LOS ANGELES COUNTY SHERIFF'S DEPARTMENT

REQUEST FOR INFORMATION

RFI NUMBER 689–SH

LOS ANGELES COUNTY CRIME LAB IMAGE EVIDENCE WORKFLOW AND MANAGEMENT SYSTEM

(CLIEWAMS)

August 2019
Prepared By
County of Los Angeles

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1.0   INTRODUCTION

1.1   The Los Angeles County Sheriff's Department's (LASD) Scientific Services Bureau (SSB), is seeking information from Vendors which can provide the County with an operationally proven commercial off-the-shelf (COTS) enterprise visual evidence documentation, analysis, and storage system (Solution). The Solution must be a forensic imaging workflow system capable of interfacing and integrating with existing internal and external imaging systems and their databases as detailed in Paragraph 3.0 (Solution Overview and Requirements Summary).

1.2   The Solution will provide a forensic imaging system comprised of equipment, case image management software, and integration capabilities with existing database of stored images and LASD's Property, Evidence and Lab Information Management System (PRELIMS).

1.3   Vendors of interest are those who are capable of delivering a turnkey Solution, and can provide 24-7 operations, maintenance and support (OM&S) as part of a maintenance services agreement.

1.4   Vendors who wish to demonstrate their Solution must submit relevant product information, as outlined in Paragraphs 4.0 (Information Requested) and 5.0 (Vendor Responses) of this RFI. Vendors who can identify potential solutions, and wish only to furnish information about a product or system that they have knowledge of, may do so formally in writing.

1.5   LASD will review the responses to this Request for Information (RFI), which may subsequently lead to further investigation, including Vendor demonstrations. Information received in response to this RFI may be used in the preparation of a Request for Proposal, an Invitation for Bid or other County solicitation method.

1.6   The intent of this RFI is to learn as much as possible about currently available Solution technology to accommodate present and future digital image evidence needs.

2.0   BACKGROUND

2.1   The County of Los Angeles (County) encompasses an area of 4,083 square miles with over ten (10) million residents. LASD provides general and specialized law enforcement services for approximately five (5) million of these residents, spread over an area of approximately 3,157 square miles. LASD, with approximately 19,000 employees, is the largest Sheriff's Department in the world.

2.2 The Scientific Services Bureau has been accredited since 1989, with current accreditation to the ISO 17025, General Requirements for the Competence of Testing and Calibration Laboratories through the American National Standards Institute (ANSI) - National Accreditation Board (ANAB). The laboratory is accredited in all areas for which it provides service to the entire Los Angeles County, including Crime Scene Investigation and calibration.

2.2.1 The laboratory comprises 8 locations spread throughout the County with its largest locations at the Hertzberg-Davis Forensic Science Center (headquarters), Beverly, and Downey laboratories. At each location there are various employees trained in disciplines which are used to collect, analyze, document, and preserve evidence.

2.2.2 Each location varies in the number of staff and use of digital images for casework analysis and storage. The average overall increase of the server storage space per month is approximately 15 to 20 megabits of data.

2.2.3 All digital image photography, as well as the majority of laboratory reports are stored electronically. The ability to quickly and easily document items of evidence through the use of digital images using an imaging system that is uniquely designed so that the hardware and software work together is paramount.

3.0 **SOLUTION OVERVIEW AND REQUIREMENTS SUMMARY**

A Solution Requirements Checklist is provided as Attachment A (Requirements Checklist) to this RFI.

4.0 **INFORMATION REQUESTED**

This RFI is a research document **only**. It seeks information from Vendors that can provide an operationally proven, commercial off-the-shelf (COTS) Solution.

The Solution shall be a turnkey enterprise Solution that includes all necessary applications, underlying third-party software, server hardware, data migration, interfaces to external systems, configuration, integration, maintenance and support, and training. Vendors who may have an interest in providing a complete Solution are encouraged to complete Attachment A (Requirements Checklist) to this RFI, and submit relevant information about their product and services, as follows.

