County of

Los Angeles, California

Request for Information

Records Management System

Response Due:

March 29, 2007

TABLE OF CONTENTS

1.   INTRODUCTION

The County of Los Angeles, California is undergoing a major effort to update and upgrade their mission critical infrastructure. The County Fire and Sheriff Departments are actively working towards soliciting a request for proposal (RFP) for procuring a new voice radio system, a Computer Aided Dispatch (CAD) system, a Mobile Data Computer System (MDCS), a Records Management System (RMS) and a Field Based Reporting System (FBRS). The County is planning to release the RFP late in 2007.

As an initial phase to the procurement, the County is issuing this Request for Information (RFI) to seek information from vendors that can provide a Commercial Off-The-Shelf (COTS) RMS and FBRS that can support the requirements as outlined in this document.

Vendors of interest are those who are in a position to contribute to the research or can identify potential solutions, and are capable of delivering and installing an application(s) software solution and providing ongoing technical support as part of a maintenance agreement. While the County understands the value of integrated solutions, and is striving to acquire an integrated solution for the CAD, RMS, and FBRS, the County at this point is willing to review individual solutions.

The County will review the RFI responses and might request further information or a product demonstration. Information received in response to the RFI is intended to assist the County in understanding current commercial offerings and defining the requirements for the procurement phase.

Given the size of the departments that will be supported by the system being procured, it is likely that vendors will be required to show evidence of their system's ability to handle the expected volume. This evidence may be in the form of benchmarks, references from comparable sized agencies, or other methods.

It is also likely that later in the procurement process, the finalist vendor(s) will be asked to deploy their system at one or more remote stations as a pilot program. Members of the departments will use the system in a live mode during that period.

1.1 County Contact

Address all requests for information and responses to:

Attention: Sgt. Jeffrey B. Smith

Telephone: (562) 466-5204

E-Mail: jbsmith@lasd.org

Address: Los Angeles County Sheriff's Department
Technical Services Division
12440 East Imperial Highway, Ste 400 E.
Norwalk, CA 90650

1.2 RFI Milestones

RFI Publish Date:	March 8, 2007
RFI Responses Due Date:	March 29, 2007 1700 Hrs. PST
Vendor Demonstration Notice	April 10, 2007
Optional Vendor Demonstrations:	April 25, 2007 through May 8, 2007

Subsequent to receipt of the responses, the County will review the information provided and determine if any additional information is needed. This may include inviting one or more respondents to prepare a one-day demonstration. If required, the County will send demonstration notices via e-mail and will include the requested time for appearance, location, and general outline of the presentation.

1.3 RFI Publication

The County is conscious and very appreciative of the time and effort that must be expended by the Vendors to prepare a complete response. To help reduce preparation time, this RFI is available in an electronic format at

http://www.lasd.org/lasd_contracts/info.html.

1.4 LASD Volume Information

The information presented in the table below indicates annual volumes for all of the LASD. The County requires that the new RMS be able to accommodate a report quantities increasing at an annual rate of 10% through the year 2020.

	2004	2005
Part I Crimes	90,810	90,176
Part II Crimes	118,010	123,464
Non-Criminal Incidents	146,986	142,430
Adult Arrests	90,179	94,818
Juvenile Arrests	11,624	12,761

Additionally, the RMS must be capable of supporting the number of devices that will be connected to the system deployed at the LASD. The vendor should use 10,000 workstations connected to the system over the wired network, and up to another 1,200 connected at any given time over the wireless network as an estimate of connected units.

1.5 Current RMS Description

Currently the Los Angeles Sheriff's Department (LASD) utilizes a number of different systems to satisfy its information management requirements. Although there are a number of other systems in use, the primary systems are discussed below.

1.5.1 Los Angeles Regional Crime Information System (LARCIS)

The Data Systems Bureau houses the Los Angeles Regional Crime Information System (LARCIS) that contains records of all incidents or events resulting in a report. Since the late 1990's LARCIS has served as the LASD Records Management System (RMS). LARCIS is an in-house designed Records Management System that is an Oracle based system housed on a HP-UX Superdome[1].

