LOS ANGELES COUNTY SHERIFF'S DEPARTMENT

REQUEST FOR INFORMATION

RFI NUMBER 570SH

MANUAL OF POLICY-PROCEDURE ARCHIVAL AND RETRIEVAL SYSTEM

(MOPPARS)

MARCH 2015

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1.0 <u>INTRODUCTION</u>

1.1 The Los Angeles County Sheriff's Department (LASD) has several different manuals regarding policy and procedures which guide our employees. The LASD primary manual is broken down into six volumes. Each volume is broken down into chapters which is further broken down into individual sections. This manual is in excess of 5,000 pages. LASD's policy is a very fluid process and is revised frequently. LASD is seeking information from vendors that can provide an operationally proven, commercial off-the-shelf (COTS) or custom developed software solution for a content management system (Manual of Policy-Procedure Archival and Retrieval System (MOPPARS or "System"). The System must be capable of creating, revising, tracking, approving, and publishing policies to the LASD intranet for employees and the internet for the public.

1.2 As an initial step in the procurement process, this Request for Information (RFI) has been prepared to assist LASD in fully understanding MOPPARS-related software functionality currently available in the marketplace.

Vendors of interest are those who can identify potential solutions, and are capable of delivering a turnkey system solution and providing ongoing support as part of a maintenance agreement.

1.3 LASD will review the response(s) to this RFI which may subsequently lead to further investigation. 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 method for solicitation of services.

1.4 Vendors who wish to just furnish information about a product or system that they have knowledge of may formally do so in writing. Vendors who wish to offer a product for sale are requested to submit relevant information as outlined below in Section 3.0 (Information Requested) below.

2.0 <u>SYSTEM OVERVIEW AND REQUIREMENTS</u>

2.1 LASD is looking for a content management system that will:

- Create, revise, and store individual policies, newsletters pertaining to policies, and directives;

- Allow for electronic approval of policies;
- Track and store revisions;
- Automatically convert to HTML and/or PDF in order to upload content into the LASD intranet and internet websites;
- Electronically disseminate new policies to employees via email and request an electronic acknowledgment of receipt;
- Allow for searching documents by title, content, word(s), date range, and/or subject using standard web searching techniques (i.e., Google or Yahoo);
- Compare current version of policy to historical versions of policy and perform version control for employees only ;
- Provide links to historical policies for employees only;
- Printing capabilities for a section, chapter, volume, and manual.

2.2   MOPPARS shall be hosted by LASD.

2.3   MOPPARS should be customizable to include, but not limited to, the following features:

      2.3.1. Emails to notify specific users based upon user-defined rules;

      2.3.2. Automatic generation of pre-designed report forms;

      2.3.3. Ability to toggle to details of specific policy within a list of search results;

      2.3.4. Ability to mask specific information from general users (hide feature) using security and permission functionality;

      2.3.5. Ability to establish several levels of permissions for security rights for user categories and groups;

      2.3.6. Ability to schedule specific reports to be automatically generated to specific groups;

      2.3.7. Ability to perform full auditing of not only when data has been modified, but also when a record has been retrieved and not modified.

2.4   MOPPARS should include comprehensive hands-on classroom training, including web-based training, and Help Desk support for users.

2.5   MOPPARS must allow for real time analysis by browsing historical data within customizable search criteria.

3.0 <u>INFORMATION REQUESTED</u>

Commercial vendors, who may have an interest in providing a system solution for MOPPARS, are requested to submit relevant information about their COTS system solution. A point of contact for each respondent should be provided including name, address, phone number, and e-mail. Responses should contain the following information, as appropriate:

3.1. <u>Description of the system functionality.</u>

Please provide documentation that is descriptive of the functions supported by the system with a focus on the specific functional areas identified in this document for MOPPARS in Section 2.0 (System Overview and Requirements). Existing product literature and prepared marketing materials may also be included. However, this information is typically less useful than more detailed user and technical documentation. An on-site follow-up demonstration of the system may also be requested by LASD.

3.2. <u>Description of the technical architecture.</u>

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

3.2.1 Hardware requirements, including virtualization options;
3.2.2 Operating system/software environment;
3.2.3 Network requirements and protocols;
3.2.4 Database environment (if custom developed) and storage requirements;
3.2.5 Description of the installation process;
3.2.6 Description of security and auditing features;
3.2.7 Capability to configure and customize the application;
3.2.8 Application scalability;
3.2.9 Reporting tools.