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 following general functional areas identified in this document, which are not all-inclusive. Existing product literature and prepared marketing materials may also be included; however, this information is less useful than more detailed user and technical documentation.

4.1.1 Describe in detail the Solution's functionality including:

4.1.1.1 Device compatibility;

4.1.1.2 Primary business functions including recording, updating, annotating, querying, and reporting;

4.1.1.3 User account management;

4.1.1.4 Data integrity;

4.1.1.5 Security and auditing controls;

4.1.1.6 Workflow processes;

4.1.1.7 Alert notification components;

4.1.1.8 Internal and external interfaces;

4.1.1.9 Application programming interfaces; and

4.1.1.10 Dependencies/Assumptions (technical and functional).

4.2 **Description of Technical Architecture**

Respondents are asked to provide the following information about the software and environment which will support the Solution, including, but not limited to:

4.2.1 Hardware requirements;

4.2.2 Operating system/software environment;

4.2.3 Solution architecture;

4.2.4 Detailed network requirements and protocols;

4.2.5 Recommended database/environment(s)/storage requirements;

4.2.5.1   Database backup;

4.2.5.2   Operating System; and

4.2.5.3   Future growth storage estimates.

4.2.6   Expected response time metrics, exclusive of LASD's Network, for the PC workstation, mobile devices, etc.;

4.2.7   Disaster recovery plan;

4.2.8   Installation process for the Solution;

4.2.9   Description of access requirements;

4.2.10   Description of security and auditing features;

4.2.11   Solution scalability;

4.2.12   Interfacing requirements and tools;

4.2.13   Reporting tools; and

4.2.14   Data and network security protocols.

4.3   **Description of Estimated Implementation Project Timeline**

Respondents should provide an estimated implementation project timeline including, at a minimum, time durations for:

4.3.1   Project discovery phase;

4.3.2   Hardware and software installation, and establishing Solution environments;

4.3.3   Development;

4.3.4   Unit, integration, system, user acceptance, and performance testing;

4.3.5   Training;

4.3.6   Production cutover; and

4.3.7   Vendor and County responsibilities.

4.4   **Description of Product Support and Maintenance**

Respondents are asked to provide information on the following:

4.4.1   Product Manuals and Software Description;

4.4.2   On-line documentation and/or help;

4.4.3   In-person, on-site and off-site training;

4.4.4   Training manual(s) and delivery format;

4.4.5   Ongoing delivery of updated training materials (upgrades);

4.4.6   Upgrades: Frequency, delivery, and estimated downtime;

4.4.7   Help desk operations including staffing and hours of availability;

4.4.8   24/7 and 365 support procedures;

4.4.9   User feedback procedures; and

4.4.10 Sample Service Level Agreement (SLA).

4.5   **Corporate Information and References**

Respondents are requested to provide the following information:

4.5.1   Corporate or company name and headquarters' address;

4.5.2   Address/other contact information of nearest corporate or company office to downtown Los Angeles, California;

4.5.3   Number of years in business;

4.5.4   List at least five (5) public safety/law enforcement agencies that have deployed the Vendor's software/system. Include contact person, address, telephone/email;

4.5.5   Size of law enforcement customer base (number and size of agencies and the number of system users per agency);

4.5.6   Compliance record with Service Level Agreement(s); and

4.5.7   High-level system documentation describing existing deployment of Vendor's Solution at each customer site.

4.6 **Estimated Costs**

Respondents are asked to provide cost estimates for the COTS Solution. Any costs estimated for the purpose of this RFI are considered for informational 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 Solution cost estimate will need to be general, and take into consideration the following areas that may or may not be quantifiable:

4.6.1 Customized application development costs;

4.6.2 COTS licensing model options and costs;

4.6.3 Professional services costs (install, configure, development, etc.);

4.6.4 Recommended hardware specifications and costs;

4.6.5 Non-recurring hardware and software licensing costs, if applicable;

4.6.6 Training costs;

4.6.7 Ongoing operations, maintenance and support costs; and

4.6.8 Other miscellaneous costs not listed above.

4.7 Your response should include all estimated costs broken out by category based upon supporting enterprise visual evidence documentation and analysis objectives and developing mission-critical off-the-shelf and custom products for workflow integration and processing at all 8 laboratory locations spread across the County.

