



**LOS ANGELES COUNTY
SHERIFF'S DEPARTMENT**

REQUEST FOR INFORMATION

RFI NUMBER 506-SH

**SHERIFF'S EASY ACCESS TRANSACTION
SYSTEM
(SEATS)**

Introduction

The Los Angeles County Sheriff's Department (LASD) is seeking information from vendors that can provide an operationally proven, commercial kiosk-based electronic accounting transaction system (referred to as SEATS) that includes all necessary hardware, software, interfaces, transaction processing, transaction reports, maintenance/services, currency, debit card, and credit card deposits at no net county cost. LASD will provide power and an internet connection at each kiosk location. Vendors of interest are those capable of delivering and installing a kiosk system solution and providing ongoing technical support as part of a maintenance agreement. These services shall include real-time, high availability, 24 hours per day, 7 days a week, 365 days a year (24/7/365) accepting the following transaction types: Cash, VISA®, MasterCard®, Discover®, and American Express® Credit and Debit Cards.

ALL Internet based deposit transactions are currently provided by the County's Fidelity National Information Services (FIS) contract and are not part of this project. The SEATS project only includes kiosk-based transactions.

The current FIS transaction fee to the public for internet deposits to inmate trust accounts for \$50 or less is \$2.49 which includes all fees including the Credit / Debit card fee and fraudulent transaction insurance costs. At this time, \$50 is the maximum amount that can be deposited to an inmate's account using the internet (FIS). This maximum was set by LASD to minimize the fraudulent transaction insurance costs.

The target populations for the SEATS program is limited to the general public who wishes to make deposits to inmate's trust account at the LASD correctional facility visiting or cashiering areas.

LASD anticipates up to 10 Public Facing Kiosks devices for the SEATS project.

Vendors of interest are those capable of delivering and installing a system solution and providing ongoing support as part of a maintenance agreement.

Vendor's information shall discuss integration with existing County business operations, interfacing with existing LASD business applications, improved business workflow, maintaining data integrity and complying with banking industry rules and industry-accepted data security guidelines.

Background

The Los Angeles County Sheriff's Department provides general law enforcement services for 5 million residents, spread over an area of approximately 4,083 square miles. With approximately 17,000 employees, LASD is the largest such department in the world and manages the largest jail population in the free world with an average daily inmate population of 19,800. These inmates are housed among LASD's seven (7) correctional facilities located throughout Los Angeles County. LASD processes approximately 145,000 new bookings annually.

Overview

Inmates are allowed to receive public deposits to trust accounts for their use while incarcerated at the Department facilities. Inmates are allowed to use these funds to purchase commissary items such as candy, chips, toiletries, etc. Public deposits are now only accepted at two locations in the County of Los Angeles and through an on-line website (FIS).

The goals and objectives for SEATS consist of the following:

- Increase the number of locations for the public to make deposits to inmate trust accounts;
- Increase the hours of operations for the public to make deposits to inmate trust accounts;
- Provide alternative to cash deposits for the public;
- Reduce staffing costs by transferring simple deposit functions to kiosk devices;
- Eliminate human accounting errors, mistakes, counterfeit and theft;
- Introduces a closed loop system, reducing the need for employees to manage, count and transport cash. Once received, SEATS deposits are electronically processed from receipt to being posted on the inmates trust account, never being handled by Department personnel.
- Process transactions in real-time;
- Reduce wait time for in person deposits currently processed by the Department cashiering staff;
- Provide around-the-clock kiosk availability to the public;
- Enforces compliance with existing trust accounting rules;
- Real-time transaction reports available on the Vendor's website.

The following features at the specified locations are planned for implementation of SEATS:

1. Public-facing kiosks will be located in, or adjacent to, visiting lobbies, and include cashier areas capable of accepting debit/credit cards and currency for deposits on inmate trust accounts. Kiosks are expected to access Inmate Information through several LASD database applications.
2. The successful SEATS transactions (Cash, Credit and Debit Card) will be posted in real-time, giving inmates and LASD immediate access to funds.
3. The SEATS vendor will guarantee the funds as soon as the funds are accepted and reported on a real-time basis.
4. LASD will not return funds attributed to fraudulent credit or debit card transactions, counterfeit U.S. currency, or deposits to the wrong inmate which have been accepted by the Vendor.

