

# LOS ANGELES COUNTY SHERIFF'S DEPARTMENT

# **REQUEST FOR INFORMATION**

## **RFI NUMBER 637-SH**

## RECORDS MANAGEMENT SYSTEM DETECTIVE CASE MANAGEMENT SUB-SYSTEM FIELD-BASED REPORTING SUB-SYSTEM

**FEBRUARY 8, 2017** 

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### 1. Introduction

- 1.1. The Los Angeles County Sheriff's Department (Department) is seeking information from vendors that can provide an operationally proven web-based commercial off-the-shelf software (COTS) law enforcement application framework (the "Solution") to replace, among other functions, the Department's internally developed records management system (RMS) known as the Los Angeles Regional Crime Information System (LARCIS). Included in this initiative are two major subprojects that were originally independent initiatives: a Detective Case Management System (DCMS) and a Field-Based Reporting System (FBRS). The Solution must be generally capable of performing all functions specified herein, as well as interfacing with existing systems as outlined in this Request for Information (RFI).
- 1.2. The goal of this effort is to obtain information about Solutions that provide, at a minimum, the following:
  - 1.2.1. A unified, single standardized and centralized Solution or "framework" that meets the business requirements of the diverse Bureaus and Units across the Department.
  - 1.2.2. Improves officer's effectiveness, efficiency, and accuracy over maintaining existing practices.
  - 1.2.3. Does not necessary replicate a paper process. A record is data not paper and that data can be reproduced in many different formats.
  - 1.2.4. A web-based intuitive and consistent interface that is very easy to use by users who have varying levels of computer experience. Ease of use, the related training, and on-line help functions are critical success factors for any system that is utilized on a daily basis.
  - 1.2.5. One stop shopping approach for the various users 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 their functions.
  - 1.2.6. Easy to use and intuitive configuration, administration, query, and report writing tools that will allow Department staff to make quick changes and additions to the system.
  - 1.2.7. Multiple levels of user access and case confidentiality as required by the different users' Bureaus and Units that can be configured to fit their specific needs. Case confidentiality is critical to specific Units that deal with cases that contain confidential information which cannot be accessed even by other members of the Department.
  - 1.2.8. The ability to easily customize what the user sees, and what the user can do based on their multiple roles, profiles and areas of jurisdiction.
- 1.3. Vendors of interest are those who can identify potential solutions, are capable of delivering a turnkey framework Solution, and providing ongoing support as part of a maintenance agreement.

- 1.4. The Department 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 furnish information about a product or system that they have knowledge of, may do so formally in writing. Vendors who wish to offer a product for sale are encouraged to submit relevant information as outlined below in Section 4.0, Information Requested, 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. The Department 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. The Department, with approximately 19,000 employees, is the largest Sheriff's Department in the world.
- 2.2. The Sheriff is an elected County official having 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 operates and maintains the County Jail System, inclusive of inmate transportation services within the County, provides bailiffs and security to the courts, and serves civil and criminal processes as dictated by the courts.
- 2.3. The Department is comprised of, in part, twenty three (23) patrol stations across four (4) patrol divisions; each patrol station has an independent detective bureau. In addition, there are seven centralized detective bureaus and multiple other detective units within the Special Operations Division, Court Services Division, and Custody Division. The Department fields a total of over five thousand (5,000) patrol officers and fifteen hundred (1,500) detectives across the County.
- 2.4. Currently the Department 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 module will be utilized by all Detective Bureaus and Units within the Department.
- 2.5. The Department does not have a law enforcement FBRS. Reports are written by hand or typed on a workstation and printed. The FBRS module will be utilized by all Units across the Department which are required to write reports.
- 2.6. LARCIS is the Department's current RMS. LARCIS stores records of all incidents or events resulting in a report since the late 1990's. LARCIS was designed and

developed in-house with an Oracle database backend. It uses Oracle Forms and Reports for the front-end.

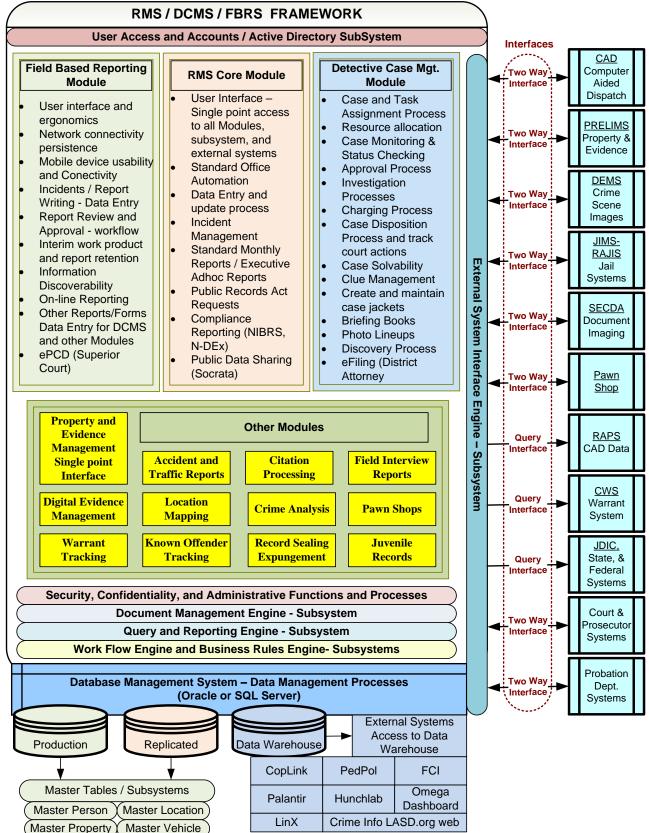
- 2.7. The RMS / DCMS / FBRS Solution is envisioned to replace LARCIS. The current data in LARCIS will be migrated to the new Solution as part of the project.
- 2.8. The table below lists the Department's annual data volumes by broad category. The new RMS shall be able to accommodate all current data, plus an estimated annual increase rate of 10%:

	2014 (Jan – Dec)	2015 (Jan – Dec)	2016 (Jan – July)
Part I Crimes	66,012	70,863	41, 703
Part II Crimes	97,404	94,321	55,602
Non-Criminal Incidents	119,260	124,033	73,342
TOTAL	282,676	289,217	170,598
Adult Arrests	332,296	308,429	170,598
Juvenile Arrests	15,150	12,892	7, 479

- 2.9. Other existing systems that will require interfaces (see Section 3, High-Level Overview Chart) include:
  - 2.9.1. Computer Aided Dispatch System (CAD) Called Mobile Digital Communication System.
  - 2.9.2. Regional Allocation of Police Resources (RAPS) a data warehouse for CAD data
  - 2.9.3. Property and Evidence Lab Information Management System (PRELIMS)

     Current system provides evidence management system and lab
     automation will not be replaced by the Property and Evidence Module of
     the proposed Solution.
  - 2.9.4. Digital Evidence Management System (DEMS) currently used only for crime scene photos (MIDEO).
  - 2.9.5. Jail Information Management System (JIMS) The current jail automation system.
  - 2.9.6. Replicated Automated Justice Information System (RAJIS) An Oraclebased replication of data residing in the current mainframe jail system known as "AJIS" (Automated Justice Information System).
  - 2.9.7. Sheriff's Electronic Criminal Documents Archive (SECDA) document management and archival records system.
  - 2.9.8. County Wide Warrant System (CWS) Tracks all warrants.
  - 2.9.9. Justice Data Interface Controller (JDIC) Interface to local, State, and Federal law enforcement systems.
  - 2.9.10. Court and Prosecutor systems possible interface(s) to allow the District Attorney access to DCMS information, and provides for e-filing of cases.
  - 2.9.11. Probation Department Systems Possible future interface.

## 3. RMS / DCMS / FBRS – High Level Framework Overview Chart



- 3.1. The RMS / DCMS / FBRS High Level Framework Overview Chart above provides a high level strategic overview of the framework and functionality that the Department is seeking from the Solution. This chart is not all inclusive but is intended to provide a one-page strategic overview of the project.
- 3.2. Should the Department proceed with a formal solicitation, 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 Solution.
- 3.3. The following functions, processes, and subsystems are listed in Section 4. Details of how these functions will work in the respondent's Solution should be fully described in response to Section 4 of this RFI:
  - 3.3.1. User Access and Accounts / Active Directory Subsystem;
  - 3.3.2. Security, Confidentiality, Administrative Functions and Processes;
  - 3.3.3. External Interface Engine Subsystem;
  - 3.3.4. Document Management Engine Subsystem;
  - 3.3.5. Query and Reporting Engine Subsystem;
  - 3.3.6. Work Flow Engine Subsystem;
  - 3.3.7. Business Rules Engine Subsystem;
  - 3.3.8. Database Management System;
  - 3.3.9. Data Warehouse System.
- 3.4. The listed interfaces to external systems (see High Level Chart above) are both one-way and two-way and will be implemented over the life of the project. It is not necessary that Respondents describe each interface; rather, describe how their interface tool works to provide, where required, real-time interfaces to differing external systems, including security and auditing protocols. The details of the interface processes should be fully described in response to Section 4 of this RFI.
- 3.5. External Systems that will access the Data Warehouse include:
  - 3.5.1. CopLink IBM case solvability, a crime and link analysis system;
  - 3.5.2. Palantir Case solvability, a crime and link analysis system used by the Joint Regional Intelligence Center (JRIC);
  - 3.5.3. FCI Family and Children's index;
  - 3.5.4. PedPol Predictive policing software that helps predict and deter the occurrence of crimes;
  - 3.5.5. Hunchlab Predictive policing software that helps predict and prevent crimes;
  - 3.5.6. Omega Dashboard Software used for intelligence led policing;
  - 3.5.7. LASD Crime Info Web Site Provides the public with crime information and statistics.
  - 3.5.8. LinX Law Enforcement Information Exchange NCIS and Northrup Grumman.
  - 3.5.9.