5.0 **VENDOR RESPONSES**

5.1 Vendor's response to this RFI should include one original hard copy response, three (3) exact numbered hard copies, and two (2) exact 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 689-SH LOS ANGELES COUNTY CRIME LAB IMAGE EVIDENCE WORKFLOW AND MANAGEMENT SYSTEM", and shall be addressed to:

Los Angeles County Sheriff's Department
Technology and Support Division
Scientific Services Bureau
1800 Paseo Rancho Castilla
Los Angeles, CA 90032
Attention: Assistant Director Micah Anozie
mianozie@lasd.org
(323) 260-8511

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

5.3   Respondents are encouraged to respond to each item in this RFI including Attachment A (Requirements Checklist).

5.4   LASD encourages all potential Vendors to submit a response consistent with the content and instructions provided herein.

5.5   Responses to this RFI will be accepted in person, by private messenger, delivery service, or United States Postal Service (USPS) only. Responses to this RFI must be submitted to LASD at the address above by 3:00 p.m. (Pacific Time) on September 5, 2019. (**Email responses will not be accepted**).

5.6   Responses to this RFI after the submission deadline may be accepted by the County at the sole convenience and discretion of the County.

5.7   Not responding to this RFI will not impact your ability in the future to respond to any subsequent solicitation issued by the County on behalf of the LASD.

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 LASD to provide a non-competitive presentation of their products. The product presentation is intended for information gathering purposes only. ***Such presentation should not exceed four (4) hours in length***. The date(s), length, and times will be coordinated between the Respondent and the contact person identified in sub-paragraph 5.1.

6.4   LASD will review the responses to this RFI, which may subsequently lead to further research and analysis. **This is a request for information ONLY; this is not a solicitation**. Information received in response to this RFI may be used in the preparation of a Request for Proposal (RFP), an Invitation for Bids (IFB), or other County solicitation method. Respondents to this RFI will be notified by the County of Los Angeles of a future solicitation, if and when issued.

Attachment A
REQUIREMENTS CHECKLIST

	Desirable Features	Meets requirement	Customization required	Please describe functionality (include the number of forms/screens/transactions to accomplish requirement)
	Since RFI's are research-oriented, additional functionality that is available in the Vendor's Solution, but not listed, should also be included in the response. (E.g. cloud services, mobile applications/device connectivity, etc.)			
1	The Solution provides an enterprise forensic imaging workflow that incorporates an image acquisition (macro and microscopic), an image management database, a visual evidence documentation, and evidence analysis software together with flexible reporting functionality.			

2	Imaging Workflow System must consist of the following integrated functions:
	  1. Secure Case Image Management
	  2. Image Acquisition
	  3. Visual Evidence Documentation
	  4. Evidence Analysis
	  5. Security
	  6. Reporting
	  7. Laboratory Information Management System (LIMS) Integration			

	Desirable Features	Meets requirement	Customization required	Please describe functionality (include the number of forms/screens/transactions to accomplish requirement)
3	The Solution is capable of supporting on-screen latent print comparison, documentation, and latent analysis with necessary software automation tools to implement a consistent workflow for processing latent evidence.			
4	The Solution is capable of integrating with LASD's existing Sheriff's Data Network.			
5	The Solution is able to be installed at multiple sites throughout LASD, with the ability to network the systems together so that hardware and software function as part of one integrated system.			
6	The Solution shall have comprehensive security which makes all related information completely intact, available, and retrievable with appropriate level access.			
7	The Solution shall have seamless communication with third-party software (LIMS) providers and existing software architecture infrastructures.			

