LOS ANGELES COUNTY SHERIFF'S DEPARTMENT

REQUEST FOR INFORMATION

FOR

INMATE TELEPHONE SYSTEM

RFI NUMBER 578-SH

December 2016

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1.0 <u>INTRODUCTION</u>

1.1   The County of Los Angeles encompasses an area of 4,057 square miles, with a population of over 9.8 million residents, The Los Angeles County Sheriff's Department (LASD) provides primary law enforcement services for more than 2.9 million residents, spread over an area of 3,157 square miles. LASD is the largest Sheriff's Department in the nation and is in charge of managing one of the largest jail systems. There are seven (7) custody and detention facilities, housing a daily population of more than 19,000 sentenced and pre-sentenced inmates, processing approximately 145,000 new bookings annually. LASD provides security and bailiff services for 384 courtrooms at 42 facilities throughout the County. LASD also provides rescue operations, emergency tactical response, specialized detective support, crime lab services, and mutual aid for many of the smaller cities within the County. LASD is the leading law enforcement agency in the Los Angeles County for disaster response.

1.2   The Los Angeles County Probation Department (Probation) is the largest probation department in the world. Supervising less than 1000 juveniles in three (3) facilities and nine (9) camps, Probation also supervises thousands of adults at nineteen (19) area offices throughout Los Angeles County.

1.3   LASD is seeking information from vendors that can provide an Inmate Telephone System (ITS or System) that will be used within the LASD's Custody and Detention Facilities and Probation's Detention and Camp Facilities. The ITS shall facilitate inmate and detainee calls and provide monitoring capabilities. Vendors of interest are those who can identify potential solutions, and are capable of delivering a vendor hosted platform.

1.4   LASD would like to include new technology into the ITS which would allow the use of emerging electronic technologies including but not limited to electronic tablets, increased video visitation, video grams, inmate voice mail and email. The LASD also has an interest in reducing recidivism. Easy access to communication between inmates and their families has shown to assist with reducing recidivism. Also, LASD would like to explore the ability to reduce fraud and criminal activities that may originate from calls within custody facilities. LASD is interested in 1) discounted rates to inmates/detainees for multi-month contracts and/or bundling of services, 2) technical support training to accompany any electronic technology implemented, and 3) the ability to manage multiple vendors (i.e., education, religion, commissary, email) via an electronic tablet.

1.5　　LASD will review the response(s) to this Request for Information (RFI) which may subsequently lead to further research and exploration of the marketplace. Information received in response to this RFI may be used in the preparation of a Request for Proposal (RFP).

1.6　　Vendors who wish to just furnish information about a product or a service that they can provide may do so formally in writing. Vendors who wish to offer products or services are requested to submit relevant information as outlined in Section 3.0 (Information Requested) below.

2.0　SYSTEM OVERVIEW AND REQUIREMENTS

2.1　　The current ITS is a communications system that includes traditional telephones mounted to a wall or other portable mechanism that is available to inmates or detainees within LASD or Probation Department facilities. Phone calls are made on a pre-paid basis and users of the system are directed on how to perform various call making functions using automated voice prompts or an interactive voice response (IVR). As with the existing ITS, the new System must comply with FCC regulations, allow for hearing impaired use, and allow for investigative tools to be used (such as call recording/archival features, and voice recognition).

2.2　　LASD is looking for an ITS that will provide telephone services to an inmate population that makes approximately 395,230 telephone calls and uses approximately 6,254,010 minutes of airtime each month. Inmates average approximately 19 phone calls per month and the duration of each phone call is approximately 15 minutes. LASD is currently supported by 4,600 inmate telephones throughout jail, court and station facilities. Probation houses juveniles at three juvenile halls and one youth center and is supported by 165 inmate phones. Probation averages 400 calls per month with a monthly minute average of 8,000.

2.3　　The System shall provide automated operator, collect, pre-paid, local, domestic, and international call capabilities. The System shall include all necessary telephone platforms, telephone instruments, including equipment and software necessary to perform the functions and services as associated with the ITS platform. Services that comprise system administration including call billing and collection functions, call monitoring and recording capabilities, investigative tools that includes voice identification technology and complete maintenance of all equipment, hardware and software. The

County recognizes that many advanced technologies and services exist. Vendors are encouraged to propose technology that meets or exceeds County's requirements.

2.4   The functionality available for the ITS should include basic inmate phone service. The ITS should have the capabilities of limiting phone duration, preventing or flagging three-way call attempts, and restricting calls based on location. The ITS shall be able to integrate with the inmate's personal identification number (PINS) for access to the ITS. The ITS shall be capable of providing 24-hour phone access based on housing location.

2.5   The ITS shall be capable of allowing three free local booking calls and generating a PIN for inmate access to the ITS.

2.6   The ITS shall be capable of allowing inmates to make collect, PIN debit, and prepaid phone calls based on their level of privileges.

2.7   The ITS shall be capable of managing ProPer Inmate's court-appointed calls and special access PINS to the ProPer Calling System.

