



**LOS ANGELES COUNTY  
SHERIFF'S DEPARTMENT**

**REQUEST FOR INFORMATION**

**RFI NUMBER 600-SH**

**DETECTIVE CASE MANAGEMENT SYSTEM**

**MARCH 1, 2016**

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Detective Case Management System**

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## **1. Introduction**

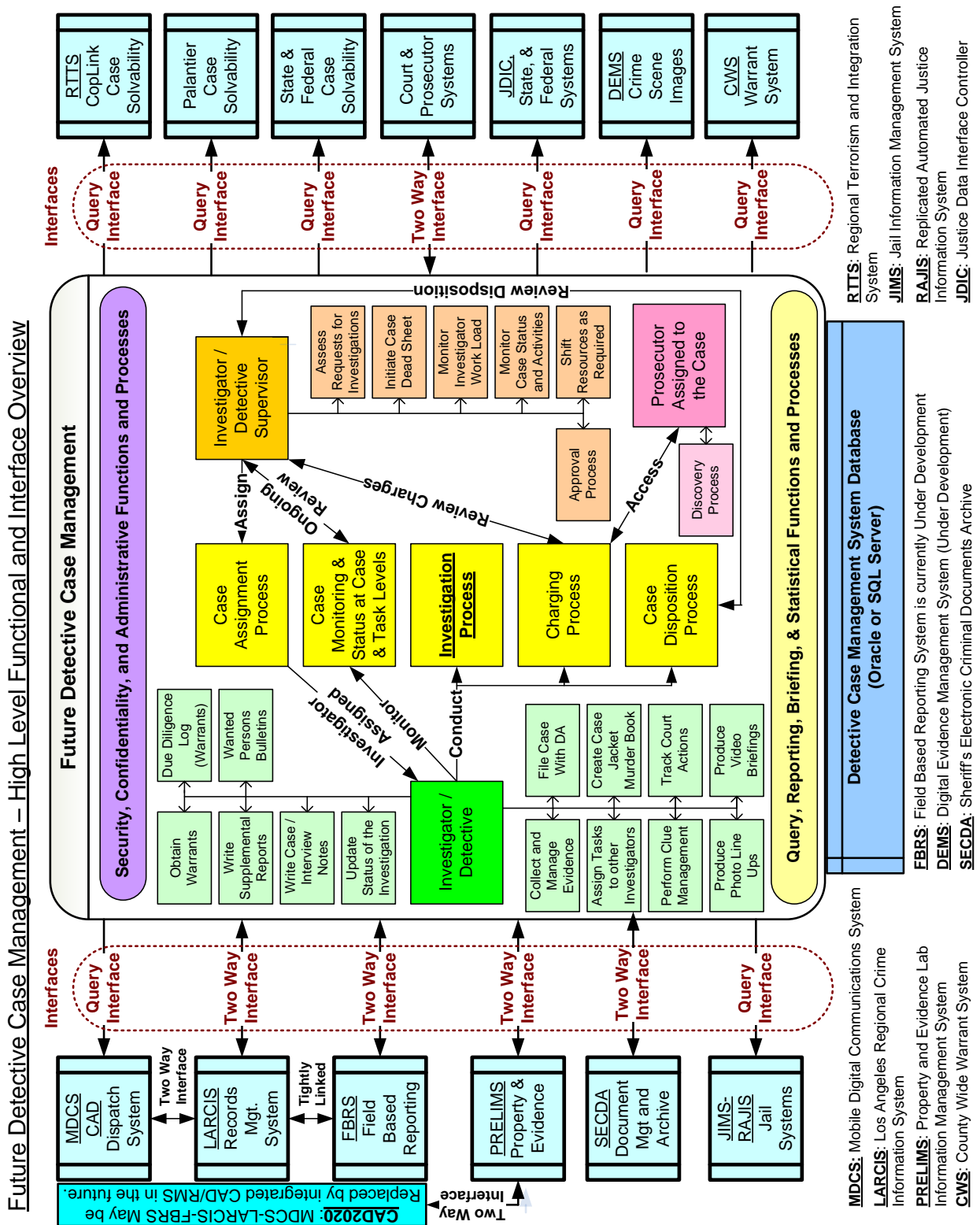
- 1.1. The Los Angeles County Sheriff's Department (LASD) is seeking information from vendors that can provide an operationally proven web-based commercial off the shelf (COTS) solution for a Detective Case Management System (DCMS). This system must be capable of performing all detective case management functions while interfacing with existing systems to provide the functions as outlined in this Request for Information (RFI).
  
