# Attachment A – Requirements Response Matrix Template

| **#** | **Requirement** | **Code \*** | **Explanation / Description** |
| --- | --- | --- | --- |
| See RFI Section for details | (Y, F, N) | If additional space Is needed, give a number to each attachment used for detailed response in the column below: |
| **4.1 Application / System Functionality Requirements** | | | |
| **X.Y.Z** | **EXAMPLE FOR EXPLANATION/DESCRIPTION DETAILED RESPONSE(S)** | **Y** | **Attachment Number 1** |
| 4.1.1.1 | DMS solution must be browser-based |  |  |
| 4.1.1.2 | GUI – DMS user must be able to: |  |  |
| 4.1.1.2.1 | Securely login, with synchronized authentication with Cal DOJ’s JIMS application |  |  |
| 4.1.1.2.2 | Search on a State ID (SID), Main or Booking number, FBI Number, Subject image ID |  |  |
| 4.1.1.2.3 | Create a line-up |  |  |
| 4.1.1.2.4 | View a line-up |  |  |
| 4.1.1.2.5 | Print a line-up |  |  |
| 4.1.1.2.6 | Save a line-up with a unique ID number |  |  |
| 4.1.1.2.7 | Retrieve a saved line-up using: |  |  |
| 4.1.1.2.7.1 | The line-up’s unique ID number |  |  |
| 4.1.1.2.7.2 | Booking, MAIN, SID, or FBI number |  |  |
| 4.1.1.2.7.3 | Description |  |  |
| 4.1.1.2.7.4 | Username who created it |  |  |
| 4.1.1.2.7.5 | Date/Time Created or Modified |  |  |
| 4.1.1.2.8 | Upload a subject image and save with a unique ID number |  |  |
| 4.1.1.2.9 | Perform a FR search on a subject image against the DMS mugshot database, and display a potential candidate list |  |  |
| 4.1.1.2.10 | Perform an image search against all SMT in the DMS database and display candidate list |  |  |
| 4.1.1.2.11 | Upload a subject SMT image and have a pattern matching feature for comparing SMT images in database taken during criminal bookings, shown as a candidate list of images |  |  |
| 4.1.1.2.12 | Print a subject image |  |  |
| 4.1.1.2.13 | View an individual record |  |  |
| 4.1.1.2.14 | Print an individual record |  |  |
| 4.1.1.2.15 | Print to a PDF-type file |  |  |
| 4.1.1.3 | Be able to search for potential suspects using various demographic data such as physical descriptors, biometric identifier numbers or any textual data recorded at the time of booking. DMS search feature on text fields shall include ‘wild card’ search criteria |  |  |
| 4.1.1.4 | Have various investigative tools including the ability to: |  |  |
| 4.1.1.4.1 | Perform investigative-level FR searches in the GUI, which includes image normalization (e.g., OSAC and FISWG) tools. |  |  |
| 4.1.1.4.2 | Perform forensic-level facial comparisons in the GUI, which includes comparative tools such as curtain swipe, 3-D image pose correction, and digital image normalization |  |  |
| 4.1.1.5 | Create Wanted Posters, ‘Be On the Look Out’ (BOLOS) Posters, and mugshot line-ups |  |  |
| 4.1.1.6 | When manipulating/normalizing scene image, performs at minimum the following enhanced image editing tools: |  |  |
| 4.1.1.6.1 | Resizing image |  |  |
| 4.1.1.6.2 | Cropping out subject’s baseball caps, sunglasses, etc. |  |  |
| 4.1.1.6.3 | Image rotation (i.e., pose correction) |  |  |
| 4.1.1.6.4 | Image brightness adjustment |  |  |
| 4.1.1.6.5 | Changing image background (i.e., color) |  |  |
| 4.1.1.7 | Ability to seal and unseal specific DMS records ordered by the court, by a DMS user with appropriate security permissions |  |  |
| 4.1.1.8 | Ability to block and unblock specific record images, at the discretion of the DMS user with appropriate security permissions |  |  |
| 4.1.1.9 | Includes watchlist functionality which, at minimum, includes: |  |  |
| 4.1.1.9.1 | Adding a subject image to the watchlist including a sketch/composite |  |  |
| 4.1.1.9.2 | Adding a subject record into the watchlist containing only biometric identifiers (SID, Main, FBI, or combination), no photo |  |  |
| 4.1.1.9.3 | DMS searches watchlist entries against all existing Live Scan booking transactions and, if no match found, all incoming Live Scan booking transactions until there’s a match |  |  |
| 4.1.1.9.4 | When a potential match is found, DMS sends automatic electronic (eMail) notifications based on algorithm match-threshold score and levels, as follows: |  |  |
| 4.1.1.9.4.1 | Level 1 (low certainty) notifies only the DMS user who entered into watchlist |  |  |
| 4.1.1.9.4.2 | Level 2 (medium certainty) notifies both the DMS user and that user’s agency eMail group (if it exists) |  |  |
| 4.1.1.9.4.3 | Level 3 (high certainty) notifies DMS user, that user’s agency eMail group, and the LACRIS Help Desk |  |  |