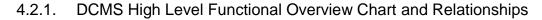
## 4. Information Requested

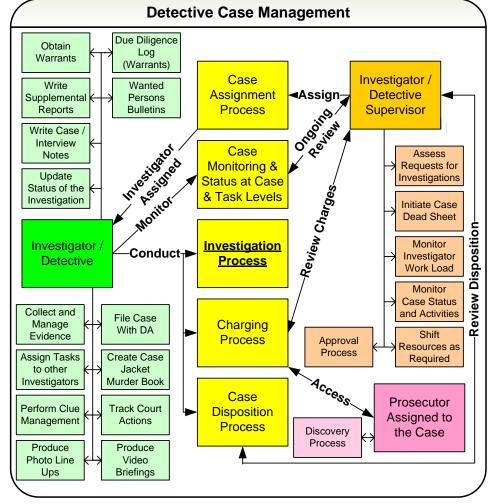
Overview: This RFI is seeking information from vendors who can provide an operationally proven commercial off-the-shelf (COTS) web-based framework Solution that includes all necessary applications, underlying software, interfaces, customization, integration, support, maintenance, and training. Commercial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

### **Business Functional Requirements**

- 4.1. <u>RMS Requirements</u>: Detailed explanation of how Respondent's system can meet the following functionality:
  - 4.1.1. Consistent User Interface (UI): Describe the RMS user interface and ease of use. It is critical that the RMS be easy to use, require minimum training, and come with on-line help. The user interface should be consistent across all RMS/DCMS/FBRS modules.
  - 4.1.2. Standard Office Automation: Describe the office automation functionality. The Department uses Microsoft Office as the baseline.
  - 4.1.3. Data Entry and Update Process: Describe the RMS data entry and update processes that are independent of FBRS. Entry and editing of information in the RMS should be independent of FBRS, yet utilize a consistent user interface.
  - 4.1.4. Incident Management: Describe how the system creates and manages incidents in the system. Incidents include any entry that creates a unique number, such as cases, citations, warrants, court cases, etc. The Department uses a unique compound file number for all cases. While the file number does not have to be the underlying key, it must be attached to all related information associated with the case.
  - 4.1.5. Standard Monthly Reports: Describe how "reports" interface with the Query and Reporting Engine to produce a report library.
  - 4.1.6. Executive ad hoc Reports: Describe how the interface with the Query and Reporting Engine produces reports requested by executives.
  - 4.1.7. Public Records Act (PRA) Requests: Describe how the interface with the Query and Reporting Engine finds information for PRA requests.
  - 4.1.8. Compliance Reporting (Such as NIBRS, N-DEx): Describe how the interface with the Query and Reporting Engine can be used for compliance reporting with local, State, and Federal agencies.
  - 4.1.9. Public Data Sharing: Describe how the interface with the Query and Reporting Engine can be used for public information / data sharing (Socrata, the company that posts the data).
- 4.2. <u>DCMS Requirements</u>: Detailed explanation of how Respondent's system can meet the following functionality, including activities associated with the Investigator, Detective Supervisor, and Prosecutor, along with the major

processes of: case assignment, case monitoring, investigation, charging, and case disposition.





4.2.2. Investigator / Detective Activities:

- 4.2.2.1. Obtain warrants: Describe the ability to write warrants and transmit them to the approving agency.
- 4.2.2.2. Keep a Due Diligence Log for warrants: Describe the ability to track warrant service to meet due diligence requirements.
- 4.2.2.3. Write Supplemental Reports: Describe the ability to write supplemental reports either as part of the FBRS or independently of FBRS.
- 4.2.2.4. Write case interview process: Describe the ability for users to document all aspects of the interview process using multiple media methods such as; handwritten notes, audio, and video.
- 4.2.2.5. Update the status of the investigation: Describe the ability for the investigator to make and update the status of the investigation.

- 4.2.2.6. Track and monitor all assigned tasks: Describe 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.
- 4.2.2.7. Monitor case status and activities: Describe the ability to create timelines which include the ability to have specific timelines associated with each case type, the 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.
- 4.2.2.8. Notifications: Describe the Solution's ability to interface with, and send notifications to, the Department's email system [Outlook]. This includes the ability to have specific notifications associated with each individual case, case type, specific work flows. Notifications should be able to be modified as needed based on the specifics of each case.
- 4.2.2.9. Update Detective activity log: Describe the ability to create and update an investigator / detective log where all activities can be tracked including time allocated to each activity.
- 4.2.2.10. Collect and manage evidence: Describe the dynamic 2 way interface capability that will interface into the Department's Property and Evidence Management System (PRELIMS).
- 4.2.2.11. Assign tasks to other Investigators: Describe the ability for the investigator(s) to assign tasks to other investigators.
- 4.2.2.12. Describe how the Solution performs Clue Management:
  - a) The ability for clues and clue-related information to be recorded and tracked with links between incident records, master file and index records, and reports.
  - b) The ability for individual investigators to be assigned specific clues to investigate and follow up on, ensuring that work is neither duplicated nor missed.
  - c) The ability to track progress as investigators enter their information and reports and mark their tasks complete, so that supervisors can see what has already been done.
  - d) The ability for workflows to be configured to trigger further tasks depending on the results of a previous task.
  - e) The ability to track clues across multiple cases or incidents.
  - f) The ability for the crime analysis and case solvability data warehouse and expert system modules to access the clue information for further analysis.
- 4.2.2.13. Produce photo lineups: Describe the ability to produce and track multiple photo lineups for a case.

