LOS ANGELES COUNTY
SHERIFF'S DEPARTMENT

REQUEST FOR INFORMATION

RFI NUMBER 657-SH

TRAFFIC COLLISION AND CITATION DATABASE SYSTEM
(TCCDS)

July 2018

Prepared By

County of Los Angeles

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1.0   <u>INTRODUCTION</u>

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 Traffic Collision and Citation Database System (TCCDS) that will provide end-users with the ability to collect collision data, vehicle/other citations, DUI arrests, and parking citations which allows data mining for statistical analysis. This TCCDS solution must support electronic citation (E-cites) writers and electronic collision report writers and must also have the capability to upload data from electronic citation (E-cites) writers and electronic collision report writers to the database. This TCCDS solution may be stored on the premises or a vendor-hosted cloud solution.

1.2   Vendors of interest are those who can provide potential solutions, and are capable of providing a turnkey database solution and ongoing 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, system, or solution may do so formally in writing as outlined below in Section 3.0, Information Requested, and Section 4.0, Response Method and Time Frame, of this RFI.

2.0   <u>SOLUTION OVERVIEW AND REQUIREMENTS</u>

2.1   The Department is looking for an operationally proven, secure, web-based TCCDS solution to replace the existing legacy software-based database solution. The solution must be available to users Department-wide using a web browser such as Google Chrome or Microsoft Internet Explorer. The system shall provide the ability to easily input and extract data, create general and customizable query reports, a mapping component, and the ability to interface with other databases (e.g. CopLink, CarFax, Palantir, the Department's record management system, and other standard law enforcement COTS systems).

       2.1.1   The Department requires that the solution use Microsoft Active Directory for application authentication.

2.2   In addition to capturing and storing new data, the system shall be capable of incorporating and storing historical traffic citation/collision data residing

in existing legacy databases. The data shall be searchable based on user-defined parameters and the query results presented to the user. In addition to the presentation of query results in a report form, output shall be capable of presentation in a mapping format, graphing/sketching format, and printable, as required.

2.3   TCCDS shall have an electronic citation-writing function that gives the end-user the ability to create electronic citations and issue a printed copy to the violator. In addition, the system shall have the capability to upload the citation data from a handheld device to the database, eliminating the need for manually data entry.

2.4   TCCDS shall have an electronic collision reporting function that allows the end-user the ability to create electronic traffic collision reports. In addition, the system shall have the capability to upload the collision reporting data from a handheld device or from the existing mobile digital computer (MDC) installed in the patrol car to the database, eliminating the need for manual data entry.

2.5   Functionality available to Department users should include role-based restrictions that only allow Administrators to search Countywide records, while limiting other users to local records.

2.6   TCCDS shall have search capabilities that allow users to search within a user-defined radius and/or time interval on a common mapping platform (e.g. GIS, Google Maps, ESRI). Search results should include a list of citation/collision incidents in a report format customizable by the user, the ability to convert the information to graphs and charts, and the ability to map identified incidents.

2.7   TCCDS shall allow for manual and electronic input and data monitoring. The system shall be capable of generating e-mail alerts with a hyperlink to the incident to designated Department members.

2.8   TCCDS shall allow users to create custom complex report templates and custom workflows. TCCDS shall provide a reusable form that is auto populated by interfacing to various other systems. TCCDS shall allow line personnel to enter collision/citation incidents, and route them through an electronic hierarchy approval process.

2.9   TCCDS shall have the capability to generate automatic email notifications for Divisions or Bureaus when alert thresholds are met. TCCDS shall have an accountability mechanism that establishes what action was taken at the Unit level to remedy the high alert.