2.8   The ITS shall provide the capability to record the content of all telephone calls and connections. Recordings must be selectable by telephone instrument, group of telephone instruments, facility, booking number, or called number. Once recorded, the content of the call must be stored for retrieval for a period of five (5) years and the system must be capable of transferring recorded calls to removable media for archiving, or review. Call content can be stored either locally or on the vendor's servers off site.

3.0 INFORMATION REQUESTED

Vendors, who may have an interest in providing a System solution for an ITS, are requested to submit relevant information about their ITS service. Vendors who currently have a proven ITS are requested to submit relevant information about their systems and solutions. Responses should contain the following information, as appropriate:

3.1. Areas of New Technology:

Respondents should provide information on the following areas of new technology of their system:

3.1.1   Wireless phone and tablets capabilities

3.1.2 Investigative features and interface

3.1.3 Three-way calling monitoring

3.1.4 Multi-language key work search

3.1.5 Web-access

3.1.6 Voice recognition capabilities and alerts

3.1.7 Data trend analysis capabilities

3.1.8 Call blocking and flagging capabilities

3.1.9 Email messaging

3.1.10 Video visiting

3.1.11 Educational and Religious apps

3.1.12 Media download (Music, Movies, games, and eBooks)

3.1.13 Payment system

3.1.14 Fingerprint, palm print and facial biometrics

3.1.15 Self-service Kiosks (inmate & public) Respondents should complete Appendix A, ITS Functional Requirements Checklist, of this RFI and provide additional information in the corresponding "Comments" column as appropriate. Respondents should feel free to include information on other areas of new technology not described above.

3.2 Format of Information Submission:

3.2 (a) Description of System Functionality:

Provide documentation that is descriptive of the functions supported by the ITS, with a focus on the specific functional areas identified in this document. Existing product literature and prepared marketing materials may also be included. However, this information is less useful than more detailed user and technical documentation. A follow-up demonstration of the system may also be requested by LASD.

3.2 (b) Description of technical architecture:

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

  i.   Hardware requirements, including virtualization options; and
  ii.   Operating system/software environment; and
  iii. Network requirements and protocols; and
  iv.   Database environment and storage requirements; and
  v.   Description of the installation process; and
  vi.   Description of security and auditing features; and
  vii. Capability to configure and customize the application; and

viii.   Application scalability.

3.2 (c) Description of Product Support and Maintenance.

Respondents are requested to comment on the following:

  i.   User Manuals; and
  ii.   On-line documentation and/or help; and
  iii.   Onsite and offsite training; and
  iv.   Helpdesk operations, including staffing and hours of availability; and
  v.   Frequency of upgrades and acquisition of upgrades; and
  vi.   User feedback procedures; and
  vii.   24/7 and 365 support procedures; and
  viii.   24/7 field service support availability.

3.2 (d) Estimated costs.

This document being an RFI, costs can be an estimation, but only in general as it applies to a typical standard commercial off the shelf (COTS) solution. As this is not a Request For Proposal (RFP) or Invitation For Bid (IFB), specific LASD environment information cannot be made available to the respondent. Consequently, a complete cost estimate will need to be general and take into consideration the following areas that may or may not be quantifiable:

  i.   Application development cost; and
  ii.   COTS cost; and
  iii.   Recommended hardware specifications and cost; and
  iv.   Non-recurring hardware and software licensing cost (if applicable); and
  v.   Implementation cost; and
  vi.   Training costs; and
  vii.   Ongoing maintenance support costs.

3.2 (e) Corporate Information and References.

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

  i.   Corporate or company name and headquarters' address; and
  ii.   Address/other contact information of nearest corporate or company office to downtown Los Angeles, California; and
  iii.   Number of years in business; and
  iv.   Description of business; and
  v.   List of at least three (3) law enforcement agencies (name, address, contact person and telephone or email) that have deployed the

vendor's solution within the last two years in a jail, court and station environment; and

    vi.   Size of law enforcement customer base (number of agencies and number of vendor solution's system users); and

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

    viii.   At least two custody references that are currently using the system and/or have used the system within the last five years; and

    ix.   Description of business experience installing and maintaining an ITS

    x.   Number of custody/corrections customer base and their Average Daily Inmate Populations; and

    xi.   Number and type of employees, such as site administrators, managers, technical support and service technicians; and

    xii.   Identify Account Manager(s) and provide information on how they will service the account including their past experience with ITS accounts.

4.0   <u>RESPONSE METHOD and TIME FRAME</u>

4.1   Responses and questions regarding this Request for Information (RFI No 578-SH INMATE TELEPHONE SYSTEM) should be addressed to:

    Los Angeles County Sheriff's Department
    Custody Division
    Inmate Services Bureau – Business Management Unit
    4700 W. Ramona Blvd., Suite 330
    Monterey Park, California – 91754

    Attention:
    Larry D. Blackwell, Lieutenant
    Email: LDBlackw@lasd.org

    James Walton, Sergeant
    Email: JAWalton@lasd.org

4.2   Response to this RFI must be submitted to LASD at the address above by **3:00 pm (Pacific Time) on Friday, December 30, 2016.** If your firm does not respond to this RFI on or before December 30, 2016, LASD will presume your firm either does not meet the requirements outlined herein, or is not interested in responding to this RFI.