- 4.2.2.14. Create Case Jacket / Murder Book containing all the relevant information on the case: Describe the ability to consolidate via a check off list all relevant information on a case into a single document.
- 4.2.2.15. Produce video briefings: Describe the ability to produce video based briefings containing information from the case.
- 4.2.2.16. Submit cases for review and approval: Describe the workflow process.
- 4.2.2.17. File Case with the District Attorney: Describe the ability to complete the suspect / subject charging processes and to interface the external prosecutor's (District Attorney) systems for exchange of information.
- 4.2.2.18. Track prosecutor and court actions: Describe the ability through either data entry or interface(s) with the prosecutor's and court's systems to keep track of related prosecutor and court actions on the case.
- 4.2.2.19. Case disposition (Close the Case): Describe 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.
- 4.2.3. Investigator / Detective Supervisor Activities:
  - 4.2.3.1. Assess Requests for Investigations: Describe the ability for Units to electronically request an investigation for a new incident or and existing case;
  - 4.2.3.2. Initiate / Create investigations including the Homicide Dead Sheet: Describe the ability for the investigator or supervisor to enter information and create an investigation including the issuance of a Department file number if required.
  - 4.2.3.3. Case Classification: Describe 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.
  - 4.2.3.4. Assign Investigators / Detectives to a case: Describe the ability to assign one or more investigators to a case including identifying the primary (lead) and secondary investigators.
  - 4.2.3.5. Monitor Investigator work load: Describe the ability to display the workload for each investigator assigned to a Unit and to assist the supervisor in allocating resources to cases based on multiple search criteria.
  - 4.2.3.6. Monitor case status and activities: Describe the ability to track the status and activities associated with a case based on multiple search criteria.

- 4.2.3.7. Re-assign resources as required: Describe the ability to reassign resources across multiple cases.
- 4.2.3.8. Case / investigation review and approval: Describe the ability independent of FBRS to utilize the workflow process to review and approve cases / investigation.
- 4.2.4. Prosecutor assigned to the case activities:
  - 4.2.4.1. Interaction with the investigator: Describe the ability for the assigned prosecutor(s), based on security profile, to access the case, accept activities associated with the case, and interact with the investigators assigned to the case.
  - 4.2.4.2. Discovery process: Describe the ability based on flexible query and reporting capabilities produce, where necessary, redacted documents required by the discovery process.
- 4.3. <u>FBRS Requirements</u>: Detailed explanation of how the Respondent's system meets the following functionality:
  - 4.3.1. User Interface and Ergonomics: Describe the FBRS user interface, ergonomics, and ease of use. It is critical that the FBRS be easy to use, require minimum training, and come with on-line help.
  - 4.3.2. Network Connectivity Persistence: Describe how FBRS connects to the available networks, understands the throughput rate available, and can work offline when the network is disconnected.
  - 4.3.3. Mobile Device Usability and Connectivity: Describe the different mobile devices that work with FBRS and the positives / negatives for each device and related operating system.
  - 4.3.4. Report Writing Data Entry: Describe completely the FBRS report writing processes for both mobile devices and fixed workstations. Include:
    - 4.3.4.1. The development of templates for each type of report along with the ability to enter the crime type and have check off boxes to help standardize the report information;
    - 4.3.4.2. Voice to text the ability to translate dictation to text within the format and framework of report writing. This is critical for using hand held smart devices for FBRS;
    - 4.3.4.3. The ability to attach images and other scanned documents in the field;
    - 4.3.4.4. The ability for a signature;
    - 4.3.4.5. Crime Scene or traffic diagramming tool; and
    - 4.3.4.6. The ability to print to a mobile printer.
  - 4.3.5. Standard Office Automation: Describe the office automation functionality that is included with FBRS. The Department standard is Windows-Microsoft Office.

- 4.3.6. Report Review and Approval: Describe current review and approval work flows that have been implemented in other law enforcement agencies. Include both positives and negatives, as well as lessons learned.
- 4.3.7. Interim Work Product Retention: Describe how incomplete reports are retained and how the writer / supervisor is notified if reports are not completed within specified time parameters.
- 4.3.8. Information Discoverability Discovery Process: Describe if interim reports or work product is discoverable. This includes the different iterations of the reports along with supervisor notes, comments, and corrections.
- 4.3.9. On-Line Reporting: Describe how FRBS can be used as the access point for system-wide reports.
- 4.3.10. Date Entry for DCMS: Describe how FBRS works in conjunction with workflow and other modules to move the approved reports to the appropriate detective(s).
- 4.3.11. ePCD (Electronic Probable Cause Declaration): Describe how FBRS can provide a system to electronically create a probable cause declaration and electronically transfer it to the court.
- 4.4. <u>Other Module Requirements</u>: Detailed explanation of how Respondent's system meets the functionality for the following modules:
  - 4.4.1. Property and Evidence Management Single Point Interface: Describe how the system's internal Property and Evidence subsystem functions and how it will integrate with the Departments PRELIMS to provide the user a single point of access to both systems.
  - 4.4.2. Digital Evidence Management: Describe how the system's internal Property and Evidence subsystem manages the multiple aspects of digital evidence that is captured by the officer in the field.
  - 4.4.3. Warrant Tracking: Describe how the warrant module captures and process of records of wanted persons, arrest warrant information, "due diligence" by tracking all activity towards serving the warrant, and issues an alert any time a wanted person's name is entered into the system.
  - 4.4.4. Accident and Traffic Reports: Describe how the traffic module handles accident and traffic reports including all the information required by the State of California accident report forms and statistical analysis. (note: can be a submodule of FBRS)
  - 4.4.5. Location Mapping GIS: Describe how the mapping module provides location validation and mapping including: geo-coding; location validation at data entry; and mapping visualization. Describe the GIS spatial data engine utilized.
  - 4.4.6. Known Offender Tracking: Describe how the Known Offender Tracking module (outside of the master person table) stores information about

known offenders, cross references that information, produces a RAP sheet, and complies with the State of California CORI requirements.