5. The Vendor shall be responsible for collecting Convenience / Service fees from the public.
6. Real-time canned and customizable transaction reports will be available on the Vendor's website.
7. All costs associated with maintaining the kiosks, hardware, software and incidentals will be the responsibility of the Vendor. Vendor will provide routine maintenance of kiosk devices to further reduce possible non-scheduled downtimes.
8. At no net cost to LASD, the Vendor will provide appropriate and acceptable courier services for removing, transporting and depositing cash from the kiosks. LASD accepts no liability for money deposited into the SEATS kiosks. Vendor will proactively manage and monitor kiosk system and application functionality from a remote site.
9. Kiosks will print receipts for the public for all successful transactions.
10. Kiosks will photograph all Kiosk depositors.
11. On four (4) days per week, all kiosks will be available to the public for free CASH deposit transactions; these free periods shall last for a period of not less than three (3) hours. These scheduled time periods begin as listed below:
 - Saturday 8:00 AM
 - Monday 10:00 AM
 - Wednesday 2:00 PM
 - Thursday 6:00 PM

Statistics

The Sheriff's Department processes approximately 145,000 new bookings annually with the following transaction volumes for the month of December 2012 are provided as a benchmark for interested vendors:

Funds Deposited by the Public to Inmate Accounts December 2012		
Source	Internet	Visiting
Number of Transactions	13,992	6,518
Deposit Totals	\$550,415.00	\$321,579.19

Visitors currently are limited to making deposits at only two (2) of the seven (7) correctional facility locations of which one (1) has limited hours of operations. SEATS will provide more alternative locations for making deposits during visitation and after hours.

Visitors at the facilities offering cashiering services account for 61% of cash deposits. SEATS will provide cashiering services at all correctional facilities 24/7 and 365/6.

Request for Information Response

This RFI invites input and ideas in support of the SEATS system. Commercial vendors who may have an interest in providing a complete solution are requested to submit relevant information about their system and solutions. A point of contact for each respondent should be provided including name, address, and phone number. Responses should contain the following information, as appropriate:

1. **Description of 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 less useful than more detailed user and technical documentation.
2. **Description of Technical Architecture:** Respondents should provide information about overall system architecture including, as applicable, the following items:
 - a) Vendor provided hardware specifications
 - b) Vendor provided operating system/software environment
 - c) Detailed network requirements and protocols
 - d) Vendor provided Database environment and storage
 - e) Description of the user interface, including browser-based screens for all functions of the system.
 - f) Description of the installation process
 - g) Description of Respondent's security and auditing features
 - h) Capability to configure and customize the application, including reference tables, screen displays, and both ad-hoc and canned reporting tools
 - i) Application scalability
 - j) Technical approach to providing system interfaces
3. **Description of Product Support and Maintenance:** Respondents are requested to comment on the following:
 - a) Manuals
 - b) On line documentation and/or help
 - c) Onsite and offsite training
 - d) Helpdesk operations, including staffing and hours of availability
 - e) Frequency of upgrades and acquisition of upgrades
 - f) User feedback procedures
 - g) 24/7 and 365/6 support procedures
4. **Estimated Convenience/Service Fees:** As this document is an RFI, costs can only be estimated. The fees charged to the public will be collected by a future vendor selected through a Request for Proposal (RFP) solicitation process, if LASD chooses to proceed with

implementation of the SEATS. All equipment, software, maintenance, and services will be the responsibility of such vendor. This system will be zero net cost to LASD. Fees charged to the public for using SEATS shall be all-inclusive and shall be determined by the future vendor. All pricing assumptions for the convenience/service fees cost model should be identified. Your cost model should describe all fees/charges in the following subcategories:

Public Facing Kiosks Convenience / Service Fees:

1. Public Kiosk transaction fees (Charged the Public) for trust fund account deposits will be in the following, or similar, ranges for both debit and credit cards:
 - \$0 - \$50
 - \$50.01 - \$100
 - Greater than \$100.
2. Public Kiosk transaction fees (Charged the Public) for trust fund account deposits in the following, or similar, ranges for cash:
 - \$0 - \$50
 - \$50.01 - \$100
 - Greater than \$100.

5. Corporate Information and References: The following information is also requested about commercial vendors responding to this RFI:

- a) At least two law enforcement references that are currently using the system and/or have used the system within the last five years
- b) Information on single largest concurrent user installation
- c) Description of business experience
- d) Number of years in business
- e) Size of law enforcement customer base
- f) Number and type of employees, such as development programmers, support technicians, etc.

6. Responses:

Responses and questions regarding this Request for Information (RFI) should be labeled as

“Response to RFI No 506-SH Sheriff's Easy Access Transaction System (SEATS)” and addressed to:

Los Angeles County Sheriff's Department
Custody Division
Twin Towers Correctional Facility

450 Bauchet St.
8th Floor, Room E-826
Los Angeles, California 90012

Attention:
Don Jeanson, Sergeant
Phone: (323) 893-5881
Email: dfjeanso@lasd.org

Responses to this RFI will be accepted in person, by private messenger, delivery service, or United States Postal Service (USPS), through **JUNE 11, 2013, 3 p.m. (Pacific Time)** at the address listed above.

Responding parties shall provide three (3) hard copies and three (3) electronic copies (compact disc) of their response.

7. Other Information:

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".

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. Responders Respondents must specifically label only those provisions of the submission which are "Trade Secrets" or "Proprietary" in nature.

The Department 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.

Respondents to this RFI may be invited by the Department 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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