



LOS ANGELES COUNTY SHERIFF'S DEPARTMENT

REQUEST FOR INFORMATION

RFI NUMBER 652-SH

ONLINE TRAFFIC REPORTS

(OLTR)

May 2018

**Prepared By
County of Los Angeles**

These guidelines are intended to provide general information only and are subject to revision. The rights and obligations of any party contracting with the County will be determined in accordance with the terms of the applicable contract and applicable law.

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1.0 INTRODUCTION

- 1.1 The Los Angeles County (“County”) Sheriff’s Department (“Department”) is seeking information from vendors that can provide an operationally proven, commercial off-the-shelf (COTS) or custom developed, secure web-based online traffic report solution that will allow qualified members of the public the ability to purchase traffic accident reports online.
- 1.2 Vendors of interest are those who can identify potential solutions, and are capable of delivering a turnkey solution as well as ongoing product maintenance and support.
- 1.3 The Department will review the responses to this Request for Information (RFI), which may subsequently lead to further investigation, and include vendor presentations.
- 1.4 Vendors who wish to furnish information about a 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 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 general law enforcement services to the Southern California Regional Rail Authority (METROLINK), the Los Angeles County Metropolitan Transportation Authority, the Community Colleges, and County Facilities. 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.
- 2.2 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 (7) 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.
- 2.3 The County encompasses an area of 4,083 square miles with a population of nearly 10 million. 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.

- 2.4 The Department currently does not have a system that allows qualified members of the public to purchase traffic accident reports online. Currently, the Department allows qualified members of the public (insurance companies, attorneys, drivers, and registered owners) to purchase copies of traffic accident reports via a mailed in request or in-person at our Public Services Unit in Norwalk, California(s).
- 2.5 Records and Identification Bureau has the responsibility for the collection, input, and storage of most documentary and electronic records; retrieval of records and the production of information based upon these records; and identification of suspects based on record searches. The bureau maintains criminal histories of all California Department of Justice (DOJ) retainable arrest records based upon positive fingerprint identifications.

3.0 SOLUTION OVERVIEW AND REQUIREMENTS

In an effort to increase efficiency, reduce administrative costs, and improve services to the community, the Department is seeking information about solutions that would make traffic accident reports available for online purchase.

- 3.1 The solution's workflow provides for the following:
 - 3.1.1 Collection of traffic accident reports from the Sheriff's Electronic Criminal Documents Archive (SECDA) system, which is the Department's document imaging system;
 - 3.1.2 Method(s) to review traffic accident reports prior to sending to a stand-alone database;
 - 3.1.3 Method(s) for citizens, insurance companies, and other authorized individuals to obtain traffic collision reports via the Internet;
 - 3.1.4 Requestor's qualifications to possess the requested information or report;
 - 3.1.5 Payment options for requested reports, (i.e.: VISA, MasterCard, PayPal, etc.
 - 3.1.6 User-friendly search tools to locate reports;

- 3.1.7 Security features to ensure reports cannot be edited (including 3rd party software); and
 - 3.1.8 Notification to the Department and the requestor when search results in 'sorry, no reports found' message.
- 3.2 The solution shall be hosted on premise by the Department.
- 3.3 The solution shall be customizable to include, but not be limited to, the following features:
- 3.3.1. Role-based notifications;
 - 3.3.2. Capability of storing all traffic reports;
 - 3.3.3. Multi-level user access roles and permissions;
 - 3.3.4. Ability to schedule specific reports to be automatically generated to identified users; and
 - 3.3.5. Comprehensive transaction audit feature.
- 3.4 The solution shall include comprehensive web-based training.
- 3.5 The Online Traffic Reports (OLTR) must allow for real time analysis by authorized Department administrative staff by browsing historical transaction data within customizable search criteria.

4.0 INFORMATION REQUESTED

Commercial vendors, who have an interest in providing a solution for the OLTR system, are requested to submit relevant information about their solution. Responses shall contain the following information, as appropriate:

4.1 Description of the System Functionality

A detailed explanation of the functions supported by the solution with a focus on the specific functional areas identified in Section 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 demonstration of the solution may also be requested by the Department.

4.2 Description of the Technical Architecture

Respondents shall provide information about the solution which shall include, but not be limited to, the following items:

- 4.2.1 Hardware requirements, including virtualization options;
- 4.2.2 Vendor-provided/suggested operating system/software environment;
- 4.2.3 Detailed network requirements and protocols;
- 4.2.4 Recommended database environment(s) and storage requirements;
- 4.2.5 Installation process for the system;
- 4.2.6 Application security and auditing features;
- 4.2.7 Capability to configure and customize, including reference tables, screen displays, and reports (both ad hoc and canned reports);
- 4.2.8 Application scalability (increase user base, performance, etc.);
- 4.2.9 Solution architecture;
- 4.2.10 Data and network security protocols;
- 4.2.11 Technical approach and methodology used to configure and customize the system; and
- 4.2.12 Approach to interface design.

