



**LOS ANGELES COUNTY  
SHERIFF'S DEPARTMENT**

**REQUEST FOR INFORMATION**

**RFI NUMBER 699-SH**

**LOS ANGELES COUNTY  
ELECTRONIC HEALTH RECORD SYSTEM**

**(eHR)**

**March 2021  
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's (LASD) Psychological Services Bureau is seeking information from vendors which can provide the County with an operationally proven commercial off-the-shelf (COTS) cloud-based or on-premises Electronic Health Record (eHR) System (Solution). The Solution shall meet the overall program needs which includes scheduling, charting, documentation and reporting features as detailed in Paragraph 3.0 (Solution Overview and Requirements Summary).
- 1.2 The Solution will replace the current eHR system and have the ability to import historical data.
- 1.3 Vendors of interest are those who are capable of delivering a cloud-based or on-premises HIPAA-compliant turnkey Solution, with Active Directory Federation Services or Active Directory authentication, and include either two-factor or multi-factor authentication prompting users for a generated key provided on a smartphone or challenge response.
- 1.4 Vendors of interest are those who are US-based, willing to participate in a secure government cloud environment (if applicable) and provide operations, maintenance and support (OM&S) during the hours of 5:00 a.m. to 5:00 p.m. (Pacific Time) Sunday through Saturday as part of a maintenance services agreement.
- 1.5 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 Request for Information (RFI).
- 1.6 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.
- 1.7 LASD will review the responses to this 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.
- 1.8 The intent of this RFI is to learn as much as possible about current and future Solution technology trends.

## **2.0 BACKGROUND**

- 2.1 The LASD Psychological Services Bureau comprises 30 staff including clinicians, which service the entire Sheriff's Department of 18,000 employees and their family members.
- 2.2 We currently have one server hosting the legacy system containing 10 GB of data, and growing at a rate of approximately 2 GB per year.
- 2.3 The Solution must be scalable to accommodate future growth of staff (up to 100 staff members).

## **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) cloud-based or on-premises Solution.

The Solution shall be a turnkey Solution that includes all necessary applications, underlying third-party software, data migration services, customized programming services, configuration, integration, OM&S, 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 HIPAA compliance across all access interfaces;
- 4.1.1.2 Primary business functions including scheduling, charting, documentation and reporting;

- 4.1.1.3 Fully integrated video conferencing or telehealth features complete with recording, archiving and storage;
- 4.1.1.4 Custom form builder and report builder;
- 4.1.1.5 Viewing of multiple schedules;
- 4.1.1.6 Document management allowing clients to access and electronically sign paperwork, capturing legally binding signatures;
- 4.1.1.7 Alert notification components;
- 4.1.1.8 Messaging features;
- 4.1.1.9 Automated appointment notifications; 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 End user's hardware requirements;
- 4.2.2 End user's operating system/software environment;
- 4.2.3 Solution architecture;
- 4.2.4 Expected response time metrics, exclusive of LASD's network, for the PC workstation, mobile devices, etc.;
- 4.2.5 Disaster recovery plan;
- 4.2.6 Installation process for the Solution;
- 4.2.7 Description of end user's access requirements;
- 4.2.8 Description of security and auditing features;
- 4.2.9 Solution scalability;
- 4.2.10 Reporting tools; and
- 4.2.11 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 Installation, development, configuration, and data migration;
- 4.3.3 Unit testing, integration testing, system testing, user acceptance testing, and performance testing;
- 4.3.4 Training;
- 4.3.5 Production cutover; and
- 4.3.6 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 Training delivery methods;
- 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 Twelve hours per day/seven days a week 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) agencies that have adopted the vendor's software/system. Include contact persons, addresses, telephone numbers/email addresses;
- 4.5.5 Size of customer base (number and size of agencies and the number of system users per agency);
- 4.5.6 High-level system documentation describing existing deployment of vendor's Solution at each customer site, if applicable.

#### 4.6 **Estimated Costs**

Respondents are asked to provide cost estimates for the Solution. Any costs estimated for the purpose of this RFI are considered for budgeting 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 Installation costs;
- 4.6.2 Configuration costs;
- 4.6.3 Data migration costs;
- 4.6.4 Customized application development costs;
- 4.6.5 COTS licensing model options and costs;
- 4.6.6 Training costs;

4.6.7 Ongoing operations, maintenance and support costs; and

4.6.8 Other miscellaneous costs not listed above.

Your response should include all estimated costs broken out by category.

