



**LOS ANGELES COUNTY  
SHERIFF'S DEPARTMENT**

**REQUEST FOR INFORMATION**

**RFI NUMBER 582-SH**

**DIGITAL MUGSHOT SYSTEM**

**AMENDED AND RESTATED  
MARCH 17, 2017**

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## **1. Introduction**

- 1.1. The Los Angeles County Sheriff's Department's (LASD) Los Angeles County Regional Identification System Unit (LACRIS), is seeking information from vendors that can provide the County with a browser-based Digital Mugshot System Solution (DMS, or Solution) including server hardware, software and services. This Solution must be capable of interfacing with existing internal and external systems, and their databases.
- 1.2. DMS will replace the current Los Angeles PhotoManager (LAPH) system containing 12.6 million digital booking images (front and side profiles) including 2.73 million images of Scars, Marks, and Tattoos (SMT) images.
- 1.3. Vendors of interest are those who can identify potential solutions, and 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. 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.
- 1.5. The intent of this RFI is to learn as much as possible about current and future DMS technology trends. This knowledge will facilitate the LASD's ability to prepare the requirements for any potential future solicitation.
- 1.6. 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. Vendors who wish to just furnish information about a product or a system that they have knowledge of may do so formally in writing.

## **2. 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.
- 2.2. Currently LASD utilizes the LAPH system, purchased in 2008 and successfully implemented in 2009. The current system gathers booking data which is easily retrievable through a web-based application; however, after seven years of use, there have been advancements in DMS and facial recognition technology. At the direction of the County Board of Supervisors (BOS) the current LAPH service will

not be extended beyond February 2019. LASD will engage in a competitive solicitation process for a successor LAPH Solution

- 2.3. LAPH is managed by LASD's Data Systems Bureau's (DSB) LACRIS Unit and is used by over fifty (50) Law Enforcement agencies and/or law enforcement-related departments within Los Angeles County. Further, other California Counties that have systems with similar functionality can perform facial recognition (FR) search queries into LAPH.
- 2.4. LAPH has been LASD's primary electronic, digital mugshot data repository for the past seven (7) years and is the repository for every criminal booking conducted on Live Scan equipment/devices in Los Angeles County.
- 2.5. LAPH is a 24/7, business-critical system with over 13K registered users. During peak hours, as many as 350 users access the system concurrently. The system houses over 7 million booking records with associated mugshots and SMT images. Records are increased by approximately 360K bookings annually. As of March 2016, LAPH houses the following:
  - 2.5.1. Total records in the database 7.5M
  - 2.5.2. Unsealed records in the database 6.2M
  - 2.5.3. Unsealed mugshot images (front and side) 12.6M
  - 2.5.4. Unsealed SMT images 2.71M
- 2.6. LAPH integrates with a cadre of mission-critical Live Scan equipment/devices utilized by the LASD, and all other law enforcement agencies within the LACRIS network. The current maintenance contract for LAPH, with MorphoTrust, will not be extended beyond November 2018. A consultant has been engaged to develop the requirements and statement of work for a replacement Criminal Booking System (CBS) Solution which will allow LASD to take advantage of new and emerging technologies that cannot be acquired within the scope of the current contract. [http://file.lacounty.gov/SDSInter/bos/bc/244319\\_MorphoTrust05-31-16.pdf](http://file.lacounty.gov/SDSInter/bos/bc/244319_MorphoTrust05-31-16.pdf)

### **3. System Overview**

- 3.1. LACRIS is seeking a new DMS Solution which shall integrate with the County's cadre of Live Scan equipment/devices, from either the current MorphoTrust Live Scan system, or the replacement vendor's CBS solution, including interfaces with several existing legacy law enforcement systems. Moreover, the Solution must be flexible enough that it can be used by any user within the law enforcement arena. The Solution must be available to users County-wide using only a web browser, and it must adhere to LASD Data Security standards and policies. The Solution must provide the ability to access booking records and provide methods for conducting investigative functions using a graphical user interface (GUI), data

validation, security controls, a workflow process, an alert notification component, a reporting feature, and have the ability to interface with external systems using web services/xml.