	Desirable Features	Meets requirement	Customization required	Please describe functionality (include the number of forms/screens/transactions to accomplish requirement)
8	The Solution shall have extensive functionality for secure case image/asset management and communication.			
9	The Solution shall be capable of including functions for image/asset categorization, accessibility, and the ability to mine information in order to search multiple cases.			
10	The Solution is able to support profile-based login (LASD's Active Directory) for account management, user permissions, and user credentials with the ability to add/delete users.			
11	The Solution shall have capability to set user access permissions and controls to specific images or folders within the system.			
12	The Solution shall have a verification process to ensure the integrity of items selected for import into the database for internal and external reference.			

	Desirable Features	Meets requirement	Customization required	Please describe functionality (include the number of forms/screens/transactions to accomplish requirement)
13	The Solution shall have capability of image version control and able to automatically link a modified image with its unalterable original.			
14	The Solution shall use a centralized database (Oracle or SQL-server) stored on an imaging server so that all case image communication becomes instantaneous.			
15	The Solution provides an integrated digital imaging technology framework whereby all imaging documentation related activities function as part of an Enterprise Crime Lab Imaging Workflow System.			
16	The Solution shall provide the ability to connect all sections under a unified imaging infrastructure for both visual documentation (incoming evidence, drug chemistry, biology screening) and comparative analysis (latent print identification, firearms/toolmarks, trace evidence, questioned documents) applications.			
17	The Solution is able to support barcode scanner			

	Desirable Features	Meets requirement	Customization required	Please describe functionality (include the number of forms/screens/transactions to accomplish requirement)
	interfaces that can directly link case related information and case images with fields that can be automatically populated.			
18	The Solution shall provide the ability to share image information both internally (examiners, managers, administrators) and externally (district attorney, investigators, other related law enforcement personnel, etc.)			
19	The Solution shall be designed specifically for forensic lab and law enforcement related applications and be built with a flexible infrastructure to allow for scaling the software to fit the needs of laboratory workflow.			
20	The Solution shall have the ability for image files (and other related assets) to be stored within the database itself, to a file server, or a hybrid of both methods.			

	Desirable Features	Meets requirement	Customization required	Please describe functionality (include the number of forms/screens/transactions to accomplish requirement)
21	The Solution shall provide scalable workstations which includes microscopes, cameras, articulated arms, cameras, computers, and fully adjustable accessories.			
22	Images captured from digital cameras and scanning devices is able to import directly into the case image database.			
23	The Solution is able to provide multifunctional camera systems for both macro and microscopic evidence documentation and analysis, with embedded imaging engine for contemporaneous evidence documentation and side-by-side comparison.			
24	The Solution shall accommodate on-screen and print calibration, image enhancement/rotation, charting tools, and measurement.			
25	The Solution shall have the ability to overlay an image over another and adjust the transparency in order to identify			

	Desirable Features	Meets requirement	Customization required	Please describe functionality (include the number of forms/screens/transactions to accomplish requirement)
	similarities or differences with the ability to automatically document image enhancements into printable history reports with thumbnails while never allowing alterations or changes to the original image.			
26	The Solution shall have the ability to create, store, and print a detailed audit trail which is maintained for each asset to include user name, time/date, and specific function performed (i.e. enhancement, printer, user access, etc.).			
27	The Solution should have the ability to link a variety of different information using fieldsets, encompass an unlimited amount of users and file numbers, and support field information such as evidence item #, acquisition device, microscope, color, type, instrument used, or any other custom information.			
28	The Solution shall contain enhancement filters including auto levels, invert, convert to			

	Desirable Features	Meets requirement	Customization required	Please describe functionality (include the number of forms/screens/transactions to accomplish requirement)
	grayscale, color filter, and edge finder.			
29	The Solution shall not allow alterations to any Exchangeable Information File Format provided by digital cameras and must be able to output metadata reports with single print key.			
30	The Solution shall contain an Adobe Photoshop interface which allows the user to launch Photoshop from the Solution and import the altered image with an audit trail.			

** Please append additional functionalities for your Solution to this Attachment. **