| 4.1.1.9.5 | eMail notification’s content body contains all information from both the watchlist entry and either the Live Scan record or FR search transaction |  |  |
| 4.1.1.9.6 | DMS FR algorithm match-threshold level scores are configurable by DMS system administrator |  |  |
| 4.1.1.10 | Includes a sketching/composite creation tool |  |  |
| 4.1.1.11 | Integrates with LACRIS’ Live Scan system for criminal booking information and images |  |  |
| 4.1.1.12 | Interfaces with Cal DOJ’s JIMS |  |  |
| 4.1.1.13 | Performs record sealing and unsealing procedures, including electronic notifications to DMS users who have previously accessed said records |  |  |
| 4.1.1.14 | Conducts record sealing, including electronic notifications to DMS users who accessed said records |  |  |
| 4.1.1.15 | Performs matches between subject image and mugshots, and displays each potential candidate match side-by-side with subject image |  |  |
| 4.1.1.16 | Links same person’s most current mugshot and SMT images with all historical mugshots/images |  |  |
| 4.1.1.17 | Displays the most prevalent potential candidate match mugshot and provides viewing in DMS of same candidate’s linked mugshots |  |  |
| 4.1.1.18 | Allows DMS user to remotely email subject image to DMS, and DMS automatically performs a potential candidate FR search |  |  |
| 4.1.1.19 | DMS only receives emails from an authorized DMS user |  |  |
| 4.1.1.20 | Compliant with California Offender Records Information Act (CORI) |  |  |
| 4.1.1.21 | Meets FBI’s Criminal Justice Information Services (CJIS) security policy |  |  |
| 4.1.1.22 | Includes on-line user and training manuals, including video tutorials |  |  |
| 4.1.2 | DMS **should optimally provide** the following: |  |  |
| 4.1.2.1 | Allows a DMS user to set a preference on the position of the subject’s image in a photo line-up, which should remain constant, including a ‘random’ position |  |  |
| 4.1.2.2 | Allows a DMS user to set GUI display preferences (e.g., columns, filtered records) |  |  |
| 4.1.2.3 | Allows DMS user to flag a suspect’s mugshot for future notifications |  |  |
| 4.1.2.4 | Allows DMS user to receive an electronic notification if another DMS user flags same suspect mugshot |  |  |
| 4.1.2.5 | Generates electronic notification to DMS user when another DMS user chooses their flagged suspect’s mugshot in a six-pack |  |  |
| 4.1.2.6 | Generates electronic notification to DMS user when a flagged suspect’s mugshot is viewed by another DMS user |  |  |
| 4.1.2.7 | Administration module has reporting capabilities to run a report showing all records with said alert flag, including who added it and who viewed the record after it was added |  |  |
| 4.1.2.8 | Utilize the existing FR templates in LAPH (LACRIS purchased eight (8) million NEC templates and eight (8) million Cognitec templates), and incorporate additional algorithms for enhancing its matching capabilities |  |  |
| 4.1.2.9 | Captures a full and comprehensive audit trail of all subject images that the DMS user modified for analysis, plotting, etc. |  |  |
| 4.1.2.10 | Includes a business workflow that captures two different DMS users’ photo verification process, where both users concur that a subject’s image matches the mugshot candidate’s image, by each Law Enforcement agency location |  |  |
| 4.1.2.11 | Capable of mobile facial recognition functionality for multiple devices (e.g., Smart Phone, iPad, and Surface Pro). Appropriate software (Android, iOS and Windows Mobile) includes device management/authentication |  |  |
| 4.1.2.12 | Capable of extracting a single video frame still and enhance image to capture a subject face |  |  |
| 4.1.2.13 | Capable to act as the central access point for multiple disparate FR systems. These disparate FR systems will submit search requests to the DMS for a through pass and destine-to other connected counties over a secured, spoke-hub type network infrastructure where the DMS functions as the hub |  |  |
| 4.1.2.14 | Capable of ingesting third party mobile identification reading devices, either directly or through another system’s integration |  |  |
| 4.1.2.15 | Allows other law enforcement systems (i.e., Automatic License Plate Recognition or ALPR) to receive subject image feeds from DMS |  |  |
| 4.1.2.16 | DMS user profile includes Law Enforcement agency, Law Enforcement agency location (or sub-station) |  |  |
