



**LOS ANGELES COUNTY
SHERIFF'S DEPARTMENT**

REQUEST FOR INFORMATION

RFI NUMBER 642-SH

**PROBATIONARY EMPLOYEE TEACHING /
TRACKING SYSTEM**

(PETTS)

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1.0 INTRODUCTION

This is a Request for Information (RFI) ONLY; this is NOT a solicitation.

- 1.1 The Los Angeles County Sheriff's Department ("Department" or "LASD") is seeking information from vendors who can provide a self-hosted or vendor-hosted, web-based, commercial off-the-shelf (COTS) software, to provide a law enforcement-tailored Probationary Employee Teaching/Tracking System (PETTS).

The Solution will focus on sworn staff members' internal training requirements for both custody and patrol services during their probationary period.

The Solution is expected to have multiple user-level privileges with user-friendly interfaces (Super User, Administrator, Supervisor, Trainee, etc.), robust event creation, transaction and event reporting tools, and dependable maintenance and services.

The Solution must be able to integrate with existing unrelated Department data and information systems to minimize duplication of data.

- 1.2 The goal of this RFI is to obtain information about COTS Solutions that provide, at a minimum, the following:
- 1.2.1 A single, standardized, turnkey, and centralized Solution that meets the business requirements of the diverse Bureaus and Units across the Department (See Appendix A).
 - 1.2.2 Improves training officer's effectiveness, efficiency, and accuracy over maintaining existing probationary employee training practices by tracking the trainee's activities and records.
 - 1.2.3 Creates Daily Observation Report (DOR) and Memos, by creating a digital record which will allow data that can be reproduced/replicated in different formats.
 - 1.2.4 A web-based intuitive graphical interface designed for users who have varying levels of accountability and computer experience.

Ease of use, the related training, and on-line help functions are critical success factors.

- 1.2.5 Accessibility through one primary access point/portal which, if necessary, interfaces to other systems that are required to perform their functions.
 - 1.2.6 Intuitive user configuration, administration, query, and report writing tools that will allow Department staff to make quick changes and additions to the Solution.
 - 1.2.7 Multiple levels of user role-based access and event confidentiality as required by the different users' Bureaus and Units that can be configured to fit their specific needs. Event confidentiality is critical to specific Units that deal with 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 are capable of delivering a turnkey 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 other County solicitation method.
 - 1.5 Vendors who wish to furnish information about their product or Solution may do so formally in writing as outlined below in Section 4.0, Information Requested, of this RFI.

2.0 BACKGROUND

- 2.1 The County encompasses an area of 4,083 square miles with a population of nearly 10 million. The Department provides general law enforcement services to about five (5) million of these residents, spread over an area of approximately 3,157 square miles. The Department, with more than 17,000 employees is the largest Sheriff's department in the United States.

The Department manages the largest jail population with a current average daily inmate population of over 19,000.

- 2.2 The Department is comprised of, in part, twenty-two (22) patrol stations across four (4) patrol divisions. There are bureaus and units within the Training Operations, Court Services Division, and Custody Division. The Department fields over (65) probationary patrol officers and (750) probationary court and custody officers across the County. This Solution will be used by approximately 6,000 employees.
- 2.3 The Department currently does not have a centralized PETTS Solution which creates, manages, and/or stores records of all incidents or events related to the Probationary Employee. Currently, this is performed by a standalone personal computer-based system, and with paper records by various Units within the Department.

3.0 SOLUTION OVERVIEW AND REQUIREMENTS SUMMARY

LASD operates custody and field training programs by the Department's training units which require a structured method and Solution to create, track, and maintain those records (see Appendix A, Functional Requirements Checklist). The Solution shall include, but not be limited to, the following:

- 3.1 The management and tracking of all aspects of the employee's development and training from the time of employment within their probationary training or patrol training period through separation of service.
- 3.2 Real-time access to digital training documents of an employee to improve the reporting accuracy and efficiency of LASD's Custody and Field Operations Training programs.
- 3.3 The central control our organization needs in an easy-to-use multi-user digital document management Solution in order to reduce the effort spent managing the process of training modules, evaluation, and completion.
- 3.4 The supply of integrated tools and capabilities needed to create, modify, catalog, spell-check, evaluate, print, secure, and archive documents.
- 3.5 The ability to monitor individuals and instructors as well as divisions and/or bureaus such as patrol stations, training units, custody training, facility training, and courts for compliance with established LASD County established standards and regulations.