3.3. <u>Description of product support and maintenance.</u>

The respondent is requested to comment on the following:

3.3.1 Manuals;

3.3.2   On-line documentation and/or help;

3.3.3   On-site and off-site training;

3.3.4   Help desk operations including staffing and hours of availability;

3.3.5   Frequency of upgrades and acquisition of upgrades;

3.3.6   User feedback procedures.

3.4. Estimated costs.

As this document is an RFI, cost can be an estimated, but in general as it applies to a typical standard COTS or custom-developed solution. As this is not an RFP or IFB, specific LASD environment information will not be available to the respondent. Consequently, a complete COTS or custom-developed solution cost estimate will need to be general, and take into consideration the following areas that may or may not be quantifiable:

a.   Application development or COTS cost;

b.   Recommended hardware specifications and costs;

c.   Non-recurring hardware and software licensing costs (if applicable);

d.   Implementation costs;

e.   Training costs;

f.   Ongoing maintenance support costs.

3.5. Corporate information and references.

The following information about the respondent Vendor to this RFI is requested:

a.   Corporate or company name and headquarters' address;

b.   List of at least Five (5) agencies/businesses, (name, address, contact person and telephone or email) that have deployed the vendor solution within the last two years, with at minimum One (1) law enforcement agencies;

c.   Description of business need and/or fit gap product solution solved;

d.   Number of years in business;

e.   Size of agency/business customer base;

f.   High level system documentation identifying existing deployment of vendor solution at customer site(s).

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4.0   RESPONSE METHOD and TIME FRAME

4.1   Responses and questions regarding this Request for Information (RFI) should be addressed to:

> Los Angeles County Sheriff's Department
> Professional Standards Division
> Risk Management Bureau / Field Operations Support Services
> Los Angeles County Sheriff's Department
> 4900 North Eastern Avenue, Suite 210
> Commerce, California 90040
>
> Attention: Deputy Suzie Ferrell
>
> Phone: (323) 890-5473
> E-Mail: spferrel@lasd.org

4.2   Response to this RFI must be submitted to LASD at the address above **by 3:00 pm (Pacific Standard Time) on APRIL 15, 2015.** If your firm does not respond to this RFI on or before APRIL 15, 2015, LASD will presume your firm either does not meet the requirement outlined herein, or is not interested in responding to this RFI.

4.3   The Sheriff's Department encourages all potential vendors to submit their response consistent with the content and instructions provided in Section 3.0 (Information Requested). Vendors shall respond with an original plus two (2) hard copies, and 2 compact discs of same. **Email responses are not acceptable.**

4.4   All respondents to this RFI will be placed on a priority recipient list for a possible future solicitation (RFP or IFB) by the LASD. Failure to respond to this RFI will not disqualify any firm from being considered in future solicitations (RFP or IFB).

5.0   OTHER INFORMATION:

5.1   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".

5.2 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.

5.3 The County 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), an Invitation for Bids (IFB), or another County method for solicitation of services. Respondents to this RFI will be notified by the County of Los Angeles of a future solicitation.

5.4 Respondents to this RFI may be invited by the County 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.

MOPPARS FUNCTIONAL REQUIREMENTS CHECKLIST

	System Functional Requirement	**Yes**	**No**	**Comments**
1.	capability to separate content volumes?			
2.	capability to create a document within the System using standard document creation products/tools (i.e., MS Word, Adobe, etc.)?			
3.	capability of revising a document within the system using standard document creation products/tools (i.e., MS Word, Adobe, etc.)?			
4.	establish profiles/ permissions and hierarchical approval processes?			
5.	establish permissions for numerous approvers?			
6.	capability to electronically approve content?			
7.	tracks and stores all revisions by content, date, approvers, and status?			
8.	converts content to multiple file formats?			
9.	uploads content into a web page environment?			
10.	capability of separating an employee's view vs. the public's view (example – public may only see final			

	System Functional Requirement	Yes	No	Comments
	and current document; employees may view current, historical, and revisions of documents)?			
11.	automatically sends emails to employees with a link to updated documents?			
12.	requires employees to perform an acknowledgement imbedded in an email?			
13.	searches content using standard web searching techniques (i.e., Google, Yahoo, etc.) by title?			
14.	searches content using standard web searching techniques (i.e., Google, Yahoo, etc.) by content/word(s)?			
15.	searches content using standard web searching techniques (i.e., Google, Yahoo, etc.) by subject (example – all use-of-force documents)?			
16.	searches documents by date range?			
17.	searches historical content?			
18.	capability to print by individual document?			
19.	capability to print content by Chapter?			
20.	capability to print content by Volume?			
21.	capability to print content by manual?			
22.	generates reports based			

	System Functional Requirement	Yes	No	Comments
	on user defined fields?			