



**LOS ANGELES COUNTY
SHERIFF'S DEPARTMENT**

REQUEST FOR INFORMATION

RFI NUMBER 491-SH

**PERSONNEL TRACKING
MANAGEMENT SYSTEM**

(PTMS)

Table of Contents

1.0	INTRODUCTION.....	3
2.0	SYSTEM OVERVIEW AND REQUIREMENTS	3
3.0	INFORMATION REQUESTED	6
3.1.	Description of the system functionality.....	7
3.2.	Description of the technical architecture.....	7
3.3.	Description of product support and maintenance.	7
3.4.	Estimated costs.....	7
3.5.	Corporate information and references.....	8
4.0	RESPONSE METHOD and TIME FRAME	8
	Appendix A.....	10

1.0 INTRODUCTION

1.1 The County of Los Angeles (County) Sheriff's Department (LASD) is seeking information from vendors that can provide an operationally proven, commercial off-the-shelf software solution for a Personnel Tracking Management System (PTMS). This system must be capable of interfacing with existing databases to provide data consolidation for reporting, tracking, and analyzing a variety of law enforcement risk-related activities, including use of force, allegations of force, shootings, public complaints, internal investigations, civil claims and lawsuits, preventable traffic accidents, and court motions. The system will also be used to track internal commendations.

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

1.2 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 method for solicitation of services.

1.3 Vendors who wish to just furnish information about a product or system that they have knowledge of may do 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 LASD is looking for a new Personnel Tracking Management System (PTMS) to interface with several existing legacy personnel systems that use Oracle database as their DBMS. Moreover, the new PTMS must be flexible enough that it can be used by LASD executives to assist in employee management and monitoring, including verification and reporting compliance, of high risk activities by employees within a law enforcement arena. The system must be available to users Department-wide using only a web browser (MS I.E. 7.0 and above), and be client self-hosted LASD Data Security standards and policies. The system must provide the ability to capture data using a graphical user interface, data validation, an incident

analyzer, security controls, a workflow process, an alert notification component, a reporting feature, a graphics and mapping component, and have the ability to interface with foreign systems using standard web services/xml. Further, the system must be proactive such that identified users will be notified with automatic e-mail alerts when certain thresholds of activity levels are met.

- 2.1.1 LASD is seeking to continue the Single Sign On (SSO) directive, and would prefer that PTMS uses MS Active Directory for application authentication.
- 2.2 A suitable PTMS must meet the requirements outlined in this document and have proven successful installations in at least five (5) public safety agencies in production for 6 or more months utilizing the capabilities outlined within this document.
- 2.3 In addition to capturing and storing new data, PTMS should be capable of ingesting historical incident data residing in existing Oracle databases, and historical data captured from foreign systems. The data should be searchable based upon user-defined parameters and query results presented to the user. In addition to the presentation of query results in a report form, output should be capable of presentation in a mapping format and graphing format, and printable, as required.
- 2.4 PTMS should provide LASD staff with tools to assist in the employee activity verification and compliance process, including a calendaring function to support the verification process and associated reporting tools to assist in this process.
- 2.5 PTMS functionality available to Department managers should include a flexible search capability within a user-defined radius on a common mapping platform (i.e. Google Maps, ESRI etc.). Output should include a list of 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.
- 2.6 PTMS must allow for information to be input and monitored, and the system must be capable of generating an e-mail alert to designated Department members including the involved employee and the Unit Commander that such information has been entered with a hyperlink to the incident. PTMS must allow Unit Commanders and/or involved employees to dispute an entry

electronically which would be referred back to the original author for resolution.

- 2.7 PTMS must allow for complex report templates and custom workflows. PTMS must allow for a reusable form that is auto populated by linking to various other systems. PTMS must allow for incidents to be entered by line personnel, and routed through a chain of command approval process electronically.
- 2.8 PTMS should have the capability to generate automatic email notifications for Divisions or Bureaus when alert thresholds are met. PTMS must have an accountability mechanism that establishes what action was taken at the Unit level to remedy the high alert.
- 2.9 PTMS should be customizable including, but not limited to, the following features:
 - 2.9.1 Multiple means to notify specific users based upon user-defined rules
 - 2.9.2 Interface capability with several other systems for importing and exporting employee data, typically web services/xml
 - 2.9.3 Automatic generation of pre-designed report forms
 - 2.9.4 Ability to link multiple incidents together, across modules, by commonalities such as involved employee, investigator, or other specified field
 - 2.9.5 Ability to toggle to details of specific event within a list of search results
 - 2.9.6 Ability to attach different file mediums including documents, photos, audio recordings and video recordings
 - 2.9.7 Ability to easily add or modify fields within each category for specific Department administrators and log those changes in a timeline for audit trail
 - 2.9.8 Ability to sequentially number incidents as they are entered into the system

- 2.9.9 Ability to mask specific information from general users (hide feature)
 - 2.9.10 Ability to sort report columns by user identified fields
 - 2.9.11 Ability to establish several levels of permissions for security rights for user categories
 - 2.9.12 Ability to identify incidents by status (closed, pending for action by [user], etc.)
 - 2.9.13 Ability to schedule specific reports to be automatically generated to identified users
 - 2.9.14 Ability to perform full auditing of not only when data has been modified, but also when a record has been retrieved and not modified using a PTMS graphical user interface
- 2.10 PTMS must be capable of geo-coding and mapping all addresses entered into the system.
 - 2.11 PTMS must have system-generated automatic triggers in support of the following system functions:
 - 2.11.1 Validation of data input
 - 2.11.2 Calendaring for compliance reports
 - 2.11.3 E-mail alerts.
 - 2.12 PTMS should include comprehensive training, including web-based training, and Help Desk support for users.
 - 2.13 PTMS must periodically and automatically update address and mapping data for neighborhoods included in the project.
 - 2.14 PTMS must allow for real-time analysis by browsing historical data within customizable search criteria.