4.0 **INFORMATION REQUESTED**

Commercial vendors who have a commercially proven software Solution for PETTS, and the ability to provide all necessary professional Solution services, are requested to submit relevant information about their product.

4.1 Description of Solution Functionality:

Documentation should be provided that is descriptive of the functions supported by the Solution with a focus on the specific functional areas identified in this document for PETTS in Sections 1.0, Introduction, 2.0, Background, and 3.0, Solution Overview and Requirements. Existing product literature and prepared marketing materials may also be included; however, this information is typically less useful than more detailed user and technical documentation.

A follow-up scripted demonstration of the Solution may also be requested by LASD.

4.2 Description of Technical Architecture:

Respondents should provide information about the Solution including, but not limited to, the following items:

- 4.2.1 Hardware specifications;
- 4.2.2 Deployment architecture for the Solution;
- 4.2.3 Vendor-provided/suggested operating Solution/ software environment;
- 4.2.4 Detailed network requirements and protocols;
- 4.2.5 Data Security and Network protocols;
- 4.2.6 Recommended database environment(s) and storage;
- 4.2.7 The user interface, including screenshots of browser-based screens for all functions of the Solution;
- 4.2.8 Installation process for the Solution;

- 4.2.9 Application security and auditing features;
- 4.2.10 Capability to configure and customize the application, including reference tables, screen displays, and reporting tools (both ad-hoc and canned reports);
- 4.2.11 Technical approach and methodology used to configure and customize the Solution – please also discuss your approach to interface design.
- 4.2.12 Application scalability (increase user base, performance, etc.);
- 4.2.13 Word filter module that automatically scans and filters words and/or phrases which may be permanently replaced as it is saved by user;
- 4.2.14 Cost Model: Licensing and subscription fees, and related costs for installation, configuration, archiving, purging, sealing strategy, hosting (if applicable) training, etc.

4.3 Description of Product Support and Maintenance:

Respondents are requested to provide information on the following:

- 4.3.1 Product Manuals and Software Description
- 4.3.2 On-line documentation and or/help;
- 4.3.3 Training methods (on-site, off-site, on-line, etc.);
- 4.3.4 Helpdesk operations, including staffing and hours of availability;
- 4.3.5 Frequency of upgrades and updates;
- 4.3.6 User feedback procedures;
- 4.3.7 24/7 and 365 support procedures.

4.4 Estimated Costs:

Any costs estimated for the purpose of this RFI are considered for research purposes only, and are non-binding to either the respondent or County of Los Angeles.

As this document is an RFI, costs can be estimated, but only in general terms, as it applies to a typical standard COTS Solution. As this is not a competitive solicitation, specific LASD environment information cannot be made available to the vendor.

Consequently, a complete COTS Solution cost estimate will need to be general, and take into consideration the following areas that may or may not be quantifiable:

- 4.4.1 COTS licensing costs (perpetual) application development or COTS cost;
- 4.4.2 Professional services costs (install, configure, development, etc.)
- 4.4.3 Annual hosting costs, if applicable, (5-7 years);
- 4.4.4 Recommended hardware specifications and cost;
- 4.4.5 Non-recurring hardware and software licensing cost (if applicable);
- 4.4.6 Training costs;
- 4.4.7 Ongoing maintenance support costs.

Your response should include *all* estimated costs broken out by category based upon 6,000 users.

