



**LOS ANGELES COUNTY
SHERIFF'S DEPARTMENT**

REQUEST FOR INFORMATION

RFI NUMBER 533-SH

**PERSONNEL ASSETS AND RESOURCE
TRACKING SYSTEM**

(PARTS)

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1.0 INTRODUCTION

- 1.1 The Emergency Operations Bureau (EOB) of the Los Angeles County (County) Sheriff's Department (LASD) is routinely faced with managing large scale incidents which occur within the County. These incidents may be preplanned, emerging or spontaneous. The LASD requires an Operational Awareness / Emergency Operations software solution that will meet the regional needs of Law Enforcement for incident management.
- 1.2 Vendors of interest are those that may identify potential solutions and be able to deliver a turnkey system solution. Vendor must provide ongoing support as part of a maintenance agreement. Vendors must also be able to monitor the critical systems on a 24/7 basis and provide 24/7 technical support either over the phone or by responding to the location where the problems are occurring.
- 1.3 LASD will review the response(s) to this Request for Information (RFI) which may subsequently lead to further investigation. 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 County solicitation method.
- 1.4 Vendors who wish to furnish information about a product or system that they have knowledge of, may do so formally in writing. Vendors who wish to offer a product for sale are requested to submit relevant information as outlined below in Section 3.0, Information Requested, of this RFI.

2.0 SYSTEM OVERVIEW AND REQUIREMENTS

- 2.1 The LASD is seeking a configurable, commercial off-the-shelf (COTS) solution which requires a minimum amount of customization and addresses the issues faced in emergency management. The solution may also combine multiple COTS applications which are configured to operate seamlessly, and are totally transparent to the end user. The software solution must be a secure web-based solution that is stable, agile, and addresses the needs of various types of users (Executives, Incident Commanders, Incident Command System (ICS) section heads, forward deployed personnel and operational analysts). The solution must also include comprehensive training, web-based training and help desk support. The software must be accessible on multiple devices, and should support desktop, mobile digital terminals (MDT), mobile digital computers (MDC),

iOS and Android use. Any solution for emergency management requires a system that is reliable, resilient, and redundant.

Above all, the solution must be simple to use, intuitive, and easy to teach. The system needs to be flexible, and must address pre-planned, emerging, and spontaneous events. The solution must include asset and personnel management / tracking, logging, form management, word processing, video integration, mapping, fiscal tools and be able to generate a variety of after action reports.

2.2 The software shall provide the following minimum capabilities:

2.2.1 Event management

The solution must provide the full functionality requested in a variety of events and situations. These events range from static to dynamic, and can be unpredictable. The basic event categories are as follows:

- a. Pre-planned events (Parades, Festivals, Elections, etc.)
- b. Spontaneous / emerging events (Natural / Man-made disasters)

2.2.2 Event searching

Ability to search for specific data within active or historical events

2.2.3 Personnel Management

2.2.3.1 Scheduling

- a. Personnel hours worked
- b. Personnel rank
- c. Type of assignment
- d. Location of assignment
- e. Detailed description of mission details associated with personnel assignment
- f. Excess hours worked alerting
- g. Ability to easily change personnel assignments, tasks, and locations using drag and drop functionality
- h. Capable of generating e-mail alerts with read receipt confirmation to employees to inform them of their scheduled participation in a pre-planned event, along with detailed mission instructions

- i. Interface capability with other systems and data bases to include but not limited to; personnel data, crime data, calls for service, equipment / asset data.

2.2.3.2 GPS real-time tracking of personnel.

2.2.3.3 Personnel status at an event, (checked in / out, available, assigned, out of service, etc.).

2.2.3.4 Ability to create groups, (squads, platoons, etc.) and assign them to missions.

2.2.4 Asset Management

2.2.4.1 Able to track various types of assets, (vehicles, radios, weapons, specialized equipment) and associate them with a location, person, or mission.

2.2.4.2 Able to search assets and associations by location, assignment, or asset identifiers.

2.2.4.3 GPS real time tracking of assets.

2.2.5 Word processing / Form management

2.2.5.1 Self-populating Incident Command System (ICS) forms that interface with personnel and assignment data.

2.2.5.2 Ability to create an ICS event action plan based off of data entered into the scheduling system or independently through the user.