- 1.2. The goal of this project is to procure and implement a Detective Case Management System for LASD that provides, at a minimum, the following:
  - 1.2.1. A unified single standardized and centralized system that meets the requirements of the diverse Detective Units across LASD.
  
  - 1.2.2. A web-based intuitive and consistent interface that is very easy to use by Investigators and Detectives who have varying levels of computer experience. Ease of use, the related training, and online help functions are critical success factors for any system that is utilized on a daily basis by Investigators and Detectives.
  
  - 1.2.3. One stop shopping approach for the investigators and detectives where the functionality they require can be accessed through one system with, where necessary, interfaces and/or portals to the other systems that are required to perform the investigative functions. The DCMS should be the Investigators and Detectives window/portal into the Detective's world.
  
  - 1.2.4. Easy to use and intuitive configuration, administration, customization, query, and report writing tools that will allow LASD staff to make quick changes and additions to the system.
  
  - 1.2.5. Multiple levels of user access and case confidentiality as required by the different Detective Bureaus and Units that can be configured to fit their specific needs. Case confidentiality is critical to specific Detective Bureaus that investigate cases which contain confidential information that cannot be accessed even by other members of LASD.
  
  - 1.2.6. The ability to customize what the user sees and can do based on their multiple roles and profiles and areas of jurisdiction.
  
  - 1.2.7. The ability to store Detective Case Management documentation and/or interface with commercial document management systems.
  
- 1.3. Vendors of interest are those who can identify potential solutions, are capable of delivering a turnkey system solution, and provide ongoing support as part of a maintenance agreement.

- 1.4. LASD will review the responses to this RFI which may subsequently lead to further investigation including vendor presentations. Information received in response to this RFI may be used in the preparation of a Request for Proposal (RFP), an Invitation for Bid (IFB), or another County solicitation method.
- 1.5. Vendors who wish to just furnish information about a product or about a system that they have knowledge of may do so formally in writing. Vendors who wish to offer a product for sale are requested to submit the relevant information as outlined in Sections 3, 4, and 5 of this RFI.

## **2. Background**

- 2.1. The County of Los Angeles (County) encompasses an area of 4,083 square miles with a population of 9,818,605. LASD provides general and specialized law enforcement services for approximately five (5) million of these residents, spread over an area of approximately 3,157 square miles. LASD, with approximately 19,000 employees, is the largest Sheriff's department in the world.
- 2.2. The Sheriff of Los Angeles County is an elected official that has the responsibility of being the chief law enforcement officer of the county. The Sheriff enforces Federal, State, and local laws in the unincorporated areas and contract cities. Moreover, the Sheriff provides services for traffic, general law enforcement, the Southern California Regional Rail Authority (METROLINK), the Los Angeles County Metropolitan Transportation Authority, County Services, and the Community Colleges. The Sheriff is responsible for operating and maintaining the County Jail System inclusive of inmate transportation services within the county, provides the bailiffs and security to the courts, and serves civil and criminal processes as dictated by the courts.
- 2.3. Within LASD there are twenty four (24) Patrol Stations across four (4) Patrol Divisions, each Patrol Station has an independent Detective Bureau. There are eleven (11) headquarters or centralized Detective Bureaus and multiple other Detective Units within the Special Operations Division, Court Services Division, and Custody Division. There are a total of over fifteen hundred (1,500) Detectives across LASD.
- 2.4. Currently LASD does not have a uniform centralized DCMS solution. Detective case management is currently performed by multiple standalone personal computer based systems and with paper. The DCMS eventually procured will be a centralized, web-based solution to be utilized by all Detective Bureaus and Units within LASD.