---

[1] http://welcome.hp.com/

Currently the high-level report process is as follows; the RMS issues a Uniform Report Number (URN) at the start of a report creation. Writing of the paper report would typically occur in the field, and then be taken into a station for approval. Following approval, clerical staff at each station then types the paper report into the system. The paper report is then scanned and is retained in both paper and electronic form. Reports are run on the RMS system for statistical analysis.

Although the approach to reporting that is currently in use is working, the agency believes that there is an opportunity to improve both the efficiency with which the agency processes its reports, the overall quality of the reports being submitted, as well as the ability to share and extract the information in real time. These improvements are the primary goals of this project.

The Los Angeles County Sheriff's Department via LARCIS is the largest contributor of data to the FBI's N-DEx[2] system. The new system will be required to continue these contributions either via an interface or through an N-DEx module in the system.

1.5.2 Automated Justice Information System (AJIS)

The LASD utilizes an internally developed solution, AJIS, to manage the information system requirements of the Jail. Other ancillary systems are utilized to facilitate the agency's ability to report on Jail activity. The AJIS solution is in the process of being replaced by the Jail Information Management System (JIMS) from Syscon Justice Systems[3].

1.5.3 Crossroads

Crossroads is an Access based third party system developed by Crossroads Software, Inc.[4] of Brea CA that is used to capture and process data related to traffic collisions, citations, and DUI's. The Sheriff's Department is considering replacement of this product with an RMS / Field Reporting based solution.

---

[2] http://it.ojp.gov/iepd/

[3] http://www.syscon.net/

[4] http://www.crossroadssoftware.com/

1.5.4 Justice Data Interface Controller (JDIC)

JDIC is a regional law enforcement data communications system networked throughout the County. JDIC serves the Sheriff's Department as well as other police agencies within Los Angeles County and provides service to the District Attorney, the Probation Department, the municipal and superior courts and numerous other local, state, and federal criminal justice agencies. The primary function of JDIC is to provide County law enforcement agencies instant access to local, state, and federal data files and communication throughout the County, State, and Nation.

1.5.5 Regional Allocation of Police Services (RAPS) and Dashboard

RAPS is an internally developed system that stores archival CAD information. RAPS data is downloaded from CAD on a daily basis generally in the early morning hours. If the new RMS has a Calls for Service module, the agency will consider replacing RAPS. RAPS data is used for analysis and for the Dashboard application.

Dashboard is a Cognos, Inc.[5] application that shows aggregate CAD data from RAPS and allows drill down. The application utilizes a graphical front end on a web-based application.

1.6 Other Projects

1.6.1 COPLINK®

The LASD, the LAPD and a number of other agencies in the region are in the process of implementing a data sharing solution from COPLINK®[6]. In the immediate future, information from LARCIS, RAPS, and AJIS will be reformatted and passed to COPLINK®. In the future, the data collected by the new RMS will replace the LARCIS and potentially RAPS data being shared.

1.6.2 Jail Information Management System (JIMS)

As mentioned above, the LASD is in the process of replacing the in house developed AJIS application with JIMS from Syscon Justice Systems. This replacement process is scheduled to be phased over the next five years, so the new RMS will likely be required to interface to both systems.

---

[5] http://www.cognos.com/

[6] http://www.coplinkconnect.com/

1.6.3 Property, Evidence, and Crime Lab

The LASD is currently preparing an RFP (separate from any of the other projects mentioned so far) for a new Property, Evidence, and Crime Lab application. Vendors submitting information in regards to this RFP are encouraged to include information regarding their solutions for these systems. If such a system is acquired by the agency, the new RMS will be required to interface to it.

1.7 Standards

The LASD has been a pioneer in the development and use of Criminal Justice Information Technology Standards[7]. It is fully expected that the vendor(s) selected by the agency for this critical project will utilize and support all of the available and emerging standards. These will include at a minimum, Global Justice XML and the Global Justice XML Data Model, The National Information Exchange Model[8] (NIEM) and the Law Enforcement Information Technology Standards Council[9] (LEITSC) standards.

The vendor is strongly encouraged to provide additional information regarding their adherence to these standards as well as their participation in the standards bodies.