- 3.2. DMS login authentication shall adhere to documented protocols listed in the Justice Identity Management System (JIMS) Developer Manual Version 5.4, dated April 20, 2016. (Ref. California Department of Justice (Cal DOJ)).
- 3.3. The Solution shall store mugshots and SMT images taken on the Live Scan devices. County Law Enforcement agencies book approximately 360K inmates annually, and the future DMS must store in its database and perform FR searches against 7.5 million current records, comprised of booking information and the National Institute of Standards and Technology (NIST)-formatted images, and be sized for five (5) year data growth.
- 3.4. The Solution shall provide a pattern-matching feature to allow investigators to upload an SMT image, and be shown a candidate list of images corresponding to booking records, where the uploaded image matches the stored image over a configurable threshold.

#### **4. Request for Information - Requirements**

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 DMS Solution.

The Solution shall be a turnkey enterprise solution that includes all necessary DMS applications (browser-based, preferably with minimal customizations), underlying third party software, server hardware, LAPH 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 submit relevant information about their product and services.

##### **4.1. 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 Vendor's DMS, but not listed in this section, should also be included in the response.

##### **4.1.1. Mandatory Solution Functionality**

Describe in detail how the Solution works using the following list:

- 4.1.1.1. DMS solution must be browser-based

- 4.1.1.2. GUI – At a minimum, a DMS solution user must be able to:
  - 4.1.1.2.1. Securely login, with authentication against 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 that includes image normalization (e.g., OSAC and FISWG) tools.
- 4.1.1.4.2. Perform forensic-level facial comparisons in the GUI that 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. Provides "watch-list" 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. Ability to search 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. Ability to send automatic electronic (i.e., e-mail) notifications based on algorithm match-threshold score and levels, when a potential match is found, 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 e-mail group (if it exists); and

- 4.1.1.9.4.3. Level 3 (high certainty) notifies DMS user, that user's agency e-mail group, and the LACRIS Help Desk.
- 4.1.1.9.5. The e-mail 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. Administrator-configurable DMS FR algorithm match-threshold level scores
- 4.1.1.10. Provides 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 requirements (<https://www.fbi.gov/about-us/cjis/cjis-security-policy-resource-center>)
- 4.1.1.22. Includes on-line user and training manuals, including video tutorials
- 4.1.2. The Solution should optimally provide the following features:
  - 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 to receive real-time subject image feeds from DMS
- 4.1.2.16. User profile which includes Law Enforcement agency, Law Enforcement agency location (or sub-station)
- 4.1.2.17. 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 <https://www.fbibiospecs.cjis.gov> 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. **DMS Solution Technical Requirements**

##### 4.2.1. **Description of Data Migration Methodology**

Respondents should provide detailed information about 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

Respondents are encouraged to include and provide information on additional data components requiring data migration but not listed in this section

##### 4.2.2. **Description of Technical Functionality**

Respondents should provide information about the overall Solution architecture including, as applicable, the following items:

- 4.2.2.1. Hardware requirements.
- 4.2.2.2. DMS Solution software, including all modules required to meet the DMS functionality specified in Sections 3.3 and 4.1 above. Describe how software licenses are counted (e.g., site license, by concurrent users including devices, individual user).
- 4.2.2.3. DMS Solution 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 SQL 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 the PC workstation, mobile devices, etc.

4.3. **Description of Estimated DMS Implementation Project Timeline**

Time is of the essence in implementing a DMS to replace LAPH. Respondents must provide an 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. **Description of Product Support and Maintenance**

Respondents should provide detailed information on the following:

- 4.4.1. Manuals – providing copies of the manuals will help LACRIS in the review of the respondent's DMS Solution; and
- 4.4.2. On-line documentation and/or help; and
- 4.4.3. Onsite, offsite and online training courses, including syllabus outline for each course; and
- 4.4.4. Helpdesk operations, including staffing and hours of availability; and
- 4.4.5. Frequency of upgrades (patches and releases) and acquisition / installation of upgrades; and
- 4.4.6. User feedback procedures; and
- 4.4.7. 24/7 and 365 support procedures, including problem escalation protocols; and
- 4.4.8. 24/7 field service support availability

**4.5. Corporate Information and References:**

Respondents to this RFI should provide detailed information on the following using Attachment B (Corporate Information Reference Template):

- 4.5.1. Three (3) references located in the United States who have successfully implemented Vendor's DMS Solution within the last five (5) years.