4.5 Corporate Information and References:

Respondents shall also provide the following information:

- 4.5.1 At least two references from law enforcement/corrections organizations who are currently using the Solution, and/or have used the Solution within the last two years;
- 4.5.2 Information on single largest concurrent user installation;
- 4.5.3 Description of business need and/or "fit-gap" solved by the Solution;
- 4.4.4 Number of years in business;
- 4.4.5 Size of law enforcement/corrections customer base;

- 4.4.6 Number and type of employees, including but not limited to - development programmers and support technicians;
- 4.4.7 High-level Solution documentation identifying existing deployment of vendor Solution at customer site(s).

5.0 **VENDOR RESPONSES**

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

Response to RFI No 642-SH "Sheriff's PROBATIONARY EMPLOYEE TEACHING/TRACKING SYSTEM (PETTS)" and be addressed to:

Custody Support Services
Los Angeles Sheriff's Department
450 Bauchet Street, E888
Los Angeles, CA 90012

Attention: Lieutenant Geradette E. Montoya
Email: GEMontoy@lasd.org
Phone: (213) 893-5102

- 5.2 Respondents 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 in sections 3 and 4.
- 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 **Responses to this RFI will be accepted in person, by private messenger, delivery service, or United States Postal Service (USPS), through SEPTEMBER 28, 2017, 3 o'clock p.m. (Pacific Standard Time) at the address listed above.**
- 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 PETTS Solution.

6.0 **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 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 shall be for one (1) day and may be between four (4) to eight (8) hours 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 an RFP, an IFB, or another County method for solicitation. Respondents to this RFI will be notified by the County of a future solicitation.

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APPENDIX A PETTS FUNCTIONAL REQUIREMENTS CHECKLIST

The following functional requirements represent high-level functions required of any future Solution. They are not intended to be comprehensive, and shall only be construed within the framework of the County's research under this RFI.

	FUNCTIONAL REQUIREMENT	YES	NO	COMMENTS/DETAIL
1.	The proposed Solution provides comprehensive role/privileges for functional use of the Solution.			
2.	The proposed Solution restricts access to features and documents by user role, assigned probationer, and document types.			
3.	The proposed Solution has user roles which can be updated and include at least the following: <ul style="list-style-type: none"> a. Trainee/Probationer, Training Officer, Supervisor, and Commander. b. Additional user roles including: Training Developer and Solution Administrator. c. Auditing: the ability to view users' current and historical work in the Solution and view date and time users last accessed Solution. 			
4.	The proposed Solution has Trainee features that include: <ul style="list-style-type: none"> - Ability to view/print/e-mail documents. - Digitally sign document. - Answer survey forms or self-evaluations. 			

	FUNCTIONAL REQUIREMENT	YES	NO	COMMENTS/DETAIL
5.	<p>The proposed Solution has Training Officer features that include:</p> <ul style="list-style-type: none"> a. Complete Evaluation Documents, real-time progress reports, ability to manage check lists and follow-up action items for probationers. b. Digitally sign and have the functionality for notification/forward documents to supervisor(s). c. Ability to administer multiple formal training programs. 			
6.	<p>The proposed Solution has Supervisor and Commander features that include:</p> <ul style="list-style-type: none"> a. Ability to assign probationer to a time period or a phase in employee's probationary period; collection of data specific to a time period or completion level. b. Review/approve documents. c. Print/e-mail documents. d. Manage multiple Training Officers/Assessors. e. Administer multiple formal training programs, such as custody and later patrol training. 			
7.	<p>The proposed Solution's General Features include:</p> <ul style="list-style-type: none"> a. Ability for user to create and modify probationers' start and finish of training and/or probation period. b. Create/Modify probationers' interval evaluation milestones. c. Create/Modify probationers' meetings and tasks. d. Modify probationers' training status (can have multiple) (i.e. Injury on Duty, Relieved of Duty, and On Training). 			