## **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. 699-SH LOS ANGELES COUNTY ELECTRONIC HEALTH RECORD SYSTEM", and shall be addressed to:

Los Angeles County Sheriff's Department  
Technology and Support Division  
Office of Technology Planning  
12440 East Imperial Highway Suite 400 East  
Norwalk, California 90650  
Attention: Irene Teran  
[iteran@lasd.org](mailto:iteran@lasd.org)  
(562) 345-4493 Office  
(323) 697-5811 Cell

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 The Department 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 Department at the address above by 3:00 p.m. (Pacific Time) on April 29, 2021. (**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 Department.

**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 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 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 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**

	<b>Desirable Features 1-25</b>	<b>Meets requirement</b>	<b>Customization required</b>	<b>Please describe functionality  (include the number of forms/screens/transactions to accomplish requirement)</b>
<p>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.)</p>				
1	The Solution shall be HIPAA compliant to ensure all protected health information (PHI), including names, addresses, and phone numbers remain private and secure across all access interfaces.			
2	The Solution shall be an electronic health record system created for behavioral health.			
3	The Solution shall include fully integrated telehealth services.			
4	The Solution shall provide the ability to add, update, save, and recall client demographics and history.			
5	The Solution shall provide scheduling and appointment management, including a warning about double-booking.			
6	The Solution shall allow viewing of multiple			

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	<b>Desirable Features 1-25</b>	<b>Meets requirement</b>	<b>Customization required</b>	<b>Please describe functionality  (include the number of forms/screens/transactions to accomplish requirement)</b>
	schedules at one time.			
7	The Solution shall have the ability to build custom electronic forms and create adhoc reports.			
8	The Solution shall collect, organize, analyze, and report on information about clinical services provided.			
9	The Solution shall include a customizable alert system to track compliance with the department timeline policy.			
10	The Solution shall include document management to automate patient information input, track case progress, and guide paperwork completion.			
11	The Solution shall allow clients to access and electronically sign paperwork, capturing legally binding signatures.			

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	<b>Desirable Features 1-25</b>	<b>Meets requirement</b>	<b>Customization required</b>	<b>Please describe functionality  (include the number of forms/screens/transactions to accomplish requirement)</b>
12	The Solution shall offer clients the ability to access appointment history, view upcoming appointments, and attend telehealth sessions.			
13	The Solution shall allow clients to access educational materials posted by clinicians.			
14	The Solution shall have a messaging feature so staff can communicate securely with clients.			
15	The Solution shall provide the capability of attaching documents to client charts.			
16	The Solution shall be able to print notes/charts.			
17	The Solution shall offer the option of utilizing outcome measures or assessments (e.g. PHQ-9, GAD, BDI, C-SSRS) that can be scored and integrated into clinical charts.			

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	<b>Desirable Features 1-25</b>	<b>Meets requirement</b>	<b>Customization required</b>	<b>Please describe functionality  (include the number of forms/screens/transactions to accomplish requirement)</b>
18	The Solution shall provide the ability to write a common note when session includes more than one person. Individualized comments shall be noted in the individual's chart only.			
19	The Solution shall include automated appointment notifications (email, phone, and text message options).			
20	The Solution shall have integrated spell check for each entry field.			
21	The Solution shall allow the scheduling of multiple types of events on the calendar.			
22	The Solution shall allow clinicians to have more than one clinical form and/or attachment open at the same time.			
23	The Solution shall provide, plan and execute import of data and conversion from existing legacy system (10 GB of data).			

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	<b>Desirable Features 1-25</b>	<b>Meets requirement</b>	<b>Customization required</b>	<b>Please describe functionality  (include the number of forms/screens/transactions to accomplish requirement)</b>
24	The Solution shall be a US-based secure government cloud solution with Active Directory Federation Services or Active Directory authentication and FIPS compliant encryption, if applicable.			
25	The Solution shall have two-factor or multi-factor Authentication with challenge response.  For systems only offering two-factor authentication, the secondary key should have either a temporary token generated on a smartphone, text message sent to phone or challenge response.			

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