LOS ANGELES COUNTY SHERIFF'S DEPARTMENT

REQUEST FOR INFORMATION

FOR

ENHANCED INMATE COMMUNICATION SYSTEM (EICS)

RFI 393-SH

Table of Contents

1.0   <u>INTRODUCTION</u>

This is a request for information ONLY; this is not a solicitation.

The Los Angeles County Sheriff's Department (Department) is seeking information from vendors who can provide a vendor-hosted, web-based Enhanced Inmate Communication System (EICS) that provides an inmate's family and friends the ability to electronically compose and send communications to inmates located throughout the County jail system. The proposed solution should have the ability to register users, associate system users to inmates, compose an email, collect postage fees, filter messages, route messages received from external users to end users, queue messages for final review and print messages. Once a message is received and processed by the hosting vendor, the message shall be made accessible to Department custody personnel in a safe electronic format which can be downloaded, printed, and delivered to the inmate by appropriate custody personnel.

The EICS shall be a complete turn-key solution which should include application software to manage administration/configuration functions, end-user experience, billing, revenue sharing capabilities, and professional services – i.e., customer service, or helpdesk.   The EICS should also include all necessary hardware to run and maintain the solution, both, at the hosted location and the client's seven locations; thus, allowing for remote printing.   Necessary equipment and supplies should include, but not limited to, computers, printers, toner/ink, and paper. Additionally, there should be included any other equipment that is necessary to perform the downloading and printing of the communications at the seven facilities across the County. The Department will provide power and an internet connection at each location, and the internet connections would reside outside the Department's secure, local/wide-area network.

2.0   <u>BACKGROUND</u>

The County encompasses an area of 4,083 square miles with a population of 9,818.605. The Department provides general law enforcement services to approximately five (5) million of these residents, spread over an area of approximately 3,157 square miles. The Department, with approximately 17,000 employees is the largest Sheriff's department in the U.S. The Department manages the largest jail population in the free world with a current average daily inmate population of over 19,000.

3.0   <u>OVERVIEW</u>

Generally, inmates are allowed to receive mail through the U.S. Postal Service in conformance with custody division policies. The mail is delivered daily to the Department's Inmate Reception Center. Mail room personnel sign for and pick up the mail daily, and sort it by location the following day.

The mail is set aside for pick up and distribution the next day. A jail employee delivers the mail to each jail facility no later than 10:00 AM, Monday through Friday.

4.0   INFORMATION REQUESTED

This RFI invites input and ideas for an EICS system. Vendors who have a proven deployed Commercial Off-the-Shelf Software (COTS) solution, and the ability to host and provide all necessary professional services in providing a complete solution are requested to submit relevant information about their system and solutions. Respondents shall provide a corporate point of contact, including name, address, phone number, and email address. Responses should contain the following information, as appropriate.

4.1   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.

4.2   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) Data Security protocols
   e) Vendor-provided database environment and storage;
   f) Description of the user interface, including screenshots of browser-based screens for all functions of the system;
   g) Description of the installation process;
   h) Description of application security and auditing features;
   i) Capability to configure and customize the application, including reference tables, screen displays, and reporting tools (both ad-hoc and canned reports);
   j) Application scalability;
   k) Technical approach to providing system interfaces;
   l) Word filter program;
   m) Proprietary software or licensing fees, and estimated associated costs for installation, configuration, customization, etc.;
   n) Data archive and purge strategy

4.3   DESCRIPTION OF PRODUCT SUPPORT AND MAINTENANCE: Respondents are requested to comment on the following:

   a) Manuals;
   b) On-line documentation and or/help;
   c) Training methods (on-site, off-site, on-line, etc.);

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 support procedures; and
h) 5-year storage

4.4   ESTIMATED COSTS: As this document is an RFI, costs shall only be estimated. Information on cost is non-binding, and will be used for budgeting and planning purposes only – this is not a bid opportunity. **The fees charged to the public and any additional fees charged to the Department are important in reviewing the various solutions, and the ultimate scope of the EICS project.** All pricing assumptions should be identified, including the technique to handle revenue sharing. Your response should include all estimated costs broken out by category.

4.5   CORPORATE INFORMATION AND REFERENCES: Respondents shall also provide the following information:

a) At least two references from law enforcement/corrections organizations who 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/corrections customer base; and
f) Number and type of employees, including but not limited to, development programmers and support technicians.

5.0   RESPONSE METHOD and TIME FRAME

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

"Response to RFI No 393-SH Enhanced Inmate Communication System (EICS)"
and addressed to:

<div align="center">

Los Angeles County Sheriff's Department
Custody Division
Inmate Services Bureau,
450 Bauchet Street, S2125
Los Angeles, CA 90012

Attention:

Norma Maciel, Sergeant
Phone: (213) 680-6964
Email: nmaciel@lasd.org

</div>

Responses to this RFI will be accepted in person, by private messenger, delivery service, or United States Postal Service (USPS), through May 21, 2013 at the address listed above.

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

6.0   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 the 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.

This is a request for information only; this is not a solicitation.
The Department will review the responses to this 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 Proposals (RFP), an Invitation for Bids (IFB), or other suitable solicitation method.

All respondents to this RFI will be placed on a priority recipient list for a possible future solicitation by the Department. Failure to respond to this RFI will not disqualify any firm from being considered for a future solicitation.

* * * * *

Appendix A

EICS 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 software provide a method to manage systems administration/configuration?			
2.	Does the proposed system have an easy to use/intuitive user interface using only a web browser?			
3.	Does the proposed system have the ability to perform online user registration?			
4.	Does the proposed system have the ability to validate user registration to an email account provided at time of registration?			
5.	Does the proposed system have the ability to collect, retain, and report on information collected at time of registration, such as name, address, and credit card registration?			
6.	Does the proposed system have the ability to process payments online in accordance with an Application Payment Interface (API)?			
7.	Does the proposed system provide the ability to charge			

		YES	NO	COMMENTS
	an online postage or convenience fee for using the service?			
8.	Does the proposed solution provide for revenue-sharing capabilities?			
	FUNCTIONAL REQUIREMENT	**YES**	**NO**	**COMMENTS**
9.	Does the proposed solution have accompanying , customer service as well as helpdesk services			
10.	Does the proposed solution have accompanying professional services, including application configuration/customization, implementation and training.			
. 11.	Does the proposed system have the ability to scan and check the content of an email against "predefined words or phrases"?			
12.	Does the proposed system have a graphical user interface using just a web browser to maintain the "predefined words or phrases"?			
13.	Does the proposed system have the ability to flag all emails that have failed the scan of "predefined words or phrases" and place in a work queue for research, assessment or disposition?			
14.	Does the proposed system have the ability to assign a print location for each email based upon an inmate's housing location?			
15.	Does the proposed system have the ability to be remote hosted?			
16.	Does the proposed solution provide a description of the			

		YES	NO	COMMENTS
	user interface, including browser-based screens for all functions of the system?			
17.	Does the proposed system have ad-hoc reporting capabilities?			
	FUNCTIONAL REQUIREMENT	**YES**	**NO**	**COMMENTS**
18.	Does the proposed system have the capability to allow the Department to configure and customize the application, including reference tables, screen displays, and reporting ad-hoc and canned reports?			
19.	Is the proposed system scalable for an expanding inmate population?			
20.	Does the proposed system provide data archive and purge capabilities?			
21.	Does the proposed system provide online manuals / documentation, and or/help?			
21.	Does the proposed system have the capability to provide 7-year storage?			