LOS ANGELES COUNTY
SHERIFF'S DEPARTMENT

REQUEST FOR INFORMATION

RFI NUMBER 728-SH

Los Angeles County Warrant System

(CWS)

June 2023

Prepared by
County of Los Angeles

These guidelines are intended to provide general information only and are subject to revision. The rights and obligations of any party contracting with the County will be determined in accordance with the terms of the applicable contract and applicable law.

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1.0   INTRODUCTION

1.1   The Los Angeles County (County) Sheriff's Department (Department) Records and Identification Bureau (RIB) is seeking information from Vendors that can provide the County with an operationally proven, commercial off-the-shelf (COTS) web-based warrant system (Solution), which includes server hardware, software, and operations and maintenance services. The Solution must be capable of interfacing with existing internal and external systems, and their databases, as detailed in Paragraph 3.0 (Solution Overview and Requirements Summary) of this RFI.

1.2   The Solution will automate the issuance, search/retrieval, service, maintenance, and reporting of arrest warrants and wants for questioning among the various trial and traffic courts and law enforcement agencies within the County.

1.3   Vendors of interest are those who can deliver a turnkey Solution and provide 24/7 operations and maintenance support (e.g., hardware and software), as part of a maintenance agreement.

1.4   Vendors who wish to participate in this RFI's Vendor demonstration must submit relevant production information, as outlined in Paragraphs 4.0 (Information Request) and 5.0 (Vendor Responses) of this RFI.

1.5   Vendors who wish to only furnish information about a product or system that they can make available, may do so formally in writing.

1.6   The intent of this RFI is to learn as much as possible about current and future Solution technology trends. This knowledge will facilitate the Department's ability to prepare the requirements for any potential future solicitation.

2.0   BACKGROUND

2.1   The County encompasses an area of 4,083 square miles with a population of over ten million. The Department provides general and specialized law enforcement services for approximately five million of these residents, spread over an area of approximately 3,157 square miles. The Department, with approximately 19,000 employees, is one of the largest law enforcement agencies in the nation.

2.2   In the mid-1980s, the County's justice stakeholders recognized the need to improve their collective ability to manage warrants and wants among their respective agencies. The Los Angeles County Warrant System (CWS) was implemented in 1988, as a replacement for the Department's legacy Automated Want Warrant System, to automate primary warrant/want business

functions among the various trial and traffic courts and law enforcement agencies in the County using Information Monitoring System, Common Business Oriented Language (COBOL), and Assembler Technologies.

2.3   To align with national best practices and initiatives for the automation of warrant/want related processes, CWS supports the primary warrant/want business functions of issuance, service, update, recall, query, and reporting. With the exception of reporting functions, all CWS transactions occur in real-time or near real-time.

2.4   CWS supports the following features and capabilities:

   2.4.1   An IBM 3270 direct connect terminal emulation user interface,
   2.4.2   Communications interface with the County's Justice Data Interface Controller (JDIC) application to facilitate accessibility to disparate systems, known as the JDIC terminal,
   2.4.3   Synchronous/asynchronous system-to-system updates between the Courts Warrant Issuance from the Trial Courts Information System (TCIS) and Recall Warrant Transactions from the CWS and Request Tracking System (RTS),
   2.4.4   Warrant query capability from patrol cars using the JDIC messaging interface to the Sheriff Message Switch,
   2.4.5   The ability to issue inmate queries to the County's Automated Justice Information System (AJIS) from CWS,
   2.4.6   Automated system-to-system transmittal of warrants to state Wanted Persons System (WPS) and subsequently to the National Crime Information Center (NCIC) and the Federal Bureau of Investigation, and
   2.4.7   The following 22 CWS Use Case Transactions:

CWS Use Case Transaction	Description	Systems
Create Warrant	This function permits the creation of criminal, traffic, juvenile, and probation warrants.	CWS, RTS, TCIS
Create Want	This function permits the creation of a want.	CWS, JDIC
Maintain Warrant/Want	This function is used to add or remove a warrant from WPS/NCIC. It is also used to add a bail receipt number to a booked warrant.	CWS, JDIC
Book Warrant	This function is used when a warrant, limited warrant, or commitment is to be booked by a non-AJIS agency or when an AJIS agency is bailing out a warrant.	CWS, JDIC, RMS, CALID
Book Multiple Warrants	This function is used when multiple warrants, limited warrants, or commitments are to be booked by a non-AJIS agency or when an AJIS agency is bailing out multiple warrants.	CWS, JDIC, RMS, CALID

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CWS Use Case Transaction	Description	Systems
Request Booking Abstract	This function is used to route a booking abstract inside of the County, outside of the County but within California, or outside of California. Non-Department agencies can only route abstracts to themselves and out of the County.	CWS
Reactivate Warrant	This function is only available to RIB personnel, permits the reactivation of a warrant that has been booked or bailed in error, and makes it available for inquiry and service.	CWS
Recall Warrant	This function permits the deactivation of a warrant that has been deemed invalid or is no longer serviceable (e.g., defendants often surrender directly to the court, appearing for warrants issued with incomplete or incorrect information). The warrant is available for archive inquiry for 90 days after it has been recalled.	CWS, RTS
Create AKA	This function permits an also-known-as (AKA) to be added to a warrant when the subject named on the warrant can also be identified by personal identifiers that differ from those on the warrant. An AKA can also be created for a limited warrant for which the missing data elements are now available. Only the filing agency can add an AKA to a warrant.	CWS
Maintain AKA	This function permits an AKA to be modified on a warrant when the subject named on the warrant can also be identified by personal identifiers that differ from those on the warrant.	CWS
Inquiry AKA Summary	This function allows a user to generate a listing of all defendant's AKAs for a specific warrant. The inquiry is used when there is a need to see if the subject is known by another identifier. The warrant number is the only information that is required to perform the AKA summary inquiry transaction.	CWS, JDIC
Inquiry AKA Detail	This function allows a user to get the details of an AKA associated with a warrant.	CWS, JDIC
Inquiry Warrant Summary	This function allows a user to determine whether any warrants or wants exist for a given person. Information returned as a result of an inquiry is sufficient to identify the wanted person, the offense for which the person is wanted, as well as other important information associated with the warrant, such as an officer hazard and associated photo(s) of the subject.	CWS
Inquiry Warrant Detail	This function provides complete warrant and personal information for inquiries to an individual warrant in CWS. Detailed warrant inquiries may be performed on both active and inactive archived warrants maintained in the countywide warrant system. This use case retrieves a photo of the subject with the warrant.	CWS

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CWS Use Case Transaction	Description	Systems
Request Warrant Information Sheet	This function allows a Warrant Information Sheet (WIS) to be requested for a warrant or for multiple warrants that have been created for the same defendant. A WIS contains all information pertaining to a warrant: the warrant itself, AKA details, and investigative information. A WIS is requested prior to booking a subject to ensure that the subject is the one named on the warrant.	JDIC, CWS
Release Warrant Information Sheet	This function releases a WIS from its hold.	JDIC, CWS
Create Investigative Information	This function allows user entry for investigative and warrant service attempt information.	CWS, JDIC, CLETS
Investigative Information Inquiry	This function allows users to perform an inquiry by a warrant number to locate any investigative and warrant service attempt information.	CWS, JDIC, CLETS
Create Courtesy Letter	This function allows the Sheriff's Fugitive Detail and the Law Enforcement Officer (LEO) partners to request a courtesy letter. A courtesy letter is created and mailed to the defendant's address to advise the defendant that one or more warrants exist for the defendant's arrest and that a response to the court is required.	CWS, RTS, JDIC
Add/Modify Wanted Persons System	This function allows adding or changing records of CWS warrants in the State's WPS.	CWS, NCIC, WPS
Warrant Due Diligence	This function will allow users to identify warrants that are past due (no action taken in the last 60 days) based on: • Search by reporting district, • Search by radius from either current location obtained from a geo location aware device or location clicked on a map, and • Combination of reporting district and radius. Actions that can be performed on the warrant are: • Create a courtesy letter (UC19), • Door knock (UC17), • Exhausted all leads (UC17), and • Contacted Filing Agency (Capture Name/Employee ID/Phone).	CWS, JDIC
Synchronization of Records	This function synchronizes the records from the State (WPS), the Courts (TCIS), and the Department (CWS). This function also provides reports created by CWS.	CWS, TCIS, Odyssey