3. Detective Case Management – High Level Functional Overview Chart



- 3.1. The Detective Case Management – High Level Functional Overview Chart provides a high level strategic overview of the functionality that LASD is seeking in a DCMS solution. This chart is not all inclusive but is intended to provide a one-page strategic overview of LASD detective case management information.
- 3.2. As the procurement process continues, additional charts and business process flows will be developed to provide more detail. Respondents to this RFI are encouraged to provide any business process flow charts that have been developed as part of their systems.
- 3.3. Along with the detailed information requested in Section 4 of this RFI, respondents are requested to address the functionality on the Detective Case Management – High Level Functional Overview Chart. Respondents should use at each box and the arrows connecting the boxes to describe how the respondent's system, at a strategic level, will meet functionality and work flow needs.
- 3.4. The primary business process of Case Assignment, Case Monitoring and Case Status (case and task levels), Investigation, Charging, and Case Disposition are also listed in Section 4 of this RFI. The detail of how these functions will work in the respondent's system should be fully described in response to Section 4 of this RFI.
- 3.5. In addition, Security, Confidentiality, Administrative Functions and Processes along with the Query, Reporting Briefing and Statistical functions and processes are listed in Section 4. The detail of how these functions will work in the respondent's system should be fully described in response to Section 4 of this RFI.
- 3.6. The workflows identified in the flow chart include Investigator, Detective, Detective Supervisor, and Prosecutor. The boxes connected show some of the activities and their relationship with the core functions of the following processes: Case Assignment, Case Monitoring and Case Status at Case and Task Levels, Investigation, Charging, and Case Disposition. How the respondent's system accomplishes workflow between each of these activities should be fully described as outlined in Section 4 of this RFI.
- 3.7. The listed interfaces to external systems are both one-way and two-way and will be implemented over the life of the project. Respondents do not have to describe each interface but how their interface tool works to provide, where required, real time interfaces to differing external systems to include security and auditing protocols. The details of the interface processes should be fully described in response to Section 4 of this RFI. Key interfaces include:
  - 3.7.1. Property and Evidence Lab Information Management System (PRELIMS). PRELIMS is the new property and evidence system implemented in 2014 to manage all property and evidence across the LASD. PRELIMS must be utilized to dispose of property and evidence on all cases as it has

detailed information about each item of property and evidence in LASD possession. A two way interface into PRELIMS is critical and will be mandatory as part of the initial implementation of any DCMS.

- 3.7.2. Los Angeles Regional Crime Information System (LARCIS) is LASD's in-house developed Records Management System (RMS). LARCIS is currently under consideration for replacement as part of a COTS package that is primarily driven by the need to replace the Mobile Digital Communication System (MDCS) which is the current Computer Aided Dispatch System (CAD). Based on the ongoing CAD-RMS replacement project, a two way interface will be mandatory into either LARCIS or its replacement as part of the initial implementation of any DCMS.
- 3.7.3. Sheriff's Electronic Criminal Documents Archive (SECDA) is LASD's criminal document management and storage system. It is the standard for managing and storing LASD incident-related documents. The DCMS will utilize SECDA as its Document Management and Archival system, thus a two-way interface into SECDA will be mandatory as part of the initial implementation of any DCMS.
- 3.7.4. LASD currently has no Field Based Reporting System (FBRS) in place. However procurement of FBRS may be part of the CAD-RMS project. At this point any DCMS must have a FBRS module which may be considered to be utilized beyond the DCMS.
- 3.7.5. The remaining interfaces described on Detective Case Management – High Level Overview Chart will be considered for implementation as this project progresses and more information is obtained.

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

This RFI is seeking information from vendors who can provide an operationally proven commercial off the shelf (COTS) web based DCMS that includes all necessary applications, underlying software, interfaces, customization, integration, support, maintenance, and training. Commercial vendors who may have an interest in providing a complete solution are requested to submit relevant information about their system and solutions.

##### **Business Functional Requirements**

4.1. Investigator / Detective Activities: Detailed explanation of how the respondent's system meets the high level functionality, work flow, and processes described in the Detective Case Management – High Level Functional Overview Chart (RFI Section 3) including the activities associated with the Investigator, Detective Supervisor, and Prosecutor as follows:

- 4.1.1. Investigator / Detective Activities:
  - 4.1.1.1. Obtain warrants;



- 4.1.1.2. Keep a Due Diligence Log for warrants;
  - 4.1.1.3. Write Supplemental Reports;
  - 4.1.1.4. Write case interview notes;
  - 4.1.1.5. Update the status of the investigation;
  - 4.1.1.6. Track and monitor all assigned tasks;
  - 4.1.1.7. Monitor case status and activities;
  - 4.1.1.8. Update Detective activity log;
  - 4.1.1.9. Collect and manage evidence;
  - 4.1.1.10. Assign tasks to other Investigators;
  - 4.1.1.11. Perform Clue Management;
  - 4.1.1.12. Produce photo lineups;
  - 4.1.1.13. Create Case Jacket / Murder Book containing all the relevant information on the case;
  - 4.1.1.14. Track prosecutor and court actions;
  - 4.1.1.15. Produce video briefings;
  - 4.1.1.16. Submit cases for review and approval;
  - 4.1.1.17. File Case with the District Attorney
  - 4.1.1.18. Manage Evidence
  - 4.1.1.19. Close the Case.
- 4.1.2. Investigator / Detective Supervisor Activities:
- 4.1.2.1. Assess Requests for Investigations;
  - 4.1.2.2. Initiate / Create investigations including the Homicide Dead Sheet;
  - 4.1.2.3. Assign Investigators / Detectives to a case;
  - 4.1.2.4. Monitor Investigator work load;
  - 4.1.2.5. Monitor case status and activities;
  - 4.1.2.6. Re-assign resources as required;
  - 4.1.2.7. Case / investigation review and approval.
- 4.1.3. Prosecutor assigned to the case activities:
- 4.1.3.1. Interaction with the investigator;
  - 4.1.3.2. Discovery process
- 4.2. Description of Application / System Functionality: Documentation should be provided that is descriptive of the functions supported by the system, 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 respondent's DCMS but not listed in this section should also be included in the response

