COUNTY OF LOS ANGELES

REQUEST FOR INFORMATION

RFI NUMBER 535-SH

DIGITAL MUGSHOT SYSTEM, SOFTWARE & SERVICES
REQUEST FOR INFORMATION
(RFI)

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1.0 INTRODUCTION

1.1   The County of Los Angeles (County) Sheriff's Department's (LASD) Los Angeles County Regional Identification System (LACRIS) team is seeking information from vendors that can provide the County with a commercial off-the-shelf (COTS) Digital Mugshot System, Software and Services solution. The contemplated system should be configurable to meet the needs of the LASD, and require minimal customization. This system must be capable of interfacing with a number of existing databases. The system currently houses over 6.5 million digital booking images (front and side profile), and over 3 million images of scars, marks, and tattoos.

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

1.2   LACRIS 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 offer 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   LACRIS is looking for a new Digital Mugshot System to interface with the County's extensive Live Scan system and several existing legacy law enforcement systems. Moreover, the new system must be flexible enough that it can be used by any user within the law enforcement arena. The system must be available to users County-wide using only a web browser, which must adhere to the LASD data security standards and policies. The system must provide the ability to access booking records and provide methods for conducting investigative functions 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 standards-based web services/xml.

2.1.1 LASD is seeking to continue the Single Sign On (SSO) directive, and would prefer that the system use the Justice Identity Manager (JIM) for application authentication.

2.2 A suitable system vendor must meet the requirements outlined in this document and have FIVE (5) years of experience, within the last SEVEN (7) years, providing mugshot and imaging software and related professional services to clients within the law enforcement field. In addition,

2.2.1 Proposer needs to show that it has the proposed software (current or one major version prior) currently in production and supports more than 50 concurrent users.

2.2.2 Proposer shall ensure the proposed software is compliant with California Offender Records Information Act (CORI).

2.2.3 Proposer needs to have completed at least five (5) successful implementations of the proposed software (current or one major version prior) within the last three (3) years.

2.2.4 Proposer must have a commercial off-the-shelf (COTS) software package that could be used as a base system, to satisfy 70% of the Functional and Technical Requirements of this RFI.

2.2.5 Proposer shall have an established business for a minimum of 5 years within the last 10 years.

2.2.6 Proposer shall have existing customers with a database size greater than 1.5 million records

2.2.7 Graphical User Interface. The user must be able to:

2.2.7.1 - Login
2.2.7.2 - Search on a SID, Main or Booking number
2.2.7.3 - Create a line-up
2.2.7.4 - Print a line-up
2.2.7.5 - View a line-up
2.2.7.6 - Save a line-up
2.2.7.7 - Retrieve a saved line-up
2.2.7.8 - View an individual record
2.2.7.9 - Print an individual record
2.2.7.10 - Print to a PDF type file

2.3 The proposed system must be able to store mugshots, scars, marks, and tattoos taken on the Livescan devices. LA County books approximately 360,000 inmates annually and any new system must be able to hold and search against 7 million records which are comprised of booking records, NIST files and records converted from the previous mugshot system.

2.4 The proposed system must be able to search for potential suspects using various demographic data such as physical descriptors, biometric identifier numbers or any textual data recorded at the time of booking.

2.5 The proposed system must have various investigative tools including:

    2.5.1 The ability to create wanted posters, BOLOS and mugshot line-ups.

    2.5.2 The ability to perform investigative level facial recognition searches using a vendor provided graphical user interface that will include image normalization tools.

    2.5.3 Have the ability to perform forensic level facial comparisons using a vendor provided graphical user interface that will include comparative tools such as curtain swipe, 3-D image pose correction and digital image normalization.

2.6 Must be able to utilize the County's existing facial recognition templates and algorithm as well as incorporate additional algorithms to enhance the matching capabilities of the system.

2.7 Must have the ability to block and unblock given mugshots at the discretion of the user who has appropriate permissions.

2.8 Must have the ability to create facial recognition watchlists.

2.9 Must use facial recognition matchers to supplement booking fingerprint ID verification.

2.10 Must provide a sketching/composite creation tool.

2.11 Must have the ability to conduct record sealing to include email notifications to users who have accessed said records.

2.12 Must provide training manuals and include video tutorials.

2.13 Must be able to interface with different facial recognition systems at the state and federal level.

3.0 <u>INFORMATION REQUESTED</u>

Commercial vendors, who may have an interest in providing the information requested below, are requested to submit relevant information about their 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. 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 LACRIS.