---

[7] http://www.it.ojp.gov/

[8] http://niem.gov/

[9] http://www.leitsc.org/

2.   RFI GENERAL REQUIREMENTS

2.1 Point of Contact

Vendors shall clearly identify the single point of contact for information concerning their response.

Company Name:	
Contact Name:	
Mailing Address:	
E-mail Address:	
Telephone Number:	
Fax Number:	
Corporate Web Address:	

2.2 RFI Response Format

Vendors shall address in writing every section of this RFI. Vendors shall respond to each RFI subsection in the order in which it appears in the RFI. Vendors are requested to use a font with bold and italics to clearly delineate its response to each subsection.

Submit the response to the RFI as both a printed document (one original) and on electronic media in Microsoft Word and Excel format. Other product literature and marketing materials may also be included in both formats. For the electronic copy of the product literature, please provide this information either in an office format or as an Adobe .pdf. At this time this is only for informational purposes and if vendors do not meet the defined requirement it is suggested that vendors explain how their system differs and propose if the requirement can be met in a different method.

2.2.1 Description of the System Functionality

In general, the requirements are for a RMS application that is highly integrated with a CAD and FBRS. The vendor is directed to focus on the specific functional areas identified in this document included in Appendix A. The vendor is requested to complete each applicable section of the appendix. If the vendor wishes to include additional documentation that is descriptive of the functions supported by the system, please cross-reference the documentation to the requirement section.

2.2.2 Description of the technical architecture

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

A. Hardware requirements;

B. Operating system/software environments supported;

C. Network requirements and protocols;

D. Database environment and storage requirements;

E. Description of the installation process;

F. Description of security and auditing features;

G. Capability to configure and customize the application;

H. Application scalability;

I. Reporting tools.

2.2.3 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 off-site training;

D. Help desk operations including staffing and hours of availability;

E. Frequency of upgrades and acquisition of upgrades;

F. User feedback procedures.

2.2.4 Corporate Information and References

The County requires that the respondent provide a brief overview of their company history specifically including:

   A. Description of public safety business experience;

   B. Number of years in public safety business;

   C. Number of employees dedicated to this market space;

   D. Size of public safety customer base.

The County requires that the respondent complete each of the following reference forms for recently completed (within the last 3 years) projects that are as close to comparable to this project in size and scope as is possible.

Reference #1:

Criteria	Response
Name of Agency:	
Address of Agency	
Contact Name:	
Contact Telephone:	
Contact E-mail:	
Agency Web Site:	
Project Name:	
Number of Fire Users:	
Number of Police Users:	
Annual Report Volume:	
Contract Signed Date:	
System Acceptance Date:	
Services Provided:	

Reference #2:

Criteria	Response
Name of Agency:	
Address of Agency	
Contact Name:	
Contact Telephone:	
Contact E-mail:	
Agency Web Site:	
Project Name:	
Number of Fire Users:	
Number of Police Users:	
Annual Report Volume:	
Contract Signed Date:	
System Acceptance Date:	
Services Provided:	

Reference #3:

Criteria	Response
Name of Agency:	
Address of Agency	
Contact Name:	
Contact Telephone:	
Contact E-mail:	
Agency Web Site:	
Project Name:	
Number of Fire Users:	
Number of Police Users:	
Annual Report Volume:	
Contract Signed Date:	
System Acceptance Date:	
Services Provided:	

3.   APPENDIX A - FUNCTIONAL REQUIREMENTS CHECKLIST

The responder must use the following codes to indicate the ability of the proposed product, feature, or service to meet the requirements presented this document.

Compliance Level	Code
System complies with requirement.	Comply
System does not comply with requirement.	Exception
An alternative is recommended.	Alternate

Availability Level	Code
Product, feature, or service is available as of submittal of response and has been for more than 6 months.	Fielded
Product, feature, or service is available as of submittal of response and has been for less than 6 months.	Shipping
Product, feature, or service is already in development and is projected to be available in time for implementation.	Developing
Product, feature, or service will need to be developed and is projected to be available in time for implementation.	New
Product, feature, or service is not anticipated to be available / offered in time for implementation.	N/A