- 4.4.7. Citation Processing: Describe how the Citation Processing module creates electronic citations in the field, process the citations, attaches different file types (photo, audio, and video), stores the data, and uploads to the court system.
- 4.4.8. Crime Analysis: The Department utilizes programs such as IBM Coplink and Palantir for crime analysis. Describe the functionality of the crime analysis module and how it can interface with these other programs.
- 4.4.9. Record Sealing and Expungement: Describe how the Record Sealing and Expungement module manages records in order to comply with orders to seal, purge, or expunge records.
- 4.4.10. Field Interview Reports (FIR): Describe how the FIR module captures and stores field interviews. (note: can be a submodule of FBRS)
- 4.4.11. Pawn Shop Ticket Tracking: Describe how the Pawn Shop Ticket Tracking module can electronically capture the data entered by the pawn shops, has the ability to query the National Crime Information Center database (NCIC) about the submitted property, and check the property master file to see if the item has been reported stolen or lost.
- 4.4.12. Juvenile Records: Describe how the Juvenile Records module provides a separate subsystem for the recording of pertinent information on juveniles.
- 4.5. <u>Framework Subsystems and Engines Requirements</u>: Detailed explanation of how Respondent's system meets the functionality for the following subsystems and engines. Additional functionality that is available in the Respondent's Solution, but not listed in this section, should also be included in the response:
  - 4.5.1. Multi-level User Accounts / Active Directory
    - 4.5.1.1. Describe the 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.
    - 4.5.1.2. Describe the integrated security features which include user authentication and authorization with Active Directory.
    - 4.5.1.3. Describe the support of multiple agencies accessing the system with their own security constraints.
  - 4.5.2. Security and Confidentiality
    - 4.5.2.1. Describe the ability to limit access to the data to specific individuals or groups based on name, employee number, assignment, and/or role. Multiple levels of user access and confidentiality are required by the different Bureaus and Units that must to be configured to their specific group/Unit needs.

Case confidentiality (Access Authorization) in particular, is critical to specific cases which contain confidential information that shall not be accessed - even by other members of the Department.

- 4.5.2.2. Describe the audit trail of all activates on the system, including the audit trail and transaction logs capturing user activity (used for discovery purposes) including: User ID; device IP address; data added, changed, deleted, or viewed; and date and time stamp for each transaction;
- 4.5.3. Document Management Engine
  - 4.5.3.1. Describe the complete document management functionality of the Document Management Engine.
  - 4.5.3.2. Describe the document scanning and storage functionality of the Document Management Engine.
- 4.5.4. Query and Reporting Engine
  - 4.5.4.1. Describe how users may create custom queries in addition to the standard queries incorporated in the system.
  - 4.5.4.2. Describe how users may create custom reports in addition to the standard reports incorporated in the system.
  - 4.5.4.3. Describe how users may create custom statistical reports, charts, and graphs in addition to the standard reports, charts, and graphs designed in the system. (A number of these reports are mandated by State and Federal statute.)
  - 4.5.4.4. Describe the ability to create management reports.
  - 4.5.4.5. Describe the ability to create Department of Justice (DOJ) compliance reports.
  - 4.5.4.6. Describe the access to a full-featured report writing module that includes templates of all applicable Department-specified reports, as well as the security and finalization of these documents in a non-changeable format.
- 4.5.5. Work Flow Engine
  - 4.5.5.1. Describe the complete Work Flow Engine functionality.
  - 4.5.5.2. Describe the Work Flow Engine's user interface and designer tool(s) to allow users to create workflows.
  - 4.5.5.3. Describe the ability of the Work Flow Engine to interface with all system components / modules.
- 4.5.6. Business Rules Engine
  - 4.5.6.1. The Business Rules Engine may be a component of the Work Flow Engine.
  - 4.5.6.2. Describe the complete Business Rules Engine functionality.

- 4.5.6.3. Describe how, if at all, users are able to see, understand, and edit the business rules in the applications without writing any code.
- 4.5.6.4. Describe the different decision rules available including statement rules, truth tables, decision trees, sequential rules and expressions, etc.
- 4.5.7. External System Interface Engine
  - 4.5.7.1. Describe the technical approach to provide both one and two way interfaces to external systems. The High Level Overview Chart in Section 3 shows several of the potential interfaces into external systems.
  - 4.5.7.2. Respondents are not asked to describe each interface, rather, describe how the interface tool works to provide real-time interfaces to differing external systems. Please also discuss security and auditing protocols.
  - 4.5.7.3. If interfaces into similar external systems have been developed for past projects, describe these interfaces and provide metrics on their complexity.
- 4.5.8. Data Warehouse:
  - 4.5.8.1. Describe the technical approach to developing a Data Warehouse that will be accessed by external systems. The High Level Overview Chart in Section 3 shows several of the potential interfaces by external systems into the Data Warehouse.
  - 4.5.8.2. If interfaces into similar external systems have been developed for past projects, describe these interfaces and provide metrics on their complexity.
- 4.5.9. Messaging / Notification Engine and Email Functionality:
  - 4.5.9.1. Describe the ability to automatically generate notifications at key points of a case (DCMS, FBRS) to provide rapid exchange of information; e.g. notifying an identified supervisor when a task is updated, notifying an identified supervisor if a due date passes without an update.
  - 4.5.9.2. Describe if the functionality can be internal to the system using both action items; e.g. an action item which 1) requires the user to take some action, preferably with a link to the item requiring the action, and 2) notifications which provide the user with information that does not necessarily require the user to take any action.
- 4.5.10. Master Tables / Files Subsystem:
  - 4.5.10.1. Master Person Subsystem: Describe the ability to have a master person table which serves as the repository of the