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
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 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 labeled:

"Response to RFI No. 535-SH: Digital Mugshot System, Software & Services, and addressed to:

Los Angeles County Regional Identification System
Los Angeles County Sheriff's Department
12440 E. Imperial Hwy Suite 400W
Norwalk, California 90650
Attn: Lieutenant Joshua Thai
Phone: (562) 345-4319
E-Mail: JWThai@lasd.org

4.2   Responses to this RFI must be submitted to LACRIS at the address above **by 3.00pm (Pacific Standard Time) on December 30, 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 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. <u>Failure to respond to this RFI will not disqualify any qualified firm from being considered for a future solicitation (RFP or IFB).</u>

5.0 <u>OTHER INFORMATION:</u>

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 The County 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), an Invitation for Bids (IFB), or another County method for solicitation of services. Respondents to this RFI will be notified by the County of Los Angeles of a future solicitation.

5.4 Respondents to this RFI may be invited by the County 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 (2) hours in length.

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Appendix A

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.	The proposed system must accomplish a seamless conversion of records from the present system into the new system. The proposed system shall incorporate browser-based access for investigative and limited administrative purposes.			
2.	The proposed system must be able to replace the existing digital mugshot system, to include security, capture, retrieval, interfaces, administrative, and print functions.			
3.	The proposed system must have an interface between the new digital image system (database) and the existing fingerprint database.			
4.	The proposed system must have the ability to support browser-based technology for access and retrieval of digital images and data.			

	Functional Requirement	Yes	No	Comments
5.	The proposed system must support existing interfaces: Cal-Photo, Cal-Gang, Consolidated Criminal History Reporting System (CCHRS), Los Angeles County Regional Information System (LARCIS), Cop-link, and the LASD Jail Management Information System (JIMS).			
6.	The proposed system must include a robust facial recognition package to include mobile ID and provide software for mobile device operating systems such as iOS, Android, Windows Mobile and Blackberry.			
7.	Mobile ID solution must utilize the JIM user authentication and be fully compliant with CJIS security policies.			
8.	The proposed system must utilize protocols or functions enabling the validation of subject record identity prior to record enrollment, based on previous subject's records in the system.			
9.	The proposed system must have Scars, Marks, and Tattoos pattern matching, searching and registration capabilities.			
10.	The proposed system must have the ability to convert the existing database to the new			

	Functional Requirement	Yes	No	Comments
	commercial off-the-shelf system, retaining all subject record information.			
11.	The proposed system must be robust and scalable to operate at a sustained level of performance, 24 hours a day, 7 days a week.			
12.	The proposed system must support concurrent activity for data entry, updates, retrieval, and uploading and/or transfer of records.			
13.	The proposed system must use a graphical user interface (GUI) that is intuitive and compatible with Windows operating systems.			
14.	The proposed system must support all industry standard files, video graphics, compression formats, as well as all document conventions, i.e. .avi, .jpg, .bmp, EBTS, etc.			
15.	The proposed system must be capable of storing, searching, retrieving, and printing from a database size of fifteen (15) million + subjects.			
16.	The proposed system must be capable of supporting a minimum of three hundred fifty (350) simultaneous web connections and support unlimited user accounts.			

	Functional Requirement	Yes	No	Comments
17.	The proposed system must be capable of performing a multi-field search on any combination of fields and display results with all searched images within 10 seconds against a database size of up to fifteen (15) million + data records.			
18.	The proposed system must have the ability to do a single field search in 4 seconds or less.			
19.	The proposed system must have the ability to do facial recognition searches in 15 seconds or less.			
20.	The proposed system must be able to interface with other systems using standard Open Database Connectivity (ODBC) function calls.			
21.	The proposed system must handle subject level identification discrepancies by placing the record into an administrative queue for manual review.			
22.	The proposed system must provide an intuitive GUI for conducting investigative and comparative level facial searches to include image normalization capabilities.			
23.	The proposed system must support a feature rich access control system where only workstations or			

	Functional Requirement	Yes	No	Comments
	users with access rights shall be able to access the system.			
24.	The proposed system must be fully compliant with CJIS security policies.			
25.	The proposed system must include a feature rich activity auditing system.			
26.	The proposed system must have a feature rich web-based application that can run Microsoft Internet Explorer (most current as well as 3 prior versions.) The system must function using Google Chrome, Mozilla Firefox, iOS browsers, Windows Mobile and BlackBerry OS.			
27.	The proposed system must have the ability to mix photos from unlike databases/sources in a lineup with the ability to adjust the image to make similar, such as CAL-DMV photos with blue backgrounds.			
28.	The proposed system must have functionality that can authenticate users and their permissions/roles by utilizing the JIM interface.			