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2.4 CWS takes a somewhat different technical approach from other jurisdictions that have automated warrant/want processes. Many jurisdictions across the country support warrant/want automation through a series of interfaces among individual law enforcement agency records management systems, court case management systems, and state repositories. CWS centrally stores, reports, and manages nearly two million warrants/wants for all law enforcement agencies within the County, acting as a clearinghouse or repository for warrants issued in the County.

2.5 The County only utilizes the CWS for its warrant processes and the Department is exclusively responsible for the operation and management of maintaining and reporting warrants/wants.

3.0 INFORMATION REQUEST

This RFI is a research document only. It seeks information from Vendors that can provide an operationally proven, COTS web-based Solution.

The Solution must be a turnkey enterprise solution that includes all necessary applications (browser-based, preferably with minimal customizations), underlying third-party software, server hardware, data migration, interfaces to external systems, configuration, integration, operations, maintenance, support, and training. Vendors who may have an interest in providing a complete Solution are encouraged to complete Attachment A (CWS Requirements Checklist) to this RFI, and submit relevant information about their product and services, as follows:

3.1 Description of Solution Functionality

Documentation should be provided that is descriptive of the functions supported by the Solution, with a focus on the general functional areas identified in Paragraph 4.1.1 below (which is not all inclusive). Existing product literature and prepared marketing materials may also be included, however, this information is less useful than more detailed user and technical documentation. Since RFI's are research-oriented, additional functionality that is available in the Vendor's Solution, but not listed in this Paragraph, should also be included in the response.

3.1.1 Describe in detail the Solution's functionality including:

a. Internet browser and device compatibility,
b. Primary warrant/want business functions including: issuance, service, update, recall, query, and reporting,
c. User account management,
d. Warrant/wanted person identification features,
e. Mapping functionality,
f. Data integrity,
g. Security and auditing controls,

      h.   Workflow processes,
      i.   Alert notification components,
      j.   Internal and external interface,
      k.   Application programming interfaces, and
      l.   Dependencies (technical and functional).

3.2 **Description of Technical Architecture**

Respondents are asked to provide information about the software and environment which will support the Solution, including, but not limited to the following:

a. Hardware requirements,
b. Operating system/software environment,
c. Solution architecture,
d. Detailed network requirements and protocols,
e. Recommended database/environment(s)/storage requirements:
    i.   Database backup,
    ii.   Operating system, and
    iii. Future growth storage estimates,
f. Expected response time metrics, exclusive of the Department's network, for the PC workstation, mobile devices, etc.,
g. Disaster recovery plan,
h. Installation process for the Solution,
i. Description of access requirements,
j. Description of security and auditing features,
k. Solution scalability,
l. Interfacing requirements and tools,
m. Reporting tools, and
n. Data and network security protocols.

3.3 **Description of Estimated Implementation Project Timeline**

Respondents must provide an estimated CWS Implementation Project Timeline including, at minimum, timelines for:

a. Project discovery phase,
b. Hardware and software installation, and establishing Solution environments,
c. Development,
d. Unit integration, system, user acceptance, and performance testing,
e. Completion of legacy CWS data migration from a hierarchical Information Management System (IMS) database to a relational database,
f. Training,
g. Production cutover, and
h. Vendor and County responsibilities.