	FUNCTIONAL REQUIREMENT	YES	NO	COMMENTS/DETAIL
8.	The proposed Solution has the ability to create and modify probationers' "Summaries/ Documents" with customizable rating models.			
9.	The proposed Solution has standard templates and the ability to upload documents attached to the probationers' record; using various document types, including, but not limited to: PDF, Word, and Excel.			
10.	The proposed Solution provides for the following standard types of forms: a. Probationers' Daily Observation Report (DOR) b. Probationers' Calendar Evaluations c. Probationers' Remedial Worksheets d. Probationers' Phase Evaluation Reports e. Probationers' Plan for Improvement Remedial Training f. Probationers' Final Evaluation Report g. Probationers' End-of-Program Critique and other ability to up-load static or on-line learning forms			
11.	The proposed Solution provides for the following custom types of documents: a. Document and capture probationers' objectives/ goals. b. Document and capture probationers' training program. c. Capture general "fill-in" questions or multiple choice survey questions.			
12.	The proposed Solution has the ability to create unique groups			

	FUNCTIONAL REQUIREMENT	YES	NO	COMMENTS/DETAIL
	which have subgroups which are searchable by groups, such as: a. Custody: General Population, Jail Name, Academy Class Number, Gender, Race, Trainee. b. Patrol: East Patrol Division, Sheriff Station, Academy Class Number, Patrol School Class Number, Gender, Race, Field Training Officer (FTO), Trainee.			
13.	The proposed Solution allows for review and the ability to approve completion of tasks for probationers.			
14.	The proposed Solution has the ability to track approvals with a digital signature.			
15.	The proposed Solution has the ability to create tests which are scored within the proposed Solution, with the ability to track and monitor assigned probationer tests.			
16.	The proposed Solution has the ability to track evaluations and create "release-from-training" recommendations for probationers.			
17.	The proposed Solution has the ability to review, print, and e-mail reports in various supported formats, such as PDF, Word, Excel, and HTML.			
18.	The proposed Solution has the ability to track completion of tasks by probationer and provide comparison data, graphs and reports of performance between and among probationers.			
19.	The proposed Solution manages default values, milestones and content for tracking training, at			

	FUNCTIONAL REQUIREMENT	YES	NO	COMMENTS/DETAIL
	<i>any organizational level – such as Division, Bureau, Facility, etc.</i>			
20.	The proposed Solution has data entry features which must include, at a minimum: <ul style="list-style-type: none"> a. Browsing content and editing ratings directly in a browser window. b. Attach comments to any part of document. c. Optional “hot key” navigation with pop-up tool tips. d. Industry standard built-in spell check. e. Built-in or access to, a speech-to-text option for dictation of Daily Observation Reports (DORs) and evaluations. 			
21.	The proposed Solution has the ability to interface with foreign systems for the purpose of managing and storing documents in a central repository.			
22.	The proposed Solution uses Active Directory Federation Services (ADFS) to accomplish single sign-on and authenticate users over the following: <ul style="list-style-type: none"> a. Multiple types of applications (server, desktop, mobile, browser). b. Multiple platforms (android, iOS, Windows). c. Applications inside the corporate network or hosted in the cloud. 			
23.	The proposed Solution has additional features which allow web-enabled options, including user access via an application on tablet or cellular phone.			
24.	The proposed Solution maintains regulatory compliance which includes locations of North American data centers which are			

	FUNCTIONAL REQUIREMENT	YES	NO	COMMENTS/DETAIL
	certified to the ISO 27001/2 standard and SSAE 16 Type II regulations.			
25.	The proposed Solution has the ability to import policy and curriculum (from MS Word or MS Excel) with the capability to archive and which is searchable by key words, dates, employee number, etc.			
26.	The proposed Solution has the ability to create administrator reports which reveal the progress of trainees, training officers, groups, classes, or by patrol stations or custody facilities.			
27.	The proposed Solution has the ability to maintain training-related curriculum and provide tests associated with the curriculum.			
28.	The proposed Solution has the ability to retrieve daily information from calls-for-service which would interface to Computer Aided Dispatch (CAD) using an Application Program Interface (API) or web services.			