2.2.5.3 Integration of Microsoft office and Adobe professional.

2.2.5.4 Ability to incorporate photos and graphics into documents.

2.2.5.5 Ability to print or fax reports, screen shots, forms, and documents.

2.2.6 Video integration

2.2.6.1 Receive and display real time streaming video feeds from a variety of sources.

2.2.6.2 Receive and display off air and satellite television.

2.2.6.3 Video recording capabilities.

2.2.7 Information Integration

2.2.7.1 Display real time weather reports that may be received from sources on the internet or from vehicle mounted weather stations.

2.2.7.2 Must allow for real-time analysis by browsing historical data within customizable search criteria.

2.2.7.3 Able to incorporate analytical or intelligence information related to an event that is acquired from other sources including, but not limited to law enforcement applications and open sources.

2.2.7.4 Incorporate a method for personnel to share intelligence across the system, as well as a method to request specific information on a person, vehicle, address, etc.

2.2.7.5 Allow personnel to make information / event updates or requests via a variety of sources including computers and handheld devices, (smartphones, tablets).

2.2.8 Fiscal reporting

2.2.8.1 Overtime reports

2.2.8.2 Resource reports

2.2.8.3 Hours worked reports

2.2.8.4 Generate customized billing reports

2.2.8.5 Automatic generation of pre-designed report forms

2.2.9 Missions

2.2.9.1 Allow all mission data to be viewed and shared throughout the system by all authorized users

2.2.9.2 The system must be able to create missions in accordance with the ICS structure using data directly input by a user or generated from other areas where the information has already been entered into the system

2.2.9.3 Hierarchy graphing to show command structure of the event

2.2.9.4 Allow personnel to view missions via a variety of devices including computers and handheld devices, (smartphones, tablets, etc.)

2.2.10 Electronic communications

2.2.10.1 User to user and group messaging capabilities

2.2.10.2 Fax capabilities

2.2.10.3 Email capabilities

2.2.10.4 Phone integration

2.2.10.5 Ability to send photos, alerts, videos and updates by field personnel

2.2.11 Logging

2.2.11.1 Allow for multiple logs entered by multiple users on a single incident or event. The user will have the option to view the logs entered during an event individually or combined as a master log. The log must have time and date stamping, as well as the ability to save the log in PDF or a Microsoft Word format. The log must be printable. The logs need to be searchable with filtering capabilities

2.2.11.2 Ability to create secure (protected) and shared logs based off of definable user access control levels

2.2.11.3 Allow personnel to read logs and make log updates or requests via a variety of sources including computers and handheld devices, (smartphones, tablets).

2.2.12 Mapping

- 2.2.12.1 Must be capable of geo-coding and mapping addresses, intersections and locations entered into the system
- 2.2.12.2 Automatic updating of data with geo-location data elements, (addresses, longitude/latitude).
- 2.2.12.3 Incorporate industry standard mapping “layer” data. Maps must allow for markups including icons, drawing tools, etc.
- 2.2.12.4 Display missions and mission status on the map.
- 2.2.12.5 Color coding of tasks / missions that auto update across the system as the status changes, (pending, active, closed).
- 2.2.12.6 Allow personnel to view map data and make updates via a variety of devices including computers and handheld devices, (smartphones, tablets, etc).
- 2.2.12.7 Interactive map functionality that allows users to see personnel and resources assigned to a geo-located mission.

2.2.13 After Action reporting

- 2.2.13.1 Ability to search, sort, filter, and display event and resource data for required reporting.

2.2.14 Training

- 2.2.14.1 Should include comprehensive training, including web-based training, and Help Desk support for users.

2.3 Encryption

- 2.3.1 The system needs to be compliant with the Advanced Encryption Standard 256 (AES256). All of the information that is created and shared must be compliant with the AES256 standard.

2.4 Multi-user interaction and sharing

The system must share any and all information entered by numerous users in real time. The users will often be at different locations, both fixed and mobile, as well as from different agencies and disciplines.

2.5 Password protection

If desired, a user creating an event must be able to set a password for the event to prevent unauthorized viewing or changes.

2.6 Administrative controlled user privileges

Administrators must be able to grant individual users different levels of access and control based on the users credentials and needs.