| 4.1.2.17 | DMS captures a Law Enforcement agency location’s email group, for instances when the original DMS user is away for an extended period of time |  |  |
| 4.1.2.18 | Capable of sending and receiving remote FR search requests, adhering to FBI’s standard in Section 3.4.4 of the Electronic Biometric Transmission Specifications for the following types: |  |  |
| 4.1.2.18.1 | Facial Recognition Search (FRS) |  |  |
| 4.1.2.18.2 | Text-Based Photo/SMT Search Request (TXTSRCH) |  |  |
| 4.1.2.18.3 | Search Results Biometric (SRB) |  |  |
| 4.1.2.18.4 | Electronic Search Error Response (ERRB) |  |  |
| **4.2 Technical Requirements** | | | |
| 4.2.1 | **Data Migration** - Respondents provide their methodology to transfer data from LAPH to DMS, including but not limited to: |  |  |
| 4.2.1.1 | State ID (SID), Main or Booking number records |  |  |
| 4.2.1.2 | Saved line-ups |  |  |
| 4.2.1.3 | Facial recognition watchlists |  |  |
| 4.2.1.4 | Saved sketches/composites |  |  |
| 4.2.1.5 | Sealed and/or unsealed records |  |  |
| 4.2.1.6 | LAPH’s audit history for each component above, and integrating with Vendor’s DMS audit trail for seamless audit records |  |  |
| 4.2.2 | **Technical Functionality** - Respondents provide information about the overall system architecture including, as applicable, the following items: |  |  |
| 4.2.2.1 | Hardware requirements |  |  |
| 4.2.2.2 | DMS software, including all modules required to meet the DMS functionality |  | Describe how software licenses are counted (e.g., site license, by concurrent users including devices, individual user). |
| 4.2.2.3 | Operating system/software environment including virtualization and other third party software |  |  |
| 4.2.2.4 | Network requirements and protocols. LASD’s Data Network is a highly secured closed TCP/IP based network |  |  |
| 4.2.2.5 | Relational database environment and storage requirements. LASD’s database software standards are either Oracle or Microsoft SLQ Server |  |  |
| 4.2.2.6 | Description of the installation process |  |  |
| 4.2.2.7 | Description of security features which include user authentication and data encryption (e.g., in database, through data interface transmission) |  |  |
| 4.2.2.8 | Description of auditing features |  |  |
| 4.2.2.9 | Capability to configure and/or customize the application, using built-in DMS tools |  |  |
| 4.2.2.10 | System scalability. Provide the approach and metrics used for scaling DMS from current 13,000 users and 7.5 million records, to adding an additional 0.5 million records and 5% increase in users per year |  |  |
| 4.2.2.11 | Interfacing tools (with other systems) and technical approach in providing both one-way (incoming or outgoing) and two-way (incoming and outgoing) interfaces to external systems |  |  |
| 4.2.2.12 | Reporting tools, including both canned reports built into DMS and ad-hoc reporting tools |  |  |
| 4.2.2.13 | DMS response time metrics, exclusive of LASD’s Network, for PC workstation, mobile devices, etc. |  |  |
| **4.3 DMS Implementation Project Timeline Estimate** | | | |
| 4.3 | Estimated DMS Implementation Project Timeline including, at minimum, time durations for: |  |  |  |
| 4.3.1 | Project discovery phase |  |  |
| 4.3.2 | Server Hardware and software installation, and establishing DMS environments |  |  |
| 4.3.3 | Completing legacy LAPH data migration |  |  |
| 4.3.4 | DMS system testing |  |  |
| 4.3.5 | Completing DMS documentation and training materials |  |  |
| 4.3.6 | User training |  |  |
| 4.3.7 | User acceptance testing |  |  |
| 4.3.8 | Go-live |  |  |
| **4.4 Product Support and Maintenance** | | | |
| 4.4 | Respondents should provide detailed information on the following: |  |  |
| 4.4.1 | Manuals |  |  |
| 4.4.2 | On-line documentation and/or help |  |  |
| 4.4.3 | Onsite, offsite and online training courses, including syllabus outline for each course |  |  |
| 4.4.4 | Helpdesk operations, including staffing and hours of availability |  |  |
| 4.4.5 | Frequency of upgrades (patches and releases) and acquisition / installation of upgrades. |  |  |
| 4.4.6 | User feedback procedures |  |  |
| 4.4.7 | 365 days/24 hour support procedures, including problem escalation protocols |  |  |
| 4.4.8 | 24/7 Field service support availability |  |  |
| **Additional Functionality *(Respondents are encouraged to add new technologies below)*** | | | |
| A |  |  |  |
| B |  |  |  |
| C |  |  |  |
| D |  |  |  |
| E |  |  |  |
| F |  |  |  |