2.10   TCCDS should be customizable to include, but not be limited to, the following features:

2.10.1   Multiple means to notify specific users based upon user-defined business rules;

2.10.2   Interface with other systems for importing and exporting employee data, typically web services/xml;

2.10.3   Automatic generation of pre-designed report forms;

2.10.4   Ability to link multiple incidents together, across modules, by commonalities such as involved employee, investigator, or other specified field;

2.10.5   Ability to toggle to details of specific event within a list of search results;

2.10.6   Ability to attach different file mediums including documents, photos, audio recordings, and video recordings;

2.10.7   Ability for system administrators to add or modify fields within each category for specific Department administrators and log changes in a timeline for an audit trail;

2.10.8   Ability to automatically and sequentially number incidents as they are entered into the system;

2.10.9   Ability to mask specific information from general users (i.e. hide feature);

2.10.10   Ability to sort report columns by user identified fields;

2.10.11   Ability to establish several levels of permissions for security rights for user categories;

2.10.12   Ability to identify incidents by status (closed, pending, open, etc.);

2.10.13   Ability to schedule specific reports to be automatically generated and distributed to specific users; and

2.10.14   Ability to perform full auditing; not only when data has been modified, but also when a record has been retrieved and not modified, using a graphical user interface (GUI).

2.11   TCCDS must be capable of geo-coding and mapping all addresses entered into the system.

2.12   TCCDS must have automatic system-generated triggers in support of the following system functions:

2.12.1   Collision Street Name Verification

2.12.2   Citation Vehicle Code Verification

2.12.3   Other Data Verification

2.13   The Solution shall include comprehensive training, including web-based training, and Help Desk support for users.

2.14   TCCDS shall automatically update address and mapping data for Los Angeles County neighborhoods as available by outside agencies.

2.15   TCCDS shall allow for real time analysis of the data by browsing current/historical data using customizable search criteria.

3.0   INFORMATION REQUESTED

Commercial vendors who have an interest in designing and providing a secure web-based TCCDS database are requested to submit relevant information about their solution and organization. Responses shall contain the following information as appropriate:

3.1   Description of Functionality

A detailed explanation of the functions supported by the system/solution with a focus on the specific functional areas specified in Section 3.0, System Overview and Requirements. Existing product literature and prepared marketing materials may also be included, however this info is typically less useful than more detailed user/technical documents.

A follow-up demonstration of the solution may also be requested by the Department.

3.2   Description of Technical Architecture

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

3.2.1   Hardware requirements, including virtualization options if any are available
3.2.2   Vendor-provided/suggested operating system/software environment
3.2.3   Detailed network requirements and protocols
3.2.4   Recommended database environment(s) and storage requirements
    3.2.4.1   Database backup
    3.2.4.2   Microsoft SQL, Oracle, iCloud, etc.
    3.2.4.3   Future data growth storage estimates
3.2.5   Installation process for the system
3.2.6   Description of access requirements
3.2.7   Description of security and auditing features
3.2.8   Solution architecture

3.2.9   Data and network security protocols

3.3   Description of Product Support and Maintenance

Respondents are requested to provide information on the following:

3.3.1   Product Manuals and Software Description
3.3.2   On-line documentation and/or help
3.3.3   In person on-site and off-site training
3.3.4   Training manual(s) and delivery format
3.3.5   Ongoing delivery of updated training materials (upgrades)
3.3.6   Upgrades: Frequency, delivery and estimated downtime
3.3.7   Help desk operations including staffing and hours of availability
3.3.5   24/7 and 365 support procedures
3.3.7   User feedback procedures

3.4   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.

Since this document is an RFI, costs may be estimated, but only in general as it applies to a typical standard Commercial Off The Shelf (COTS) solution. As this is not a Request For Proposal (RFP) or Invitation For Bid (IFB), specific LASD environment information cannot be made available to the respondent. Consequently, a complete solution cost estimate will need to be general and take into consideration the following areas that may or may not be quantifiable:

a.   Customized application development
b.   COTS licensing model options
c.   COTS installation and configuration
d.   Recommended hardware specifications
e.   Hardware and third party software licensing
f.   Implementation
g.   Training
h.   Ongoing maintenance support
i.   Database backup
j.   Disaster recovery

3.5. Corporate Information and References

Respondents shall provide the following information:

a.   Corporate or company name and headquarters' address
b.   Address/other contact information of nearest corporate or company office to downtown Los Angeles, California
c.   Number of years in business and solution being used
d.   List at least five of public safety/law enforcement agencies (name, address, contact person, and telephone or email) that have deployed the vendor's database/system
e.   Size of law enforcement customer base (number and size of agencies and number of vendor solution's system users)
f.   High level system documentation describing existing deployment of vendor's database at customer site(s)