References should include:

- 4.5.1.1. Name of government/law enforcement agency
- 4.5.1.2. Detailed description of Vendor's DMS Solution and its deployment at customer site(s)
- 4.5.1.3. Address
- 4.5.1.4. Contact person (Name and rank or title), phone number and e-mail address
  - 4.5.1.4.1. DMS modules implemented at agency and description of business need and/or fit gap that product solution solved
  - 4.5.1.4.2. Total number of database records in the agency's DMS
  - 4.5.1.4.3. Number of concurrent users at agency

- 4.5.2. The following corporate information:

- 4.5.2.1. Description of business experience implementing and maintaining DMS services
- 4.5.2.2. Number of years in business in business providing DMS services
- 4.5.2.3. Vendor's DMS customer base including the average number of employees per customer using Vendor's DMS system.

- 4.5.2.4. Vendor's staffing (i.e. number and type of employees, such as development programmers, support technicians, etc.).
- 4.5.2.5. Size of Vendor's government/law enforcement customer base in the United States, and that in California

#### 4.6. **Description of Cost Model**

As this document is an RFI, costs can only be estimated and used for budgeting consideration. 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 will not be bound to costs provided, and 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). A complete COTS solution cost estimate will need to be general, and take into consideration the following areas:

- 4.6.1. Non-recurring COTS and third party software costs
- 4.6.2. Recurring COTS and third party software costs, by frequency (i.e., yearly)
- 4.6.3. Recommended server hardware specifications
  - 4.6.3.1. Non-recurring costs
  - 4.6.3.2. Recurring costs by frequency
- 4.6.4. System application customizations (development)
- 4.6.5. System interface development costs
- 4.6.6. System configuration costs
- 4.6.7. Data migration costs
- 4.6.8. Implementation and any other (please specify) costs, by frequency
- 4.6.9. Training costs
- 4.6.10. Ongoing O&M and support costs, by frequency

### 5. **Vendor Responses**

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

**Response to RFI No 582-SH Sheriff's DIGITAL MUGSHOT SYSTEM** and be addressed to:

Los Angeles County Regional Identification System  
Los Angeles Sheriff's Department  
12440 E. Imperial Hwy Suite 400W  
Norwalk, CA 90650  
Attn: Lieutenant Derek Sabatini  
Phone: (562) 345-4319

E-Mail: [DSSabati@lasd.org](mailto:DSSabati@lasd.org)

- 5.2. Respondent contact information shall include company name; headquarters address and phone number; address of nearest vendor office to downtown Los Angeles and phone number; contact person names, phone numbers and email addresses
- 5.3. Respondents are encouraged to respond to each item in Section 3.
- 5.4. Respondents shall respond to the functional, technical, support and maintenance 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 numbered attachment(s) in the explanation / description column, and add pages as needed. The response should correspond to all the items listed in **Attachment A - Requirements Response Matrix Template**, which match the Requirements in RFI Section 4 above. Specifically, for *each* requirement in **Attachment A**, LASD seeks knowledge as to the following – that the:
  - 5.4.1. Requirement is currently met in the vendor's proposed COTS software.
  - 5.4.2. Requirement will be added to the vendor's proposed COTS software in the future (provide the anticipated release date).
  - 5.4.3. Requirement is not part of the vendor's proposed COTS software and there are no plans to include it (provide an explanation why).
  - 5.4.4. Vendor's proposed COTS software includes additional functionality that is not identified in this RFI but will benefit LASD business operations (add these in the Attachment A Section entitled "Additional Functionality")
- 5.5. Respondents shall respond to the References and Corporate Information (RFI Section 4.5) using **Attachment B – References and Corporate Information Template**
- 5.6. Respondents shall respond to the Estimated Costs (RFI Section 4.6) using **Attachment C – Estimated Costs Template**.
- 5.7. Additional documentation can be included as appendices at the end of the response. This can include but not limited to:
  - 5.7.1. Business process flow charts that have been developed as part of Vendor's systems.
  - 5.7.2. Copies of the system's user and technical manuals.
  - 5.7.3. Training materials.
  - 5.7.4. Responses submitted to other law enforcement agencies for their DMS procurement process, outlining additional and/or more detailed functionality than that requested in this RFI.
  - 5.7.5. Brochures and marketing information
- 5.8. LASD encourages all potential vendors to submit a response consistent with the content and instructions provided. Respondents shall provide two (2) hard copies

and one (1) electronic copy (compact disc) of their response. **Email responses are not acceptable.**

- 5.9. 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 **the** LASD address above by 3:00 pm (Pacific Standard Time) on **April 11**, 2017. If the respondent's firm does not respond to this RFI on or before **April 11**, 2017, LASD will assume that the respondent's firm does not meet the requirements in this RFI, and/or is not interested in responding to this RFI.