demographic information for all persons entered into the system regardless of the person's role in a case or regardless of the source report or form used including the ability to identify duplicate entries and aliases.

- 4.5.10.2. Master Location Subsystem: Describe the ability to have a master location table that collects geographically oriented information about all locations entered into the system.
- 4.5.10.3. Master Property Subsystem: Describe the ability to have a master property table that collects information on all property entered into the system.
- 4.5.10.4. Master Vehicle Subsystem: Describe the ability to have a master vehicle table that collects information on all vehicles entered into the system.

Note: These Master Subsystems are key underlying tables that are utilized for Crime Analysis, Case Solvability, Link Analysis, Cross Referencing, and GIS Spatial Date.

- 4.6. <u>Technical Functions & Requirements</u>: Respondents must provide information about the Solution's overall technical functionality including, where applicable, the following items: (Additional technical functionality that is available in the Respondent's Solution / Framework but not listed in this section should also be included).
  - 4.6.1. General technical architecture including any underlying modules that are included with the Solution.
  - 4.6.2. Project management, gap analysis, implementation, configuration, and customization methodology.
    - 4.6.2.1. Provide the project management methodology and project management tools utilized.
    - 4.6.2.2. Gap analysis is key to any successful COTS implementation. Provide the gap analysis approach utilized.
    - 4.6.2.3. Provide a sample of the lifecycle utilized for implementation including configuration and customization.
  - 4.6.3. Business Process Reengineering (BPR) of Department business processes to better conform to industry standards is a possibility. Provide the BPR methodology and tools utilized.
  - 4.6.4. Operating system/software environment(s). Provide a description of the operating systems and third-party software required by the Solution. The Department currently uses Unix, Linux, and Windows.
  - 4.6.5. Web-based user interfaces at the workstation and mobile device levels. Include a list of the web browsers utilized by the Solution. Microsoft Internet Explorer 11, Microsoft Edge or Google Chrome are the Department standards. Provide a description of the user interface, including browser-based screens for all functions of the system.

- 4.6.6. Detailed network requirements and protocols. The Sheriff's Data Network (SDN) is a highly secured closed TCP/IP based network.
- 4.6.7. Relational database environments and storage requirements The Department standard databases are either Oracle or Microsoft SQL Server.
- 4.6.8. Capability to configure and/or customize the Solution, including reference tables, screen displays, and both ad-hoc and canned reporting tools.
- 4.6.9. Capability to attach documents, files, images, photos, videos, voice recordings, etc. to a case. 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).
- 4.6.10. System scalability. Provide the approach and metrics used to scale the system from 100 users to the maximum number of users allowable by the Solution.
- 4.6.11. Definition of user. How does the system count users and define the terms such as named users, logged in users, concurrent users, etc.
- 4.6.12. Data Elements.
  - 4.6.12.1. 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 should provide enough detail to understand what data / information is required by the Solution and how it is utilized across the different functional areas or application modules.
  - 4.6.12.2. List the data sources for the data elements, such as; entered by the user, accessed from an external system such as an RMS, entered by the administrator as part of a lookup table or configuration table, etc.
- 4.6.13. 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.
- 4.6.14. System Administration. Provide how the system is administrated (Administrative functions of the system) and the management of its components (i.e. users, access privileges, use of Active Directory, databases, etc.) include the roles of different levels of administration.
- 4.7. <u>Product Support and Maintenance Requirements</u>: Respondents should provide detailed information on the following:
  - 4.7.1. Manuals providing copies of the manuals would be helpful in the review of the respondent's detective case management system's functionality.
  - 4.7.2. On-line documentation and/or help.
  - 4.7.3. On premise and off site training including syllabus outline for each class.