2.7 Bandwidth and updating

2.7.1 The system will be used in fixed as well as mobile environments and must operate regardless of bandwidth. The bandwidth available is always variable, therefore the system must be able to operate and share data using bandwidths that may range from mobile 3G to high speed wired LAN service.

2.7.2 When no bandwidth or connection is available, the software must allow users to continue working on a local level using the tools resident within the software. Once bandwidth or connection is restored, the software must upload all of the information to the servers and other users.

2.8 Multi monitor functionality

Different applications within the software must be able to operate side by side on multiple monitors with full functionality.

2.9 Advanced authentication protocols

2.9.1 The system must utilize advanced authentication protocols in support of LASD Global Federated Identity and Privilege Management, (GFIPM) efforts.

2.9.2 The solution must support secure user log in, via GFIPM, from regional law enforcement agency partners.

2.10 Auditing

User and system audit trailing.

3.0 INFORMATION REQUESTED

Vendors who may have an interest in providing a solution for this emergency management system, are requested to submit relevant information about their solution. A point of contact for each respondent should be provided including name, address, and phone number. Responses should contain the following information, as appropriate:

3.1 Description of the system functionality

Documentation should be provided that is descriptive of the functions supported by the system with a focus on the specific functional areas identified in this document in Section 2.0, System 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 system may also be requested by LASD.

3.2 Description of the technical architecture

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

- 3.2.1 Hardware requirements, including virtualization options
- 3.2.2 Operating system/software environment
- 3.2.3 Network requirements and protocols
- 3.2.4 Database environment and storage requirements
- 3.2.5 Description of the installation process
- 3.2.6 Description of security and auditing features
- 3.2.7 Capability to configure and customize the application
- 3.2.8 Application scalability
- 3.2.9 Reporting tools

3.3 Description of product support and maintenance

The respondent is requested to comment on the following:

- 3.3.1 Manuals
- 3.3.2 On-line documentation and/or help

- 3.3.3 On-site and off-site training
- 3.3.4 Help Desk operations including staffing and hours of availability
- 3.3.5 Frequency of upgrades and acquisition of upgrades
- 3.3.6 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.

As this document is an RFI, cost can be an estimated, but only in general as it applies to a typical standard commercial off the shelf, (COTS) or Custom Development solution. As this is not a Request for Proposals (RFP) or Invitation for Bid (IFB), specific LASD environment information cannot be made available to the vendor. Consequently, a complete COTS or Custom Development solution cost estimate will need to be general, and take into consideration the following areas that may or may not be quantifiable:

- a. Application development or COTS cost
- b. Recommended hardware specifications and cost
- c. Non-recurring hardware and software licensing cost (if applicable)
- d. Implementation cost
- e. Training costs
- f. Ongoing maintenance support costs

3.5 Corporate information and references

The following information is also requested about the Vendor responding to this RFI:

- a. Number of years in business
- b. Size of law enforcement customer base
- c. High level system documentation identifying existing deployment of vendor solution at customer site(s)

4.0 RESPONSE METHOD AND TIME FRAME

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

Emergency Operations Bureau
1275 N. Eastern Ave.
Los Angeles, CA 90063
Attn: Captain John Stedman
Phone: (323) 980-2211
E-Mail: jcstedma@lasd.org

- 4.2 Responses to this RFI must be submitted to LASD at the address above **by 3.00pm (Pacific Standard Time) on December 30th, 2013**. If your firm does not respond to this RFI on or before December 30, 2013, LASD will presume your firm either does not meet the requirements outlined herein, or is not interested in responding to this RFI.
- 4.3 The Sheriff's Department encourages all potential Vendors to submit a response consistent with the content and instructions provided in Section 3 (Information Requested). Only one hard copy is required if the response is also submitted in an electronic format. If submitted only in a hard copy format, three copies are requested.
- 4.4 All respondents to this RFI will be placed on a priority recipient list for a possible future solicitation by the Los Angeles County Sheriff's Department. Failure to respond to this RFI will not disqualify any firm from being considered for a future solicitation.

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Appendix A

PARTS FUNCTIONAL REQUIREMENTS CHECKLIST

The following functional requirements represent high-level functions required of any future solution. They are not intended to be comprehensive, and shall only be construed within the framework of the County's research under this RFI.