- 4.2.1. Work flow functionality
  - 4.2.1.1. Including, but not limited to, the ability to create customized work flows for the investigative processes for the individual Detective Bureaus and Units and case types.
  - 4.2.1.2. Data elements associated with creating customized work flows.
- 4.2.2. Case analysis and case solvability functionality
  - 4.2.2.1. Including, but not limited to, the ability to identify the likelihood of solving a case based on defined criteria.
  - 4.2.2.2. Data elements associated with this functionality.
- 4.2.3. Case classification functionality
  - 4.2.3.1. Including, but not limited to, the ability to classify cases based on the type of crime (Felony – Misdemeanor, Homicide, Robbery, Rape, Assault, Burglary, Arson, etc.) and, based on this classification, apply the user defined work flow, process, and data requirements.
  - 4.2.3.2. Data elements associated with this functionality.
- 4.2.4. Case / investigation creation functionality
  - 4.2.4.1. Including, but not limited to, the ability to create the case / investigation (Sheriff's File Number) within the detective case management system and/or have the relevant information populated by the Records Management System (RMS) or Field Based Reporting System (FBRS) through interfaces. An example of creating a case / investigation within the DCMS would be the creation of a request for Detectives to respond to a crime scene such as a Homicide (currently done through a Homicide Dead Sheet) where the required information is not yet in any system.
  - 4.2.4.2. Including, but not limited to, the ability to create a Master File where the Detectives can group and manage multiple cases (file numbers) under one master file number.
  - 4.2.4.3. Data elements associated with this functionality.
- 4.2.5. Case assignment functionality
  - 4.2.5.1. Including, but not limited to, the ability to track the status, current workload, and availability of Investigators and other detective resources and the ability to assign them to a case.
  - 4.2.5.2. Data elements associated with this functionality.
- 4.2.6. Case monitoring and status at the case and task levels functionality - Including but not limited to:

- 4.2.6.1. The ability to track all activities and tasks associated with a specific case identifying which activities and tasks are completed, in progress, and yet to be started along with the resources assigned.
- 4.2.6.2. The ability to create timelines which include the ability to have specific timelines associated with each case type and related work flow and to track the investigative progress in relation to the specified timelines which can be modified as needed based on the specifics of each case.
- 4.2.6.3. The ability to create notifications where the identified Investigator will be notified when the notification is triggered.
- 4.2.6.4. The ability to create and update an investigator / detective log where all activities can be tracked including time allocated to each activity.
- 4.2.6.5. Data elements associated with this functionality.
- 4.2.7. Investigative process functionality
  - 4.2.7.1. Including, but not limited to, the ability to provide all the steps in the investigative process as customized by the individual Detective Bureaus and Units.
  - 4.2.7.2. Data elements associated with this functionality.
- 4.2.8. Charging process functionality
  - 4.2.8.1. Including, but not limited to, the ability to complete the suspect / subject charging processes and to interface the external Prosecutor's (DA) systems for exchange of information.
  - 4.2.8.2. Data elements associated with this functionality.
- 4.2.9. Case disposition functionality
  - 4.2.9.1. Including but not limited to the ability to provide both interim and final disposition for all aspects of a case along with the applicable disposition of property and evidence associated with the case. Note: one of the required interfaces will be into PRELIMS (Property and Evidence Lab Information Management System) which is the primary evidence management system utilized by LASD.
  - 4.2.9.2. Data elements associated with this functionality.
- 4.2.10. Case confidentiality functionality (Access Authorization)
  - 4.2.10.1. Including, but not limited to, the ability to limit access to the case to a specific individuals or groups based on name, employee number, assignment, and/or role. Multiple levels of user access and case confidentiality are required by the different Detective Bureaus and Units that must to be configured to their specific group/unit needs. Case

confidentiality (Access Authorization) is critical to specific Detective Bureaus that investigate cases which contain confidential information that cannot be accessed even by other members of the Sheriff's Department.