- 4.7.4. Helpdesk operations, including staffing and hours of availability.
- 4.7.5. Frequency of upgrades and acquisition / installation of upgrades.
- 4.7.6. User feedback procedures.
- 4.7.7. 365/24 support procedures including problem escalation protocols.
- 4.8. <u>Corporate Information and References</u>: Respondents, using Attachment B, should provide detailed information on the following:
  - 4.8.1. At least four (4) references. Medium to large scale Law Enforcement references with over 3,000 Sworn Employees that are currently using the system / framework which has been installed and operational for over one year are preferable. References should include:
    - 4.8.1.1. Description of System
    - 4.8.1.2. Name of Law Enforcement Agency
    - 4.8.1.3. Address
    - 4.8.1.4. Contact Person
    - 4.8.1.5. Contact Person Phone # and email addresses
    - 4.8.1.6. Production Installation Date
  - 4.8.2. Description of business experience installing and maintaining RMS / DCMS / FBRS applications
  - 4.8.3. Number of years in business.
  - 4.8.4. Number of RMS / DCMS / FBRS application customer base and their average number of employees using the detective case management system.
  - 4.8.5. Total number and classifications of employees supporting the systems. Breakdown by classification of role is preferable, such as application administrators, database support, program developers, technical support, etc.
- 4.9. <u>Description of Cost Model</u>: As this document is an RFI, costs can only be estimated and used for budgeting consideration and will not be binding on respondent. Using Attachment C, respondents should describe charges and costs, including but not limited to, the following:
  - 4.9.1. Cost of the COTS Application / Software for up to 6,000 users across 35 different locations. If there are different modules and/or components provide the details and the cost breakdown including the licensing model.
  - 4.9.2. Implementation costs including the costs for application configuration and customization. This cost can be based on past experience in implementing the respondent's RMS / DCMS / FBRS application in large scale organizations.
  - 4.9.3. Recommended database: Is the database management system included in the cost of the COTS application?

- 4.9.4. Recommended general hardware specifications and potential costs.
- 4.9.5. Recommended training size and scope including a cost breakdown for the different classes both on premise and off site.
- 4.9.6. Ongoing maintenance and support (O&M) costs.

#### 5. Vendor Responses

5.1. Responses and questions regarding this RFI shall be labeled:

Response to RFI No 637-SH shall be labeled "Sheriff's RMS / DCMS / FBRS SOLUTION", and addressed to:

Los Angeles County Sheriff's Department Special Operations Division 12440 East Imperial Highway, Suite B-140 Norwalk, California 90650

Attention: Lieutenant Jeffery D. Cale Email: <u>LASDRMSProjectManager@lasd.org</u> Phone: (562) 345-4224

- 5.2. Respondent's contact information shall include: company name; address; contact person; company and contact person's phone numbers; contact person's email.
- 5.3. Response format. Respondents are encouraged to respond to each item, particularly those listed Sections 3 and 4.
  - 5.3.1. Respondents are requested to provide a high level strategic view of the Respondent's Solution which is similarly structured as described in Section 3, High Level Functional Overview Chart. Respondents should describe how the Solution, at a strategic level, will address and/or meet the functionality and work flow described in Section 3, High Level Functional Overview Chart. Additional functionalities beyond what is displayed in Section 3 should also be included.
  - 5.3.2. Respondents shall respond to the functional, technical, and support & maintenance requirements using <u>Attachment A Requirements</u> <u>Response Matrix</u> to this RFI. If additional space is needed to provide an accurate explanation/description, please reference your applicable corporate attachment(s) in the explanation/description column. The response should address all items listed in the Requirements Response Matrix which match the requirements listed in Section 4 in the same order listed in Section 4.
    - 5.3.2.1. For those functions which are currently part of Respondent's COTS Solution, please provide a detailed description / explanation for each.
    - 5.3.2.2. For those functions which will be added to the Solution in a future release, please describe the function and provide an estimated date for inclusion.

- 5.3.2.3. For those functions which are not currently part of the Solution, and for which there is no corporate plan to add such functions in a future release, please identify each and provide a strategic explanation and/or business logic for the decision to not include the function.
- 5.3.2.4. For those functions which are not included in the Solution, but may or will be provided as an interface or supplemental module from a third party, please identify each and provide an explanation of the details of the current engagement with the vendor/supplier.
- 5.3.2.5. For those functions which are not listed in Attachment A, Requirements Response Matrix, but are included in the Respondent's Solution, please list the functions and thoroughly describe each at the end of the Matrix under "Additional Functionality".
- 5.3.3. Respondents shall respond to the Corporate Information and References (RFI Section 4.8) using <u>Attachment B Corporate Information and</u> <u>Reference Template</u>.
- 5.3.4. Respondents shall respond to the Cost Model (RFI Section 4.9) using <u>Attachment C – Cost Model Template</u>.
- 5.3.5. Additional documentation may 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 (prior Proposals) submitted to other agencies' procurement process outlining additional and/or more detailed functionality to that requested in this RFI; and
  - 5.3.5.5. Brochures and marketing information.
- 5.4. The Department encourages all potential vendors to submit a response consistent with the content and instructions provided herein. Respondents shall provide two (2) hard copies and one (1) electronic copy (compact disc or external thumb drive) of their response.

#### 5.5. <u>Responses to this RFI will be accepted in person, by private messenger,</u> <u>delivery service, or United States Postal Service (USPS), through MARCH</u> <u>15, 2017, 3 o'clock p.m. (Pacific Standard Time) at the address listed above.</u>

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 on behalf of the Department, for a RMS / DCMS / FBRS Solution.

