



**LOS ANGELES COUNTY
SHERIFF'S DEPARTMENT**

REQUEST FOR INFORMATION

FOR

**MEDIA TABLET PLAYER
PROGRAM FOR INMATES**

RFI NUMBER 569-SH

March, 2015

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1.0 INTRODUCTION

The County of Los Angeles encompasses an area of 4,057 square miles, with a population of over 9.8 million residents. The Los Angeles County Sheriff's Department (LASD) provides primary law enforcement services for more than 2.9 million residents, spread over an area of 3,157 square miles. LASD is the largest sheriff's department in the world and the 2nd largest policing agency in the country. There are 7 custody facilities, housing a daily population of more than 19,000 sentenced and pre-sentenced inmates. LASD provides security and bailiff services for 384 courtrooms at 42 facilities throughout the County. LASD also provides rescue operations, emergency tactical response, specialized detective support, crime lab services and mutual aid for many of the smaller cities within the County. LASD is the leading law-enforcement agency in the Los Angeles County for disaster response.

The LASD is seeking information from vendors who can provide media tablet players for purchase by inmates and /or their family through an approved website and/or commissary. These players can be purchased with preloaded media content for a one-time fee. After the initial purchase, the inmate and/or family member can order additional department approved media through the vendors ordering system and the media will be delivered on an encrypted Micro SD card.

The purpose of this program is to provide another means for the inmates to stimulate their minds and also to help pass the time during their stay in custody. Currently, inmates are only allowed to access educational programming during specified times throughout the day. Most of the educational programs are held in classrooms at remote locations. During the day inmates that do not qualify for classes are left in their housing areas only to come out for yard, medical, and visits. They are only allowed to watch television programs and listen to music that are approved for broadcast through the department's cable network. Users of the media tablets will be able to listen to music, read books, play games, participate in learning programs, compose letters and documents, and watch purchased movies.

2.0 OVERVIEW AND REQUIREMENTS

The LASD Custody Division is seeking to implement a Media Tablet Player (MTP) Program for use throughout its facilities to allow the inmate population more access to programming and entertainment to stimulate the mind and to help pass the time. The department is seeking a turn-key system that will provide all of the necessary hardware, software and infrastructure to manage and maintain the program including a help desk. The media tablet player shall be of high quality construction with a shatter resistant housing, 7" to 10" touch screen, internal non-removable battery, no internal speaker, no Wi-Fi access and no camera. The player shall also have an external headphone jack, charging port, and Micro SD download slot. Accessories will include the owner's manual and earbud style earphones. Note: vendor will construct and supply charging stations with the input from Custody

Facilities Bureau. Custody Facilities Bureau will be responsible for the installation of the charging stations.

The MTP Program shall be a complete turn-key solution which should include application software if necessary to manage administration configuration functions of the tablet, end-user experience, interfaced billing with the Department's inmate trust accounting system using standard Automated Program Interfaces (API) which include the ability to perform revenue sharing , and professional services – i.e., customer service, and/or helpdesk. The MTP Program should also include all necessary hardware to run and maintain the solution, both, at the hosted location and the client's seven locations. The vendor shall be responsible to provide all necessary equipment and supplies necessary to execute the program. The vendor will be responsible for all costs associated with the rollout and implementation of the MTP Program, including the interface of the website, billing, delivery, warranty, returns, and the possibility of working with other contract vendors.

3.0 INFORMATION REQUESTED

This Request for Information (RFI) invites input and ideas and rough costs estimate on how this MTP Program can be implemented. Vendors who currently have a proven media tablet system and the ability to host and provide all necessary professional services in providing a complete solution are requested to submit relevant information about their systems and solutions. Basic requirements for the system would include a high quality construction with a shatter resistant housing, with a 7" to 10" touch screen, and with an internal rechargeable non-removable battery, but without internal speakers, without Wi-Fi access, and without cameras. Responses should also include the following information:

- 3.1 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 a more detailed user and technical document.
- 3.2 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 browser-based screens for all functions of the system
 - g) Description of the installation process

- h) Description of application security and auditing features
- i) Detailed interface requirements for inmate accounting
- j) Visual presentation of solution architecture

3.3 DESCRIPTION OF PRODUCT SUPPORT AND MAINTENANCE:

Respondents are requested to comment on the following:

- a) Manuals
- b) Onsite and offsite training
- c) Helpdesk operations, including staffing and hours of availability
- d) Frequency of upgrades and acquisition of upgrades
- e) User feedback procedures
- f) 24/7 and 365 support procedures
- g) Warranty, returns and exchanges

3.4 ESTIMATE CHARGE - PRICING: As this document is an RFI, costs can only be estimated. Information on charge will be used for budgeting and planning purposes only – this is not a bid opportunity. **The amount of fees charged to the public and any additional fees charged to LASD is an important factor in reviewing the varying solutions and the ultimate scope of the Media Tablet Program.** All pricing assumptions for the charge/cost model should be identified, including the technique to handle revenue sharing. Your response should describe charges and costs

3.5 DELIVERY OF SERVICE:

How long will the infrastructure take to install?

How soon will the systems be available to inmates?

How long after ordering will the tablets be delivered to the inmates?

3.6 CORPORATE INFORMATION AND REFERENCES: The following information, about commercial vendors, is also requested for those responding to this RFI:

- a) At least two references from law enforcement/corrections organizations that are currently using the system and/or have used the system within the last two 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.
- f) Number and type of employees, including, but no limited to development programmers and support technicians.

4.0 RESPONSE METHOD

A point of contact for each respondent should be provided, including name, address and phone number. Responses should contain the above

information, as appropriate. Responses and questions regarding this RFI should be labeled as:

“Response to RFI No 569-SH Media Tablet Player Program for Inmates” and addressed to:

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

Responses to this RFI must be submitted in person, by private messenger, delivery service, or United States Postal Service (USPS), to LASD at the address listed above by 3:00 PM on Thursday, April 30, 2015.

Responding parties shall provide two (2) hard copies and three electronic copies (compact disc) of their response. Email responses will not be accepted.

5.0 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 California Public Records Act or otherwise by law. A blanket statement of confidentiality or the making of each page or 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.

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.

Appendix A

MTP 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 for purchases made by the Public?			
4.	Does the proposed system have the ability to validate user registration to an email account provided at time of registration for Public purchases?			
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 have revenue sharing possibilities?			
8.	Does the proposed solution have accompanying professional services – i.e., customer service, helpdesk, implementation services or training?			

	FUNCTIONAL REQUIREMENT	YES	NO	COMMENTS
9.	Does the proposed system provide application scalability for an expanding inmate population?			
10.	Does the proposed system provide data archive and purge capabilities?			
11.	Does the proposed system provide online documentation/ manuals and or/help?			
12.	Does the proposed system have the capability to provide 5 year storage?			