- 4.2.10.2. Data elements associated with this functionality.
- 4.2.11. Report writing and related document management functionality
  - 4.2.11.1. Including, but not limited to, access a full featured report writing module that includes template of all applicable LASD specified reports with related security and finalization of these documents in a non-changeable format.
  - 4.2.11.2. Data elements associated with this functionality.
- 4.2.12. Interview processing functionality
  - 4.2.12.1. Including, but not limited to, the ability for users to document all aspects of the interview process using multiple media methods such as; handwritten notes, audio, and video.
  - 4.2.12.2. Data elements associated with this functionality.
- 4.2.13. Query functionality
  - 4.2.13.1. Including, but not limited to, the ability for users to create custom queries in addition to the standard queries delivered with the system.
  - 4.2.13.2. Describe the standard queries.
- 4.2.14. Reporting functionality
  - 4.2.14.1. Including, but not limited to, the ability for users to create custom reports in addition to the standard reports delivered with the system.
  - 4.2.14.2. Describe the standard reports.
- 4.2.15. Statistical reporting functionality
  - 4.2.15.1. Including, but not limited to, the ability for users to create custom statistical reports, charts, and graphs in addition to the standard reports, charts, and graphs designed in the system.
  - 4.2.15.2. Describe the standard statistical reports, charts, and graphs.
- 4.2.16. Briefing functionality
  - 4.2.16.1. Including, but not limited to, the ability for users to create custom briefings including pictures and videos for staff, other law enforcement agencies, and the public.
  - 4.2.16.2. Describe the briefing functionality.
- 4.2.17. Mapping functionality

- 4.2.17.1. Including but not limited to the ability to create "Pin Map" overlays.
- 4.2.17.2. Describe the mapping functionality.
- 4.2.18. Messaging and email functionality
  - 4.2.18.1. Including, but not limited to, the ability to automatically generate notifications at key points of the case to provide quick exchange of information, to notify an identified supervisor when a task is updated, and to notify an identified supervisor if a due date passes without an update.  

This functionality can be internal to the system using both Action Items, which require the user to take some action with preferably a link to the item requiring the action, and Notifications, which provide the user with information that do not necessarily require them to take any action.
  - 4.2.18.2. Describe the messaging and email functionality.

### **Technical Requirements**

- 4.3. Description of Technical Functionality: Respondents must provide information about overall system technical functionality including, as applicable, the following items. (Additional technical functionality that is available in the respondent's DCMS but not listed in this section should also be included).
  - 4.3.1. General technical architecture including any underlying modules that must be included with the system. For example: If the DCMS is a Module or part of a RMS, then provide which parts and functionality of the base RMS must be included for the Detective Case Management Module to fully function as specified.
  - 4.3.2. Project management, gap analysis, implementation, configuration, and customization methodology.
    - 4.3.2.1. Provide the project management methodology and project management tools utilized. LASD standard is Microsoft Project.
    - 4.3.2.2. Gap analysis is key to any successful COTS implementation. Provide the gap analysis approach utilized.
    - 4.3.2.3. Provide a sample of the lifecycle utilized for implementation including configuration and customization.
  - 4.3.3. Operating system/software environment(s). Provide a description of the operating systems and third party software required by the system.
  - 4.3.4. Web-based user interface at the workstation and mobile devices. Include a list of the Web browsers that the respondent's system utilized. Microsoft Internet Explorer 9 or above is the standard for LASD. Provide a

- Description of the user interface, including browser-based screens for all functions of the system.
- 4.3.5. Detailed network requirements and protocols. The Sheriff's Data Network (SDN) is a highly secured closed TCP/IP based network.
  - 4.3.6. Relational database environments and storage requirements that will be LASD self-hosted. The LASD Standard databases are either Oracle or Microsoft SQL Server.
  - 4.3.7. Description of integrated security features which include user authentication and authorization with Active Directory.
  - 4.3.8. Multi-level user profiles and user roles and how they interface with security and the capability to restrict access to the different levels of functionality including case confidentiality.
  - 4.3.9. Transaction auditing at all levels. The transaction log shall keep track of all user activity and transactions for legal discovery purposes. Audit trail functions to include display of the specifics of each change made to a record must include the date and time of the change, user that made the change, and the before and after value of the field.
  - 4.3.10. Capability to configure and/or customize the application, including reference tables, screen displays, and both ad-hoc and canned reporting tools.
  - 4.3.11. Capability to attach documents, files, images, photos, videos, etc. to a case. While the DCMS is not a digital evidence / image management system, the ability to store and retrieve items that are related or linked to a case is required. Explain how the images are stored (in the database or secure operating system file).
  - 4.3.12. System scalability. Provide the approach and metrics used to scale the system from 100 users to the maximum number of users.
  - 4.3.13. Definition of user. How does the system count users and define the terms such as named users, logged in users, concurrent users, etc.
  - 4.3.14. Data Elements.
    - 4.3.14.1. List and describe the data elements utilized by the system. The description does not necessarily need to be at the detail of the E-R (Entity Relationship) or table (database) levels. The listing needs to provide enough detail to understand what data / information is required by the system and how it is utilized throughout the different functional areas or application modules.