## **6. 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 LASD to a Respondents' Conference, for the purpose of familiarizing Respondents with LASD's processes and workflow. Respondents may also be individually invited to provide a non-competitive presentation of their products, but only those which relate directly to DMS and the intent of this RFI. The presentation is intended for information gathering purposes only and shall not exceed four (4) hours in length.
- 6.4. LASD 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 formal solicitation. Information received in response to this RFI may be used in the preparation of an RFP or other County method for solicitation.

## Attachment A – Requirements Response Matrix Template

<u>#</u>	<u>Requirement</u>  See RFI Section for details	<u>Code *</u>  (Y, F, N)	<u>Explanation / Description</u>  If additional space is needed, give a number to each attachment used for detailed response in the column below:
<b>4.1 Application / System Functionality Requirements</b>			
<b>X.Y.Z</b>	<b>EXAMPLE FOR EXPLANATION/DESCRIPTION DETAILED RESPONSE(S)</b>	<b>Y</b>	<b>Attachment Number 1</b>
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		

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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		

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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		

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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 <b>should optimally provide</b> 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		

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<b>#</b>	<b><u>Requirement</u></b> See RFI Section for details	<b><u>Code *</u></b> (Y, F, N)	<b><u>Explanation / Description</u></b> If additional space is needed, give a number to each attachment used for detailed response in the column below:
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		

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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)		

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<b>4.2 Technical Requirements</b>			
4.2.1	<b>Data Migration</b> - 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	<b>Technical Functionality</b> - 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)		

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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.		
<b>4.3 DMS Implementation Project Timeline Estimate</b>			
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		

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<b>4.4 Product Support and Maintenance</b>			
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		
<b>Additional Functionality (<i>Respondents are encouraged to add new technologies below</i>)</b>			
A			
B			
C			
D			
E			
F			

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## **Attachment B – Corporate Information and Reference Template**

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

1. Corporate information:
  - 1.1. Vendor Name
  - 1.2. Federal Tax ID Number
  - 1.3. Headquarters' Address (in United States)
  - 1.4. Address of nearest vendor office to downtown Los Angeles
  - 1.5. If nearest vendor office is outside Los Angeles County, the city/state of closest technician who will work on DMS
  - 1.6. Number of years in business, and start/end dates when vendor offered a DMS
  - 1.7. Total number of employees and type (e.g., development programmers, support technicians, etc.)
  - 1.8. Of that, number of employees stationed in Los Angeles County
  - 1.9. Name, Title, email address, and phone number(s) of authorized representative
  - 1.10. 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:
  - 6.1. Name of government/law enforcement agency
  - 6.2. Detailed description of vendor's DMS Solution and its deployment at customer site(s)
  - 6.3. Agency address
  - 6.4. Agency Contact Person (name, and rank or position), phone number, and email address
    - 6.4.1. DMS modules implemented at agency and description of business need and/or fit gap that product solution solved.

- 6.4.2. Total number of database records in the agency's DMS
- 6.4.3. Number of concurrent users at agency (one reference must exceed 75)
- 6.5. DMS version number currently in production
- 6.6. Optional DMS modules that the Agency has in production
- 6.7. Date that Agency's DMS became operational (went live)
- 6.8. 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:**

- a) Vendor’s base COTS DMS application
- b) All optional DMS modules which are needed to meet all the requirements in Attachment A
- c) Third Party software, such as:
  - i) Operating System
  - ii) Database (only Oracle or SQL-Server are acceptable)
  - iii) Database management tools
  - iv) .NET tools
  - v) Interface Engine
  - vi) Virtualization
  - vii) Report Writing
  - viii) 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.

**2) General server hardware specifications and estimated costs, such as:**

- a) Servers
- b) Server enclosures, including power distribution and other accessories
- c) Storage Area Networks (SAN)
- d) Tape Library
- e) 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.

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

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