to a pre-identified subscriber list).
- 3.1.6. Send out messages in order of priority closest to the event or directional as the user determines.
- 3.1.7. Utilize multiple ways of defining multiple activation areas simultaneously and sending multiple messages to each activation area.
- 3.1.8. Provide internal notification to Los Angeles County Employees based on information provided to the vendor by the County.
- 3.1.9. Deliver multiple levels of County user access and security along with a two factor authentication option that does not require the user to carry a token. For example, Level One would be user name and password and Level Two would be one or two user defined questions.
- 3.1.10. Allow the public to create their own account and log into the service to create their own profile with information about how they wish to be contacted.
- 3.1.11. Offer unlimited users, user groups, call lists, notification categories and account subscribers (public logins).
- 3.1.12. Test environment / Website where users can test new functionality before using the production system.
- 3.1.13. Training environment / Website where users and administrators can practice using the system with no impact to the public, (i.e. no notifications go out).

3.2. **Description of Application / System 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 MNS, but not listed in this section should also be included in the response.

3.2.1. Solution Functionality

Describe in detail how the solution works from the following perspectives; workflow diagrams should be included if available:

- 3.2.1.1. Public (person notified);
- 3.2.1.2. County User (Person who activates notifications);
- 3.2.1.3. Administrator (Person who administers and configures the system).

- 3.2.2. User Interface and Remote Access Functionality
Describe the User Interface across multiple platforms. Include the ability to function without a web device such as a county user calling a phone number to activate the system.
- 3.2.3. System Activation and Outbound Messaging Functionality
Describe in detail the functionality of how the system is activated by the user and outbound messaging including performance of the system and how the system can deal with limitations of the different phone companies and technology utilized (standard phone network, VOIP, Cellular, etc.).
- 3.2.4. Geographically Targeted Messaging Functionality
Describe how the system provides geographically targeted messaging.
- 3.2.5. Data Required for the System including External System(s) Interface Data
Describe the Information / Data elements required by the system from the Public, County User, and Administrator. If interfaces are required to obtain data from County to notify county employees describe the data required from the County.
- 3.2.6. Data / System Integrity
Describe data redundancy, backup and recovery, and multisite disaster recover procedures.
- 3.2.7. Security
Describe the security (both user and data) available for the system.
- 3.2.8. Telecom Interfaces
Describe how the system interfaces and works with multiple telephone companies over diverse geographic locations. Describe potential bottlenecks in communication throughput and Vendor's solution to mitigate communication congestion.
- 3.2.9. Training Provided
Describe vendor training methods and how training is delivered including on-site training.
- 3.2.10. Online Help
Describe vendor's system's online help functions.
- 3.2.11. Reporting and Query functionality

Describe all available standard reports and queries along with the ability for users to create custom reports and queries.

3.2.12. Statistical Reporting Functionality

Describe all available standard statistical reports, charts, and graphs along with the ability for users to create custom statistical reports, charts, and graphs.

3.2.13. Project Management and Implementation Methodology Including Interfaces Into External Systems

Describe the project management methodology and project management tools utilized. LASD standard is Microsoft Project. Also, provide a sample of the lifecycle utilized for implementation of the MNS service including configuration, customization, and interfaces.

3.2.14. Web-Based User interface (Workstation and Mobile Devices)

Include a list of the web browsers the respondent's system utilized. Microsoft Internet Explorer 9 or above is the standard for LASD.

3.2.15. Transaction Auditing

Describe the transaction auditing process including audit trail functions

3.3. **Description of Product Support and Maintenance**: Respondents should provide detailed information on the following:

3.3.1. Manuals – copies of the manuals would be helpful in the review of the respondent's MNS functionality.

3.3.2. Helpdesk operations, including staffing and hours of availability.

3.3.3. Frequency of upgrades and acquisition / installation of upgrades.

3.3.4. User feedback procedures.

3.3.5. 365/24 support procedures including problem escalation protocols and on-site support if required

3.4. **Corporate Information and References**: Respondents should provide detailed information on the following using Attachment B (Corporate Information Reference Template)

3.4.1. Four (4) references that are currently using vendors MNS services. Provide start and end date for each contract. References should include:

3.4.1.1. Description of system

3.4.1.2. Name of government/law enforcement agency

- 3.4.1.3. Address
- 3.4.1.4. Contact Person (Name and Title)
- 3.4.1.5. Contact Person Phone# and email address.
- 3.4.2. Description of business experience implementing and maintaining MNS.
- 3.4.3. Number of years in business providing MNS services.
- 3.4.4. Vendor's MNS customer base including the average number of employees per customer using the system.
- 3.4.5. Area and population of installed MNS.
- 3.4.6. Vendor's staffing (i.e. number and type of employees, such as development programmers, support technicians, etc.).
- 3.5. **Description of Cost Model**: As this document is an RFI, costs can only be estimated and used for budgeting consideration and will not be binding on respondent. Respondents may wish to label this section "Proprietary." Respondents shall describe charges and costs, including but not limited to, in the following subcategories using Attachment C (Cost Model Template)
 - 3.5.1. Initial cost basis.
 - 3.5.2. Implementation costs.
 - 3.5.3. Recommended training size and scope including a cost breakdown for the different classes both on-site and off-site.
 - 3.5.4. Ongoing Maintenance and Support costs including customizations, configuration, interfaces, etc.

4. Vendor Responses

- 4.1. Responses and questions regarding this RFI should be labeled:

Response to RFI No 545-SH Sheriff's MASS NOTIFICATION SYSTEM – ALERT L.A. and addressed to:

Los Angeles County Sheriff's Department
Special Operations Division
211 West Temple Street, 7th Floor
Los Angeles, California 90012
Attention: Sergeant Mark Flores
Phone: 213-229-2211
Email: MAFlores@lasd.org

- 4.2. Respondent contact information including Company Name; Address; Contact Person; Company and contract persons Phone Number; Contact person's email.
- 4.3. Response format. Respondents are encouraged to respond to each item in Section 3.
 - 4.3.1. Respondents shall provide a high level or strategic view of the Respondent's solution. Respondents should describe how the respondent's system, at a strategic level, will address / meet this functionality as described in Section 3.
 - 4.3.2. Respondents shall respond to the functional requirements in this RFI using **Attachment A – Requirements Response Matrix Template**. If additional space is needed to provide an accurate explanation / description reference the applicable attachment(s) in the explanation / description column.
 - 4.3.2.1. For those features that are currently incorporated in the respondents system detailed description / explanation should be provided.
 - 4.3.2.2. Functionality that will be added in the future should be described with an estimated date of inclusion.
 - 4.3.2.3. Functionality which is not part of the current system and is not planned for the future should be identified with an explanation.
 - 4.3.2.4. Functionality that is not outlined in Attachment A (Requirements Response Matrix), but is included in the respondent's system should be added in the section titled Additional Functionality.
 - 4.3.3. Additional documentation can be included as appendices at the end of the response. This can include but not limited to:
 - 4.3.3.1. Business process flow charts that have been developed as part of vendor's systems.
 - 4.3.3.2. Copies of the system's user and technical manuals.
 - 4.3.3.3. Training material.
 - 4.3.3.4. Responses submitted to other agencies procurement process outlining additional and/or more detailed functionality to that requested in this RFI.
 - 4.3.3.5. Brochures and marketing information.
- 4.4. The Sheriff's Department encourages all potential vendors to submit a response consistent with the content and instructions provided. Respondents shall provide two (2) hard copies and three (3) electronic copies (compact disc) of their response. **Email responses are not acceptable.**
- 4.5. 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 LASD at the address above **by 3:00 pm (Pacific Standard Time)**

on March 1, 2016. If the respondent's firm does not respond to this RFI on or before March 1, 2016, LASD will presume that the respondent's firm does not meet the requirement in this RFI and/or is not interested in responding to this RFI.

- 4.6. Not responding to this RFI will not impact vendor's ability to respond to any subsequent procurement document issued by the County for a MNS for LASD.

5. Other Information

- 5.1. Responses to this RFI shall become the exclusive property of the County of Los Angeles. 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".
- 5.2. The County of Los Angeles 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.
- 5.3. Respondents to this RFI may be invited by the Los Angeles County Sheriff's Department to a Respondents Conference for the purpose of familiarizing Respondents with Department processes and workflow. Respondents may also be invited to provide a non-competitive presentation of their products, for only those products which relate directly to the subject and intent of this RFI. The presentation is intended for information gathering purposes only. Such presentation should not exceed two (2) hours in length.
- 5.4. The Los Angeles County Sheriff's Department will review the responses to this RFI which may subsequently lead to further investigation. **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), or another County method for solicitation. Respondents to this RFI will be notified by the County of Los Angeles of a future solicitation.