- 4.3.14.2. List the data sources for the data elements such as; entered by the user, accessed from an external system such as an RMS (Records Management System), entered by the administrator as part of a lookup table or configuration table, etc.
- 4.3.15. Technical approach to providing both one and two-way interfaces to external systems. Section 3 – Detective Case Management High Level Overview chart shows several of the potential interfaces into external systems. Respondents do not have to describe each interface but how their interface tool works to provide, where required, real time interfaces to differing external systems including security and auditing protocols. If interfaces into similar external system have been developed for past projects, describe these interfaces and provide metrics on the complexity.
- 4.3.16. Response time metrics. While this is dependent on multiple factors provide information about currently installed systems and their related response time along with any information on how those times could be improved.
- 4.3.17. System Administration. Provide how the system is administrated (Administrative functions of the system) and the management of its components (i.e. users, access privileges, databases, etc.) include the roles of different levels of administration.

### **Support and Maintenance Requirements**

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 would be helpful in the review of the respondent's detective case management system's functionality.
- 4.4.2. On-line documentation and/or help.
- 4.4.3. Onsite and offsite training including syllabus outline for each class.
- 4.4.4. Helpdesk operations, including staffing and hours of availability.
- 4.4.5. Frequency of upgrades and acquisition / installation of upgrades.
- 4.4.6. User feedback procedures.
- 4.4.7. 365/24 support procedures including problem escalation protocols.

4.5. Corporate Information and References: Respondents should provide detailed information on the following:

- 4.5.1. At least four (4) references. Medium to large scale (Over 250 detectives) Law Enforcement references that are currently using the detective case management functionality which has been installed and operational for over one year are preferable. References should include:
  - 4.5.1.1. Description of system
  - 4.5.1.2. Name of Law Enforcement Agency
  - 4.5.1.3. Address
  - 4.5.1.4. Contact Person
  - 4.5.1.5. Contact Person Phone # and email address.
- 4.5.2. Description of business experience installing and maintaining DCMS.
- 4.5.3. Number of years in business.
- 4.5.4. Number of DCMS customer base and their average number of employees using the detective case management system.
- 4.5.5. Number and type of employees, such as development programmers, support technicians, etc.
- 4.6. Description of Cost Model: As this document is an RFI, costs can only be estimated and used for budgeting consideration and will not be binding on respondent. Respondents should describe charges and costs, including but not limited to, in the following subcategories:
  - 4.6.1. Cost of the COTS Application / Software for up to 2,000 users across 35 different locations. If there are different modules and/or components provide the details and the cost breakdown.
  - 4.6.2. Implementation costs including the costs for application configuration and customization. This cost can be based on past experience in implementing the respondent's DCMS in large scale organizations.
  - 4.6.3. Recommended Database. Is the database management system included in the cost of the COTS application?
  - 4.6.4. Recommended general hardware specifications.
  - 4.6.5. Recommended training size and scope including a cost breakdown for the different classes both on site and off site.
  - 4.6.6. Ongoing Maintenance and Support costs.

## **5. Vendor Responses**

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



Response to RFI No 600-SH shall be labeled "**Sheriff's DETECTIVE CASE MANAGEMENT SYSTEM**", and addressed to:

Los Angeles County Sheriff's Department  
Detective Division – Homicide Bureau  
1 Cupania Circle  
Monterey Park, California 91755

Attention: Sergeant Mitchell Loman  
Email: mjloman@lasd.org

5.2. Respondent contact information shall include Company Name; Address; Contact Person; Company and Contact Persons' Phone Numbers; Contact person's email.

5.3. Response format. Respondents are encouraged to respond to each item in Sections 3 and 4.

5.3.1. Respondents are requested to provide a high level or strategic view of the Respondent's system similar in nature to RFI Section 3's Detective Case Management – High Level Functional Overview Chart. Respondents should describe how the respondent's system at a strategic level will address / meet this functionality and work flow as described in the Detective Case Management – High Level Functional Overview Chart. Additional functionality beyond what is displayed in RFI Section 3 should also be included.

5.3.2. Respondents shall respond to the functional, technical, and support & 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 attachment(s) in the explanation/description column. The response should respond to all the items listed in the Requirements Response Matrix which match the Business Functional Requirements, Technical Requirements, and Support and Maintenance Requirements in RFI Section 4 in the order they are in RFI Section 4.

5.3.2.1. For those that are currently incorporated in the respondents system detailed description / explanation should be provided.

