



**LOS ANGELES COUNTY  
SHERIFF'S DEPARTMENT**

**REQUEST FOR INFORMATION**

**RFI NUMBER 705-SH**

**MY JOURNEY HOME**

**Public Safety Biometric Identification  
System, Software & Services**

January 2022

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## **1.0 INTRODUCTION**

- 1.1 The Los Angeles County Regional Identification System (LACRIS), a unit of 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) public safety biometric identification system (My Journey Home (MJH)) solution, which will provide first-responders (e.g., law enforcement (LE) officers, fire department personnel, paramedics, and hospital staff) the ability to identify individuals lost or missing, and return them to their loved ones.

LACRIS presently maintains biometrics and related data for subjects booked for a crime. MJH will be a separate standalone system containing individuals' biometrics for identification and additional personal information (e.g., dire medical condition). MJH enrollment is strictly voluntary, and will not be commixed with criminal-related data/biometrics.

LACRIS's vision is that any adult can voluntarily register a loved one into MJH via different avenues, such as a public-facing website and/or MJH-specific kiosks strategically placed within Los Angeles County. Further, first-responders will have different tools available to submit inquiries in MJH for identifying individuals lost or missing, such as a mobile biometric device, a phone app on a first-responder portable device, and/or a secured website.

- 1.2 As an initial step in the procurement process, this Request for Information (RFI) has been prepared to assist LACRIS in fully understanding biometric identification-related system(s) currently available in the marketplace.

Vendors of interest are those who can identify potential solutions, and are capable of providing a turnkey solution and ongoing support as part of a maintenance agreement.

- 1.3 LACRIS will review the response(s) to this RFI, which may subsequently lead to further research and exploration of the marketplace. 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 another solicitation method for acquiring a MJH solution and support services.
- 1.4 Vendors who wish to only furnish information about a product or system that they can make available may formally do so in writing. Vendors who wish to offer a product for sale are requested to submit relevant information as outlined in Paragraph 3.0 (Information Requested) below.
- 1.5 Not responding to this RFI will not impact your ability in the future to respond to any subsequent procurement document issued by the County on behalf of the Department.

## **2.0 SYSTEM OVERVIEW AND REQUIREMENTS**

- 2.1 LACRIS is looking for an operationally proven and secure COTS biometric identification system. The system must provide the ability to enroll and

capture biometric information easily and generate candidate lists for inquiries. A critical requirement is to be CJIS and HIPAA compliant.

- 2.2 LACRIS visualizes the following user roles in the MJH solution:
- a. Reporting Person (RP) – This user is the family member or loved one who registers the subject person into the MJH solution. A RP, in a combined register process, may register more than one subject person.
  - b. Subject Person (SP) – This person most likely will not have access to the MJH solution, but their personal information and biometrics become a data record. In some instances, a SP may self-register and, in such instances, the RP and SP are the same
  - c. First responders – These are LE officers, fire department personnel, paramedics, and hospital staff who are trying to identify a SP, or assist in the registry of SP(s).
  - d. System Administrators – These are LACRIS technical staff and delegated managers for LE departments, fire departments, paramedics, hospital staff, etc. that need to register a first-responder user, edit SP records containing inaccurate personal information, and/or extracting system and statistical reports.
- 2.3 The MJH solution must meet the requirements outlined in this document and have proven successful installations utilizing the capabilities outlined in this document.
- 2.4 The MJH solution being considered should be capable of:
- a. Supporting multiple biometric modalities (e.g., fingerprints, iris, facial recognition) for identification.
  - b. Interfacing with County’s L.A. Found (LAF) initiative and the national Project Lifesaver International (PLI).  
LAF - <https://lafound.lacounty.gov/about/>  
PLI - <https://projectlifesaver.org/> program.
- 2.5 The MJH solution provider will be required to:
- a. Provide a public-facing website for pre-enrollment and modifying/correcting data of an existing enrollment.
  - b. Install approximately 20 kiosks, located at various Los Angeles County facilities, to perform the following functions:
    - i. RP and SP shall complete a pre-enrollment for capturing an individual’s biometrics;
    - ii. RP and SP shall complete enrollment including capturing individual’s biometrics (e.g., fingerprints, face, iris);