Attachment A – Requirements Response Matrix Template

<u>Number</u>	<u>Requirement</u> See RFI Section 3.1 – 3.3 for details	Yes No	<u>Explanation / Description</u> Attach Detail in Separate Document(s)
3.1 General Requirements			
3.1.1	Be a unified single standardized and centralized Web based vendor hosted solution that does not require any on-site hardware or integration with onsite (County) software or County Telephone Lines		
3.1.2	Be a Web based intuitive and consistent interface across both fixed and hand held devices that is easy to use by County employees who have varying degrees of computer experience. Ease of use, the related training, and on-line help functions are success factors for this implementation.		
3.1.3	Send out messages by multiple methods including but not limited to: Land Line, Cell Phone, e-mail, Text Messaging (SMS, VoIP (Voice over IP), Social Media (Facebook, Twitter, etc.), TTY and TDD, Fax, iOS/Android push notifications, computer/browser pop-up notifications, etc.		
3.1.4	Send notification calls to residential, commercial, non-profit, government agencies, and other establishments in an affected area (specified geographic area).		
3.1.5	Transmit reverse 911 notification (i.e. autodialed mass notifications to a pre-identified subscriber list.		
3.1.6	Send out messages in order of priority closest to the event or directional as the user determines.		
3.1.7	Utilize multiple ways of defining multiple activation areas simultaneously and sending multiple messages to each activation area.		
3.1.8	Provide internal notification to Los Angeles County Employees based on		

<u>Number</u>	<u>Requirement</u> See RFI Section 3.1 – 3.3 for details	<u>Yes</u> <u>No</u>	<u>Explanation / Description</u> Attach Detail in Separate Document(s)
	information provided to the vendor by the County.		
3.1.9	Deliver multiple levels of County user access and security along with a two factor authentication option that does not require the user to carry a token. For example Level One would be user name and password and Level Two would be one or two user defined questions.		
3.1.10	Allow the public to create their own account and log into the service to create their own profile with information about how they wish to be contacted.		
3.1.11	Offer unlimited users, user groups, call lists, notification categories and account subscribers (public logins).		
3.1.12	Test environment / Web site where users can test new functionality before using the production system.		
3.1.13	Training environment / Web site where users and administrators can practice using the system with no impact to the public, i.e. no notifications go out.		
3.2 Application / System Functionality			
3.2.1	Solution Functionality from the following perspectives:		
3.2.1.1	Public (person notified)		
3.2.1.2	County User (Person who activates notifications);		
3.2.1.3	Administrator (Person who administers and configures the system).		
3.2.2	User Interface and Remote Access Functionality		
3.2.3	System Activation and Outbound Messaging Functionality		
3.2.4	Geographically Targeted Messaging Functionality		
3.2.5	Data Required for the System including External System(s) Interface Data		
3.2.6	Data / System Integrity		

<u>Number</u>	<u>Requirement</u> See RFI Section 3.1 – 3.3 for details	Yes No	<u>Explanation / Description</u> Attach Detail in Separate Document(s)
3.2.7	Security		
3.2.8	Telecom Interfaces		
3.2.9	Training Provided		
3.2.10	Online Help		
3.2.11	Reporting and query functionality		
3.2.12	Statistical Reporting functionality		
3.2.13	Project Management and Implementation Methodology including interfaces into external systems		
3.2.14	Web Based User Interface (Workstation and Mobile Devices)		
3.2.15	Transaction Auditing		
3.3 Support and Maintenance Requirements			
3.3.1	Manuals		
3.3.2	Helpdesk operations, including staffing and hours of availability.		
3.3.3	Frequency of upgrades and acquisition / installation of upgrades		
3.3.4	User feedback procedures		
3.3.5	365/24 support procedures including problem escalation protocols.		
Additional Functionality			

2. Description of business experience implementing and maintaining Mass Notification Systems.

3. Number of years in business.

4. Number of Mass Notification System customer base and their average number of employees using the system.

5. Area and population of installed Mass Notification Systems.

6. Number and type of employees, such as development programmers, support technicians, etc.

Attachment C – Cost Model Template

As this document is an RFI, costs can only be estimated and used for budgeting consideration and will not be binding on respondent. Respondents may wish to label this section “Proprietary.” Respondents should describe charges and costs, including but not limited to, in the following subcategories:

1. Initial cost basis.
2. Implementation costs
3. Recommended training size and scope including a cost breakdown for the different classes both on-site and off-site.
4. Ongoing Maintenance and Support costs including customizations, configuration, interfaces, etc.