## 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, <u>if disclosure is required or permitted under</u> <u>California Public Records Act or otherwise by law</u>. A blanket statement of confidentiality or the marking of each page of the submission as confidential shall not be deemed sufficient notice of exception. <u>Respondents must specifically label only those provisions</u> of the submission which are "Trade Secrets" or "Proprietary" in nature.
- 6.3. Respondents to this RFI may be invited by the Department to a Respondents' Conference for the purpose of familiarizing Respondents with Department processes and workflows.
- 6.4. 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 may be between four (4) hours in length, to two (2) consecutive days in length. The date(s), length, and times will be coordinated between the Respondent and the Department's Project Manager.
- 6.5. The Department 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 RFP, an IFB, 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

<u>Number</u>	Requirement See RFI Section 4 for details	Yes No	Explanation / Description Pls attach detail in a separate document(s) with references below.			
Busines	Business Functional Requirements					
4.1	RMS Requirements					
4.1.1	Consistent User Interface					
4.1.2	Standard Office Automation					
4.1.3	Data Entry and Update Process					
4.1.4	Incident Management / Department File Number					
4.1.5	Standard Monthly Reports					
4.1.6	Executive Ad hoc Reports					
4.1.7	Public Records Act (PRA)					
4.1.8	Compliance Reporting (NIBRS, N-DEx)					
4.1.9	Public Data Sharing					
4.2	DCMS Requirements					
4.2.1	Investigator / Detective Activities					
4.2.1.1	Obtain Warrants					
4.2.1.2	Due Diligence Log					
4.2.1.3	Write Supplemental Reports					
4.2.1.4	Write Case Interview Notes					
4.2.1.5	Update Status of the Investigation					
4.2.1.6	Track and Monitor all assigned Tasks					
4.2.1.7.	Monitor Case Status and Activities					
4.2.1.8	Notifications					
4.2.1.9	Update Detective Activity Log					
4.2.1.10	Collect and Manage Evidence					
4.2.1.11	Assign Tasks to other Investigators					
4.2.1.12	Clue Management					
4.2.1.13	Produce Photo Lineups					
4.2.1.14	Create Case Jacket / Murder Book					
4.2.1.15	Produce Video Briefings Submit Cases for Review and Approval					
4.2.1.17	File Cases with the District Attorney					
4.2.1.17	Track Prosecutor and Court Actions					
4.2.1.19	Case Disposition					
4.2.3	Investigator / Detective Supervisor Activities	+ +				
4.2.3.1	Assess Requests for Investigations					
4.2.3.2	Initiate / Create Investigations					
4.2.3.3	Case Classification	1 1				
4.2.3.4	Assign Investigators / Detectives to a Case					
4.2.3.5	Monitor Investigator Work Load					
4.2.3.6	Monitor Case Status and Activities					
4.2.3.7	Reassign Resources as Required					

scription a separate eferences

Number	Requirement See RFI Section 4 for details	Yes No	Explanation / Description Pls attach detail in a separate document(s) with references below.
4.5.5	Work Flow Engine		
4.5.6	Business Rules Engine		
4.5.7	External Systems Interface Engine		
4.5.8	Data Warehouse		
4.5.9	Messaging / Notification Engine		
4.5.10	Master Tables / Files Subsystem		
4.5.10.1	Master Person		
4.5.10.2	Master Location		
4.5.10.3	Master Property		
4.5.10.4	Master Vehicle		
Technica	al Requirements		
4.6	Technical Functionality		
4.6.1	General technical architecture including any underlying modules that must be included with the system.		
	Project management, gap analysis,		
4.6.2	implementation, configuration, and		
	customization methodology		
4.6.2.1	Provide the project management methodology and project management tools utilized.		
4.6.2.2	Provide the gap analysis approach utilized		
4.6.2.3	Provide a sample of the lifecycle utilized for implementation including configuration and customization		
4.6.3	Business Process Reengineering (BPR)		
4.6.4	Operating system/software environment(s). Provide a description of the operating systems and third party software required by the system		
4.6.5	Web based user interface at the workstation and mobile devices		
4.6.6	Detailed network requirements and protocols		
4.6.7	Relational database environments and storage requirements		
4.6.8	Capability to configure and/or customize the application		
4.6.9	Capability to attach documents, files, images, photos, videos, etc. to a case		
4.6.10	System scalability		
4.6.12	Definition of user. How does the system count users and define the terms such as named users, logged in users, concurrent users, etc.		

<u>Number</u>	Requirement See RFI Section 4 for details	Yes No	Explanation / Description Pls attach detail in a separate document(s) with references below.
	Data elements		
4.6.12.1	List and describe the data elements utilized by the system		
4.6.12.2	List the data sources for the data elements		
4.6.13	Response time metrics		
4.6.14	Provide how the system is administrated and include the roles of different levels of administration		
Support	and Maintenance Requirements		
4.7	Support and Maintenance		
4.7.1	Manuals		
4.7.2	On-line documentation and/or help		
4.7.3	Onsite and offsite training including syllabus outline for each class		
4.7.4	Helpdesk operations, including staffing and hours of availability		
4.7.5	Frequency of upgrades and acquisition / installation of upgrades		
4.7.6	User feedback procedures		
4.7.7	365/24 support procedures including problem escalation protocols.		
Addition	al Functionality		

## Attachment B – Corporate Information and Reference Template

1. At least four (4) references. Medium to large scale (Over 3,000 Sworn Officers) 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 the Solution.
- 3. Number of years in business.
- 4. Customer base and average number of employees using the Solution.
- **5.** Total 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, the following subcategories:

- 1. Cost of the COTS Solution for up to 6,000 users across 35 different locations. If there are different modules and/or components provide the details and the cost breakdown. Include your licensing model.
- 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 and potential costs.
- **5.** Recommended training size and scope including a cost breakdown for the different classes both on side and off site.
- 6. Ongoing maintenance and support costs.