- iii. RP and SP shall modify/correct data of an existing enrollment; and
- iv. First responder shall register a lost or missing individual's biometric data within the MJH solution. The MJH solution shall compare the missing individual's biometrics (e.g., fingerprints, face, iris) with existing SP data within the MJH solution. The MJH solution shall provide the First Responder with list of SP potential matches.
- c. Provide first responders with approximately 50 mobile biometric devices to enroll new individuals and/or submit inquiries to identify lost or missing individuals.
- d. Provide first responders with a mobile phone app for enrollment with face biometric only, and/or submit inquiries to identify individuals who are lost or missing.
- e. Providing first responders with a MJH specific website to:
  - i. Submit inquiries (data only, photo only, or a combination) to identify individuals who are lost or missing; and
  - ii. Generate a candidate search list for possible identification to inquiry.

### **3.0 INFORMATION REQUESTED**

Commercial vendors who have an interest in providing a COTS solution are requested to submit relevant information about their company. A point of contact for each respondent should be provided including: name, address, phone number and email address. Responses should contain the following information as appropriate:

#### **3.1 Description of Service**

Provide detailed user and technical documentation that is descriptive of the functions provided by the database and on the specific functional areas identified in Paragraph 2.0 (System Overview and Requirements) of this RFI. A follow-up demonstration of the database may be required by LACRIS, as further described in Paragraph 5.4 below

#### **3.2 Description of Technical Architecture**

The respondent should provide information about the overall system technical architecture including, as applicable, the following items:

- a. Hardware requirements (if any);
- b. Operating system/software environment;
- c. Network requirements and protocols;
- d. Database environment and any storage requirements;
- e. Description of access requirements;
- f. Description of security and auditing features; and
- g. Anti-virus protection protocols.

### **3.3 Description of Product Support and Maintenance**

The respondent is requested to comment on the following:

- a. Manuals;
- b. On-line documentation and/or help;
- c. On-site and virtual training;
- d. Help desk operations including staffing and hours of availability;
- e. Frequency of system upgrades, firmware patching; and
- f. User feedback procedures.

### **3.4 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 the County of Los Angeles.

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

- a. COTS cost;
- b. Recommended hardware specifications and cost;
- c. Non-recurring hardware and software licensing cost, as applicable;
- d. Implementation cost (e.g., configuration, customization, interfaces, as applicable);
- e. Training costs; and
- f. Ongoing maintenance support costs.

### **3.5. Corporate information and references**

LACRIS requests for the respondent vendor to provide the following information on vendor experience, solution documentation, and LE references:

- 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;
- d. Number of current public safety/LE installations;
- e. Number of years vendor's COTS product has been in production;
- f. Total number of employees in business;
- g. Number of staff based in Southern California;
- h. High level solution documentation identifying and describing the vendor's solution, its modules, functionality, and training requirements - some as stated in Paragraph 3.3 (Description of Product Support and Maintenance) above; and

#### **4.0 RESPONSE METHOD AND TIME FRAME**

- 4.1 Responses and questions regarding this Request for Information (RFI) should be addressed to:

Los Angeles County Regional Identification System  
12440 E. Imperial Hwy Suite, 400-W  
Norwalk, California 90650  
Attention: Sergeant Stephen Bevan  
Phone: 562-345-4324  
E-mail: ssbevan@lasd.org

\*Please include RFI name and number in the subject line.\*

- 4.2 LACRIS encourages all potential vendors to submit a response consistent with the content and instructions provided in Paragraph 3.0 (Information Requested). Vendors shall respond with an original plus two identical hard copies, and two separate electronic identical electronic copies in PDF format on flash drives or compact discs.
- 4.3 Responses to this RFI must be submitted to the Department at the address above by Friday, March 11, 2022. If your firm does not respond to this RFI on or before Friday, March 11, 2022, the Department will presume your firm does not meet the requirements outlined herein, and/or is not interested in responding to this RFI.

#### **5.0 ADDITIONAL RESPONDENT INFORMATION**

- 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 LACRIS will review the responses to this RFI which may subsequently lead to further investigation. **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), and Invitation for Bids (IFB), or another County method for solicitation of services. Respondents to this RFI will be notified by the County of a future solicitation.
- 5.4 Respondents to this RFI may be invited by LACRIS to a Respondents Conference for the purpose of familiarizing Respondents with Department processes and workflow. 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 should not exceed two hours in length.