3.0 INFORMATION REQUESTED

Commercial vendors, who may have an interest in providing a system solution for PTMS, are requested to submit relevant information about their Commercial Off-

The-Shelf (COTS) system 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 for PTMS 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:

- 3.2.1 Manuals
- 3.2.2 On-line documentation and/or help
- 3.2.3 On-site and off-site training
- 3.2.4 Help desk operations including staffing and hours of availability
- 3.2.5 Frequency of upgrades and acquisition of upgrades
- 3.2.6 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 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 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 commercial vendor responding to this RFI.

- a. At least five law enforcement agencies that have deployed the vendor's solution within the last two years.
- b. Description of business need and/or fit gap product solution solved.
- c. Number of years in business.
- d. Size of law enforcement customer base.
- e. 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:

Leadership and Training Division
Risk Management Bureau / Discovery Unit
Los Angeles County Sheriff's Department
4900 North Eastern Avenue, Suite 220
Commerce, California 90040

Attn: Lieutenant Judy Gerhardt

Phone: (323) 890-5006
E-Mail: jagerhar@lasd.org

- 4.2 Responses to this RFI must be submitted to LASD at the address above **by 3.00pm (Pacific Standard Time) on February 28, 2012**. If your firm does not respond to this RFI on or before February 28, 2012, 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 suppliers 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 (RFP or IFB) 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 (RFP or IFB).

Appendix A

PTMS 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 proposed system have the capability to interface with existing legacy personnel systems that use Oracle DBMS?			
2.	Is the proposed system flexible enough for Executive level management to assist in employee management, monitoring, verification and reporting compliance?			
3.	Does the proposed system have data validation, incident analyzer, security controls, work flow process, alert notification, reporting, graphics mapping?			
4.	Does the proposed system allow users to set activity level thresholds and provide automatic e-mail alerts?			
5.	Does the proposed system allow for the ingestion of historical incident data residing in other disparate Oracle database systems?			
6.	Does the proposed system allow for user defined			

	Functional Requirement	Yes	No	Comments
	parameters for query capabilities?			
7.	Does the proposed system output query results in a report format capable of presentation in a mapping format, graphing format and printable?			
8.	Does the proposed system provide other tools such as provide a calendaring function in support of a verification process?			
9.	Does the proposed system provide flexible search capabilities within user-defined radius on a common mapping platform (i.e. Google Maps etc.)?			
10.	Does the proposed system provide reports by incident customizable by the user and the ability to convert the information to graphs, charts, mapping?			
11.	Does the proposed system allow for the generation of e-mail alerts to designated Department members?			
12.	Does the proposed system provide embedded hyperlink functionality inside each E-mail alert whereby the user can click on the hyperlink and go directly to the system incident?			
13.	Does the proposed system provide an electronic dispute process?			
14.	Does the proposed system			

	Functional Requirement	Yes	No	Comments
	allow for complex report templates and custom workflows?			
15.	Does the proposed system allow for auto-population of data fields by linking other disparate Oracle personnel systems?			
16.	Does the proposed system have electronic routing and approval processes built in?			
17.	Does the proposed system have accountability mechanisms that establish actions taken at the lower and higher level management levels?			
18.	Does the proposed system provide multiple means to notify specific users based on user defined roles?			
19.	Does the proposed system have the capability to link multiple incidents across modules by commonalities such as involved employee, investigator, or other user defined fields?			
20.	Does the proposed system have the capability to toggle details of a specific event within a list of search results?			
21.	Does the proposed system have the capability to attach different file types to a specific event/incident including documents, photos, audio and video recordings?			

	Functional Requirement	Yes	No	Comments
22.	Does the proposed system have audit logging capabilities down to the fields level?			
23.	Does the proposed system provide automatic event/incident numbering?			
24.	Does the proposed system have the capability to mask (hide) specific information based on user defined parameters?			
25.	Does the proposed system provide sort functionality based on user-defined fields?			
26.	Does the proposed system provide permission/security level functionality in order to define user rights and access?			
27.	Does the proposed system provide status functionality in order to identify incidents by status (closed, pending for action by user etc.)?			
28.	Does the proposed system provide the automatic scheduling of reports on a regular basis?			
29.	Does the proposed system provide the capability to geo-code and map all addresses entered into the system?			
30.	Does the proposed system provide data validation and compliance report calendaring?			

	Functional Requirement	Yes	No	Comments
31.	Does the proposed system provide automatic updates to addresses and mapping data?			
32.	Does the proposed system provide for real time analysis of historical data within a customizable search criterion?			