# Attachment B – Corporate Information and Reference Template

Respondents shall provide the following corporate information, DMS deployment information and client references:

1. Corporate information:
   1. Vendor Name
   2. Federal Tax ID Number
   3. Headquarters’ Address (in United States)
   4. Address of nearest vendor office to downtown Los Angeles
   5. If nearest vendor office is outside Los Angeles County, the city/state of closest technician who will work on DMS
   6. Number of years in business, and start/end dates when vendor offered a DMS
   7. Total number of employees and type (e.g., development programmers, support technicians, etc.)
   8. Of that, number of employees stationed in Los Angeles County
   9. Name, Title, email address, and phone number(s) of authorized representative
   10. Name, Title, email address, and phone number(s) of contact person (if different than authorized representative)
2. Name of vendor’s proposed DMS COTS software, including a list of all optional modules and each module’s description or purpose.
3. Vendor’s DMS Version number currently in production, and date released.
4. Total number of existing law enforcement clients in the United States that have implemented vendor’s DMS. And of that, number of existing clients in the State of California.
5. Name of law enforcement client nearest to Los Angeles County that has implemented vendor’s DMS (regardless of size) including client’s contact person name and phone number.
6. DMS client references, as stated in RFI Section 4.5.1, provide three (3) references located in the United States who have successfully implemented vendor’s DMS Solution, within the last five (5) years. References shall include:
   1. Name of government/law enforcement agency
   2. Detailed description of vendor’s DMS Solution and its deployment at customer site(s)
   3. Agency address
   4. Agency Contact Person (name, and rank or position), phone number, and email address
      1. DMS modules implemented at agency and description of business need and/or fit gap that product solution solved.
      2. Total number of database records in the agency’s DMS
      3. Number of concurrent users at agency (one reference must exceed 75)
   5. DMS version number currently in production
   6. Optional DMS modules that the Agency has in production
   7. Date that Agency’s DMS became operational (went live)
   8. Listing of all the external systems that the Agency’s DMS interfaces with
7. Description of business experience installing and maintaining a DMS.
8. Acknowledgment from vendor, as a statement to this Attachment B response, that their DMS COTS software is compliant with CORI.

# 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 the respondent. If your organization can provide both a standard COTS purchase with implementation, and a Service Bureau-type solution, please provide costing models for both.

Respondents may wish to label this section “Proprietary.” Respondents should describe charges and costs, including but not limited to, the following subcategories:

1. Software Costs for 13,000 currently registered LAPH users across all Law Enforcement agencies within Los Angeles County, and their locations [if more than one (1)], and include a ten (10) percent usage increase over the term of the Board Agreement. Costs at minimum shall include:
   1. Vendor’s base COTS DMS application
   2. All optional DMS modules which are needed to meet all the requirements in Attachment A
   3. Third Party software, such as:
      1. Operating System
      2. Database (only Oracle or SQL-Server are acceptable)
      3. Database management tools
      4. .NET tools
      5. Interface Engine
      6. Virtualization
      7. Report Writing
      8. Antivirus

For all software specified above, identify if costs are one-time, reoccurring or both. If reoccurring only, identify cost frequency (i.e., yearly). If both, provide costs on the two.

It is LASD’s intent for a redundant DMS across two data centers. Respondent’s software costs should take this into consideration.

1. General server hardware specifications and estimated costs, such as:
   1. Servers
   2. Server enclosures, including power distribution and other accessories
   3. Storage Area Networks (SAN)
   4. Tape Library
   5. Network switch

For all hardware specified above, identify if costs are one-time, reoccurring or both. If reoccurring only, identify cost frequency (i.e., yearly). If both, provide costs on the two.

It is LASD’s intent for a redundant DMS across two data centers. Respondent’s hardware costs should take this into consideration.

1. Vendor’s developer costs for application configuration and customization, including interfacing with external systems
2. Data migration costs from LAPH to vendor’s DMS, as described in Section 3.4.1
3. Implementation costs, such as leading Project Management responsibilities during implementation, including:
   1. On-site weekly project manager meetings
   2. On-site monthly project director meetings
   3. All involved vendor staff completing LASD background checks
   4. Implementation costs above are inclusive of all time and materials
4. Training costs and other information, such as:
   1. System Administration training
   2. End user training (as train-the-trainer)
   3. Database administrators

For all training courses such as the above, respondents shall provide training class size limits, the scope of each course, and course duration.

LASD’s preference is on-site training to the extent possible. Respondents shall provide cost breakdowns for all training courses, costs for both on-site and off-site, and location (city, state) of vendor’s off-site training facilities

1. Ongoing Maintenance and Support costs, exclusive of recurring Software and Hardware costs identified in items 1) and 2) above
2. Any additional costs not addressed above. Respondents shall provide a cost description and identify if costs are one-time, reoccurring or both