4.0   VENDOR RESPONSES

4.1   Responses and questions regarding this RFI should include the original response, three (3) numbered copies, and two (2) electronic copies, each on two (2) separate digital media (e.g., Compact Disc, USB drive, etc.), and shall be enclosed in a sealed envelope, plainly marked in the upper left-hand corner with the name and address of the Vendor and bear the words "Response to RFI No 657-SH TRAFFIC COLLISION AND CITATION DATABASE SYSTEM", and shall be addressed to:

<div align="center">

Los Angeles County Sheriff's Department
Traffic Services Detail
4900 S. Eastern Ave. Suite 102
Commerce, CA 90040
Attention: Detective Jennifer Glennan/Christine Ostrander
Phone: (323) 803-8211
E-Mail: jlglenna@lasd.org
CMOstran@lasd.org

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4.2   Respondents are asked to supply contact information including company name, address, contact person, contact person's telephone number, and contact person's email.

4.3   Respondents are encouraged to respond to each item in this RFI.

4.4   The Department encourages all potential vendors to submit a response consistent with the content and with the instructions provided herein.

4.5   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 Department at the address above by 3:00 p.m. (Pacific Time) on August 16, 2018. (**Email responses will not be accepted**)

4.6   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 the TCCDS.

5.0   <u>OTHER INFORMATION</u>

5.1   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".

5.2   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.

5.3   Respondents to this RFI may be invited by the Department to provide a non-competitive presentation of their products. The product presentation is intended for information gathering purposes only. **<u>Such presentation should not exceed two (2) hours in length</u>**. The date(s), length, and times will be coordinated between the Respondent and the contact person identified in Section 4.1.

5.4   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 Proposals (RFP), an Invitation for Bids (IFB), or other County method for solicitation of services. Respondents to this RFI will be notified by the County of Los Angeles of a future solicitation.

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Appendix A
TCCDS FUNCTIONAL REQUIREMENTS CHECKLIST

	Functional Requirement	Part of system	Customization required	Please describe functionality
1.	The capability to convert and import data to new database.			
2.	Allow the data to be searchable based upon user-defined parameters and with the query results presented to the user.			
3.	Allow the presentation of query results available in a report form as well as in a mapping format, graphing format and a printable format.			
4.	Provide permission/security level functionality in order to define user rights and access.			
5.	Allow for user custom complex report templates and custom workflows.			

	Functional Requirement	Part of system	Customization required	Please describe functionality
6.	Allow for reusable forms that is auto populated by linking to other systems.			
7.	Allow Collision/Citation information to be entered by line personnel, which is then routed through an electronic chain of command approval process.			
8.	Allow users to set alerts and receive automatic e-mail alerts.			
9.	Allow users to easily add or modify data input fields.			
10.	Provide the capability of geo-coding and mapping all addresses entered into the system.			
11.	Have audit logging capabilities down to the field level.			
12.	Provide for comprehensive training and Help Desk support.			

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13.	Provide automatic updates to addresses and mapping data.			
14.	Provide for real time analysis of current and historical data within a customizable search criteria.			
15.	Provide embedded hyperlink functionality inside each e-mail alert whereby the user can click on the hyperlink and go directly to the system incident.			
16.	Have electronic routing and approval processes built in.			
17.	Have the capability to toggle details of a specific event within a list of search results.			
18.	Have the capability to attach different file types to a specific citation/collision including documents, photos, audio and video recordings.			

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19.	Provide automatic event/incident numbering.			
20.	Have the capability to mask (hide) specific information based on user-defined parameters.			
21.	Ability to sort report columns by user identified fields.			
22.	Provide status functionality in order to identify incidents by status (closed, pending for action by user etc.).			
23.	Provide schedule for specific reports to be automatically generated.			
24.	Provide the ability to write electronic citations, print a copy for the violator and upload the citation data to the database.			
25.	Provide the ability to write traffic collision reports electronically and upload the collision report data to the database.			