	Functional Requirement	Yes	No	Comments
1.	Does the system have the capability to schedule personnel for emerging as well as pre-planned events?			
2.	Is the system intuitive and easy to manipulate?			
3.	Does the system have incident analytics, security controls, alert notification, reporting, graphics and mapping integration?			
4.	Does the system allow for the ingestion / viewing of data residing in other database systems, (CAD, crime data, etc.)?			
5.	Does the system allow for user defined parameters for query capabilities?			
6.	Does the system output query results in a report format capable of presentation in a mapping format, graphing format and is it printable?			
7.	Does the system provide flexible search capabilities within user-defined radius on a mapping platform?			

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	Functional Requirement	Yes	No	Comments
8.	Does the system provide user customizable reports and have the ability to convert the information to graphs, charts, mapping?			
9.	Does the system allow for the generation of email alerts to scheduled Department members?			
10.	Does the system have the capability to search criteria of a specific event within a list of search results?			
11.	Does the system have audit logging capabilities down to the field level?			
12.	Does the system have the ability to mask (hide) specific information based on definable user access control levels			
13.	Does the system provide sort functionality based on user-defined fields?			
14.	Does the system provide permission/security level functionality in order to define user rights and access?			
15.	Does the system provide status functionality in order to identify incidents by status (closed, pending for action by user etc.)?			
16.	Does the system provide the capability to real time geo-code and map all events, assets and personnel entered into the			

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	Functional Requirement	Yes	No	Comments
	system via specific address or long/lat?			
17.	Does the system receive and install automatic updates to addresses and mapping data?			
18.	Does the system provide for real time analysis of historical data within a customizable search criterion?			
19.	Does the system have a robust mapping system capable of handling multiple layers of information and is it able to place labels or icons on geocoded locations			
20.	Does the system have the ability to operate on up to four (4) computer monitors while displaying different applications on each monitor and maintaining application functionality?			
21.	Does the system have the ability to run both wired and/or wirelessly on any compatible computer for the purpose of adding work stations seamlessly?			
22.	Does the system have the capability for each system to operate independently when not able to connect to the network and then update and share information when connectivity is reestablished?			

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	Functional Requirement	Yes	No	Comments
23.	Does the system have the capabilities to receive and display both satellite television and off the air digital television?			
24.	Does the software have the capability to record video being fed into the system?			
25.	Does the system utilize advanced authentication protocols, (GFIPM)?			
26.	Does the system have print / scan and fax integration when connected to a corresponding device?			
27.	Does the system have the capability to interface with other systems and incorporate their data into corresponding fields?			
28.	Does the system have the capabilities to track personnel assets, including, shift start time, shift end time, overtime start time, check in and check out of an incident?			
29.	Does the system have the capabilities of displaying all personnel assets assigned to an incident and their status (available, assigned, out of service)			
30.	Does the system have the capabilities to group personnel into small groups with a designated leader?			

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	Functional Requirement	Yes	No	Comments
31.	Does the system have the capabilities to have the groups assigned into a hierarchy system i.e. parent/child format?			
32.	Does the system have the capabilities of electronic mission tasking by interfacing with current Computer Aided Dispatch (CAD) that captures task sent time, task acknowledged time, task response time, task handling time, task narrative and task clearance?			
33.	Does the system have the capabilities of geo coding the task location by address or street intersection and displaying them on the map?			
34.	Does the system have the capabilities of showing the status of the tasks, (pending, active, and closed) and color coding the task map icons to change colors according to the status?			
35.	Does the system have the capabilities to display a task icon on the map while simultaneously displaying the task name beneath the icon or via a hover feature? Additional information i.e. units assigned to and a detailed			

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	Functional Requirement	Yes	No	Comments
	description should display in a pop up box when the icon is right clicked.			
36.	Does the system have the capabilities of displaying real time data, i.e. weather seismic and transportation?			
37.	Does the system have the capabilities to track equipment assets such as vehicle start and end mileage and generate a report?			
38.	Does the system have the capabilities of using portable devices such as cell phones to provide geo tracking and access to the system to update logs?			
39.	Does the system have the capabilities of creating multiple operational logs for each event / incident which can then be shared by other users or other agencies?			
40.	Can the software be updated and/or maintained remotely by the manufacturer or a system administrator?			