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 Online documentation and/or help;
- 4.3.3 Training methods (on-site, off-site, online, etc.);
- 4.3.4 Help desk operations including staffing and hours of availability;

- 4.3.5 Frequency of upgrades and acquisition of upgrades;
- 4.3.6 User feedback procedures; and
- 4.3.7 24/7 and 365 support procedures.

4.4 Description of Cost Model

Respondents shall provide estimated costs for budget consideration only. Costs estimated for the purpose of this RFI are considered for research purposes only, and are non-binding to either the respondent or the County. The 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 model options;
- 4.4.2 Hardware;
- 4.4.3 Recurring hardware and software licensing (if applicable);
- 4.4.4 Third-party licensing;
- 4.4.5 Professional services (installation, configuration, development, etc.);
- 4.4.6 Training; and
- 4.4.7 Ongoing maintenance and support.

4.5 Corporate Information and References

Respondents shall provide the following information:

- 4.5.1 Number of years in business;
- 4.5.2 Number and classifications of employees including, but not limited to - development programmers and support technicians;
- 4.5.3 Size of public safety/law enforcement customer base;
- 4.5.4 High level system documentation identifying existing deployment of vendor solution at customer site(s);
- 4.5.5 Names and contact information for at least five (5) references

from public safety/law enforcement organizations who are currently using the system, and/or have used the system in production for six (6) months or more within the last two years; and

- 4.5.6 Description of business need and/or 'fit gap' solved by the solution.

5.0 VENDOR RESPONSES

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

Response to RFI No 652-SH "Sheriff's ONLINE TRAFFIC REPORTS", and be addressed to:

Los Angeles County Sheriff's Department
Technology and Support Division
Records and Identification Bureau
12440 East Imperial Highway, Suite 400W
Norwalk, California 90650

Attention: Assistant Director Joe R. Salazar
Phone: (562) 345-4430
E-Mail: jrsalaza@lasd.org

- 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 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 (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 May 31, 2018, by 3:00pm (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 OLTR system.

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 will be conducted during a single 8-hour block 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 contact person identified in paragraph 5.1 above.
- 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 Request for Proposal (RFP), an Invitation for Bids (IFB), or other County method for solicitation. Respondents to this RFI will be notified by the County of a future solicitation.

* * * * *

Attachment A
OLTR FUNCTIONAL REQUIREMENTS CHECKLIST

	Functional Requirement	Part of system	Customization required	Please describe functionality
1.	The workflow allows for manual and automatic vetting of reports.			
2.	The proposed system provides validation processes for tracking uploads and indexing reports.			
3.	The proposed system has the capability of providing a method for authorized individuals to obtain traffic reports via the internet.			
4.	The proposed system has the capability of accepting payment.			
5.	The proposed system has the capability of providing clear, high-resolution images of each report for optimal viewing and printing.			
6.	The proposed system has the capability of delivering reports to the requestor in a format that is secure and non-editable.			
7.	The proposed system has the capability to refer requestors to the Department website if the search results find no match.			
8.	The proposed system has the capability of displaying electronic text for mandatory approval by the requestors including a disclaimer, terms and conditions, and a statement that the requestor is entitled to the report under California law.			
9.	The proposed system has the			

	Functional Requirement	Part of system	Customization required	Please describe functionality
	capability of separating an employee's view vs. the public's view (example – public may only see final and current document; employees may view current, historical, and revisions of documents).			
10.	The proposed system allows for a watermark to be placed on all sold reports.			
11.	The proposed system has the capability to record the requestor's name, date, time, and IP address for all report related activity.			
12.	The proposed system has the capability to search by multiple criteria such as driver's license number, address, date, time, etc..			
13.	The proposed system has mobile app capability.			
14.	The proposed system prevents requestors from saving the reports.			
15.	The proposed system has the capability to provide a purchasing report showing which reports were viewed and purchased, and broken down by the type of paying entity such as insurance companies or community members.			
16.	The proposed system allows a shopping cart functionality to enable the purchase of more than one report at a time.			
17.	The proposed system allows insurance companies to receive digital copies of reports for high volume clients.			
18.	The proposed system is an enterprise solution.			