5.3.2.2. Those that will be added in the future should be described with an estimated date of inclusion.

5.3.2.3. Those that are not part of the current system and are not planned for the future should be identified with an explanation.

5.3.2.4. Functionality that is not outlined in the Requirements Response Matrix but is included in the respondent's system should be added in the section titled Additional Functionality.

5.3.3. Respondents shall respond to the Corporate Information and References (RFI Section 4.5) using **Attachment B – Corporate Information and Reference Template**.

- 5.3.4. Respondents shall respond to the Cost Model (RFI Section 4.6) using **Attachment C – Cost Model Template**.
- 5.3.5. Additional documentation can be included as appendices at the end of the response. This can include but not limited to:
  - 5.3.5.1. Business process flow charts that have been developed as part of their systems.
  - 5.3.5.2. Copies of the system's user and technical manuals.
  - 5.3.5.3. Training material.
  - 5.3.5.4. Responses submitted to other agencies procurement process outlining additional and/or more detailed functionality to that requested in this RFI.
  - 5.3.5.5. Brochures and marketing information.
- 5.4. 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.**
- 5.5. Responses to this RFI will be accepted in person, by private messenger, delivery service, or United States Postal Service (USPS) only. Responses to this RFI must be submitted to LASD at the address above by 3:00 pm (Pacific Standard Time) on April 6, 2016. If the respondent's firm does not respond to this RFI on or before April 6, 2016, 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.
- 5.6. Not responding to this RFI will not impact your capability in the future to respond to any subsequent procurement document issued by the County for a DCMS for LASD.

## **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 the Los Angeles County Sheriff's Department to a Respondents Conference for the purpose of familiarizing Respondents with Department processes and workflow. Respondents may also be invited to provide a non-competitive presentation of their products, for only those products which relate directly to the subject and intent of this RFI. The presentation is intended for information gathering purposes only. Such presentation should not exceed two (2) hours in length.
- 6.4. The Los Angeles County Sheriff's Department 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 solicitation.** Information received in response to this RFI may be used in the preparation of a Request for Proposals (RFP), or another County method for solicitation. Respondents to this RFI will be notified by the County of a future solicitation.

**Attachment A – Requirements Response Matrix Template**

<b><u>Number</u></b>	<b><u>Requirement</u></b> See RFI Section 4 for details	<b><u>Yes</u></b> <b><u>No</u></b>	<b><u>Explanation / Description</u></b> Attach Detail in Separate Document(s)
<b>Business Functional Requirements</b>			
4.1	Activities – Detective / Supervisor / Prosecutor		
4.1.1	Investigator / Detective Activities		
4.1.1.1	Obtain warrants;		
4.1.1.2	Keep a Due Diligence Log for warrants;		
4.1.1.3	Write Supplemental Reports;		
4.1.1.4	Write case interview notes;		
4.1.1.5	Update the status of the investigation;		
4.1.1.6	Track and monitor all assigned tasks;		
4.1.1.7	Monitor case status and activities;		
4.1.1.8	Update Detective activity log;		
4.1.1.9	Collect and manage evidence;		
4.1.1.10	Assign tasks to other Investigators;		
4.1.1.11	Perform Clue Management;		
4.1.1.12	Produce photo lineups;		
4.1.1.13	Create Case Jacket / Murder Book containing all the relevant information on the case;		
4.1.1.14	Track Prosecutor and court actions;		
4.1.1.15	Produce video briefings;		
4.1.1.16	Submit cases for review and approval;		
4.1.1.17	File Case with District Attorney		
4.1.1.18	Manage Evidence		
4.1.1.19	Close the Case.		
4.1.2	Investigator / Detective Supervisor Activities:		
4.1.2.1	Assess Requests for Investigations;		
4.1.2.2	Initiate / Create investigations including the Homicide Dead Sheet;		
4.1.2.3	Assign Investigators /Detectives to a case;		
4.1.2.4	Monitor Investigator work load;		
4.1.2.5	Monitor case status and activities;		
4.1.2.6	Shifting resources as required;		
4.1.2.7	Case / investigation review and approval.		
4.1.3	Prosecutor assigned to the case activities		
4.1.3.1	Interaction with the Investigator;		
4.1.3.2	Discovery process		
4.2	Description of Application / System Functionality		
4.2.1	Work flow functionality		
4.2.2	Case analysis and case solvability		