4.3   LASD 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 three (3) hard copies and three (3) compact discs of the same. **<u>Email responses will not be accepted.</u>**

4.4   All respondents to this RFI will be placed on a vendor list for a possible future solicitation (Request for Proposal (RFP) or Invitation for Bid (IFB)). <u>Failure to respond to this RFI will not disqualify any firm from being considered in future solicitations (RFP or IFB).</u>

5.0   <u>OTHER INFORMATION</u>

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 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   LASD 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 may 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 may not exceed two (2) hours in length. LASD anticipates presentation to be held late January or early February 2017.

Appendix A
ITS FUNCTIONAL REQUIREMENTS CHECKLIST

	System Functional Requirement	Yes	No	Comments (Vendors to describe in detail and use additional sheets if necessary for each item listed below)
1.	Is your vendor platform cloud based (vendor data center), locally hosted (on premise), or a hybrid (both)? Please describe.			
2.	Does the proposed ITS solutions provide wireless phones and tablet capabilities for inmate phone services?			
3.	Does the proposed ITS solutions provide recording solutions and access to call recordings beyond and up to five years retention period?			
4.	Does the proposed ITS solution provide live call monitoring?			
5.	Does the proposed ITS solutions provide system redundancy including 24/7 availability?			
6.	Does the proposed ITS solution offer an investigative interface?			
7.	Does the proposed ITS solutions provide web enabled help and assistance for investigative features to LASD work stations?			

	System Functional Requirement	Yes	No	Comments (Vendors to describe in detail and use additional sheets if necessary for each item listed below)
8.	Does the proposed ITS solution provide both a public and private secured method of accessing ITS data through all LASD web enabled devices including mobile devices?			
9.	Does the proposed ITS solution provide MetaData for report and audio recording files?			
10.	Does the proposed ITS solution provide the ability to terminate three-way calling?			
11.	Does the proposed ITS solution provide multi-language key word search?			
12.	Does the proposed ITS solution provide web services for the public to manage and contribute inmate/detainee ITS accounts?			
13.	Does the proposed ITS solution provide voice biometrics or voice print functionality?			
14.	Does the proposed ITS solution provide voice search capabilities including voice biometrics or voice print?			
15.	Does the proposed ITS solution flag, archive and alert when a PIN is used and the caller's voice print does not match the owner's PIN?			

	System Functional Requirement	Yes	No	Comments (Vendors to describe in detail and use additional sheets if necessary for each item listed below)
16.	Does the proposed ITS solution provide a complete inmate PIN based access and alert system?			
17.	Does the proposed ITS solution provide trend analysis reporting based on Metadata?			
18.	Does the proposed ITS solution provide investigative alerts via e-mail text message or telephone calls?			
19.	Does the proposed ITS solution provide location based service look-up and validation based on destination number?			
20.	Does the proposed ITS solution provide the ability to block inmate calls?			
21.	Does the proposed ITS solution provide a non-recording function for privileged calls?			
22.	Does the proposed ITS solution provide inmate voice mail?			
23.	Does the proposed ITS solution provide multiple speed-dial features?			
24.	Does the proposed ITS solution provide investigative functionality regarding reverse number look-up while monitoring and searching previous calls?			

	System Functional Requirement	Yes	No	Comments **(Vendors to describe in detail and use additional sheets if necessary for each item listed below)**
25.	Does the proposed ITS solution provide a system compliant with the American with Disabilities Act and Title 24 of the California Board of Corrections Regulations (http://www.bdcorr.ca.gov).			
26.	Does the proposed ITS solution provide remote IT support, system maintenance, software updating, and anti-virus updating?			
27.	Do your services include a Network solution with its management phases and tasks (Plan & Design, Implementation and Operation)?			
28.	Does your hosting solution provide system security updates, such as OS patching and rollback, management of hardware firewalls, on-demand network traffic analysis, and on-demand security review?			
29.	Does your solution have the capability to interface with the Department's inmate trust accounting system to retrieve inmate information and execute financial transactions?			

	System Functional Requirement	Yes	No	Comments (Vendors to describe in detail and use additional sheets if necessary for each item listed below)
30.	Does your ITS solution include all necessary hardware, software and infrastructure to manage and maintain the inmate phone system and devices?			
31.	Does your ITS solution provide 24/7 customer service, 24/7 helpdesk, and training.			
32.	Does your ITS solution provide application scalability for an expanding inmate population?			
33.	Does your ITS solution have the ability to handle a large volume of call communication activity of 20,000 plus users without interrupting system performance, voice quality, and monitoring & investigating features?			
34.	Does your ITS solution provide performance testing to measure resource usage accurately for each function at different usage levels and develop a system model?			
35.	Does your ITS solution service different areas of Los Angeles County such as the North and South region?			