<b>Number</b>	<b>Requirement</b> See RFI Section 4 for details	<b>Yes No</b>	<b>Explanation / Description</b> Attach Detail in Separate Document(s)
	functionality		
4.2.3	Case / investigation creation functionality		
4.2.4	Case / investigation creation functionality		
4.2.5	Case assignment functionality		
4.2.6	Case monitoring and status functionality		
4.2.7	Investigative process functionality		
4.2.8	Charging process functionality		
4.2.9	Case disposition functionality		
4.2.10	Case confidentiality functionality (Access Authorization)		
4.2.11	Report writing and related document management functionality		
4.2.12	Interview processing functionality		
4.2.13	Query functionality		
4.2.14	Reporting functionality		
4.2.15	Statistical reporting functionality		
4.2.16	Briefing functionality		
4.2.17	Mapping functionality		
4.2.18	Messaging and email functionality		
<b>Technical Requirements</b>			
4.3	Technical Functionality		
4.3.1	General technical architecture including any underlying modules that must be included with the system.		
4.3.2	Project management, gap analysis, implementation, configuration, and customization methodology		
4.3.2.1	Provide the project management methodology and project management tools utilized.		
4.3.2.2	Provide the gap analysis approach utilized		
4.3.2.3	Provide a sample of the lifecycle utilized for implementation including configuration and customization		
4.3.3	Operating system/software environment(s). Provide a description of the operating systems and third party software required by the system		
4.3.4	Web based user interface at the workstation and mobile devices		
4.3.5	Detailed network requirements and protocols		
4.3.5	Relational database environments and storage requirements		
4.3.7	Description of security features which includes user authentication and		

<b><u>Number</u></b>	<b><u>Requirement</u></b> See RFI Section 4 for details	<b>Yes No</b>	<b><u>Explanation / Description</u></b> Attach Detail in Separate Document(s)
	authorization, which must include integration with Active Directory.		
4.3.8	Multi-level user profiles and user roles and how they interface with security and capability to restrict access to the different levels of functionality including case confidentiality.		
4.3.9	Transaction auditing at all levels		
4.3.10	Capability to configure and/or customize the application		
4.3.11	Capability to attach documents, files, images, photos, videos, etc. to a case		
4.3.12	System scalability		
4.3.13	Definition of user. How does the system count users and define the terms such as named users, logged in users, concurrent users, etc.		
4.3.14	Data elements		
4.3.14.1	List and describe the data elements utilized by the system		
4.3.14.2	List the data sources for the data elements		
4.3.15	Technical approach to providing both one and two-way interfaces to external systems		
4.3.16	Response time metrics		
4.3.17	Provide how the system is administrated and include the roles of different levels of administration		
<b>Support and Maintenance Requirements</b>			
4.4	Support and Maintenance		
4.4.1	Manuals		
4.4.2	On-line documentation and/or help		
4.4.3	Onsite and offsite training including syllabus outline for each class		
4.4.4	Helpdesk operations, including staffing and hours of availability		
4.4.5	Frequency of upgrades and acquisition / installation of upgrades		
4.4.6	User feedback procedures		
4.4.7	365/24 support procedures including problem escalation protocols.		
<b>Additional Functionality</b>			

<u>Number</u>	<u>Requirement</u> See RFI Section 4 for details	<u>Yes</u> <u>No</u>	<u>Explanation / Description</u> Attach Detail in Separate Document(s)

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

1. At least four (4) references. Medium to large scale (Over 250 detectives) Law Enforcement references that are currently using the detective case management functionality which has been installed and operational for over one year are preferable.

Reference 1:

Description of system  
Name of Law Enforcement Agency  
Address  
Contact Person  
Contact Person Phone # and email address.

Reference 2:

Description of system  
Name of Law Enforcement Agency  
Address  
Contact Person  
Contact Person Phone # and email address.

Reference 3:

Description of system  
Name of Law Enforcement Agency  
Address  
Contact Person  
Contact Person Phone # and email address.

Reference 4:

Description of system  
Name of Law Enforcement Agency  
Address  
Contact Person  
Contact Person Phone # and email address.

2. Description of business experience installing and maintaining detective case management systems.
3. Number of years in business.
4. Number of detective case management customer base and their average number of employees using the detective case management system.
5. Number and type of employees, such as development programmers, support technicians, etc.



## **Attachment C – Cost Model Template**

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

1. Cost of the COTS (Commercial off the Shelf) Application / Software for up to 2,000 users across 35 different locations. If there are different modules and/or components provide the details and the cost breakdown.
  
2. Implementation costs including the costs for application configuration and customization. This cost can be based on past experience in implementing the respondent's detective case management systems in large scale organizations.
  
3. Recommended Database (Oracle or SQL-Server Required). Is the database management system included in the cost of the COTS application?
  
4. Recommended general hardware specifications.
  
5. Recommended training size and scope including a cost breakdown for the different classes both on site and off site.
  
6. Ongoing Maintenance and Support costs.