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3.4 **Description of Product Support and Maintenance**

Respondents are asked to provide information on the following:

a. Product manuals and software description,
b. On-line documentation and/or help,
c. In-person on-site and off-site training,
d. Training manual(s) and delivery format,
e. Ongoing delivery of updated training materials (upgrades),
f. Upgrades: frequency, delivery, and estimated downtime,
g. Help desk operations including staffing and hours of availability,
h. Ongoing support procedures,
i. User feedback procedures, and
j. Sample Service Level Agreement (SLA).

3.5 **Corporate Information and References**

Respondents are requested to provide the following information:

a. Corporate or company name and headquarters' address,
b. Address/other contact information of nearest corporate or company office to downtown Los Angeles, California,
c. Number of years in business and solution being used,
d. List of at least five public safety/law enforcement agencies (name, address, contact person, and telephone or email) that have deployed the Vendor's software/system,
e. Size of law enforcement customer base (number and size of agencies and number of Vendor solution's system users),
f. Compliance record with SLA(s), and
g. High-level system documentation describing the existing deployment of Vendor's solution at customer site(s).

3.6 **Estimated Costs**

Respondents are asked to provide cost estimates for the COTS Solution. Any costs estimated for the purpose of this RFI are considered for informational purposes only, and are non-binding to either the respondent or the County.

As this document is an RFI, costs can be estimated, but only in general terms, as it applies to a typical standard COTS Solution. As this is not a competitive solicitation, specific Department environment information cannot be made available to the Vendor.

Consequently, a competitive Solution cost estimate will need to be general and take into consideration the following areas that may or may not be quantifiable:

a. Customized application development costs,

      b.   COTS licensing model options and costs,
      c.   Professional services costs (install, configure, development, etc.),
      d.   Recommended hardware specifications and costs,
      e.   Non-recurring hardware and software licensing costs, as applicable,
      f.   Training costs,
      g.   Ongoing maintenance support costs, and
      h.   Other miscellaneous cost.

Your response should include all estimated costs broken out by category based upon 3,300 devices and 9,000 deputy personnel.

4.0   RESPONSE METHOD AND TIMEFRAME

4.1   Responses and questions regarding this RFI should be labeled:
"**Response to RFI No. 728-SH LOS ANGELES COUNTY WARRANT SYSTEM**"
and be addressed to:

  Los Angeles County Sheriff's Department
  Technology and Support Division
  Office of Technology and Planning
  12440 E. Imperial Hwy. 4Th Floor East
  Norwalk, CA 90650
  Attention: Irene Teran
  Email: iteran@lasd.org
  Phone: (562) 345-4493

4.2   Responses to this RFI will be accepted in person, by private messenger, delivery service, or the United States Postal Service (USPS), no later than **July 18, 2023 by 3:00 p.m. (Pacific Time)** at the address listed above. **(Email responses will not be accepted).**

4.3   Respondents shall provide three identical hard copies, and two separate identical copies in searchable PDF format on flash drives of their response.

4.3   Respondents are requested to respond to each item in this RFI including Attachment A (CWS Requirements Checklist).

4.4   The Department encourages all potential Vendors to submit a response consistent with the content and the instructions provided herein.

4.6   Responses to this RFI after the submission deadline may be accepted by the County at the sole convenience and discretion of the County.

4.7   Not responding to this RFI will not impact your ability in the future to respond to any subsequent solicitation issued by the County on behalf of the Department.

5.0   ADDITONAL RESPONDENT INFORMATION

5.1   Responses to this RFI will 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 will not, in any way, be liable or responsible for the disclosure of any such record, or any parts thereof, if the disclosure is required or permitted under California Public Records Act or otherwise by law. A blanket statement of confidentiality or the marketing of each page of the submission as confidential will 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 Department will review the responses to this RFI, which may subsequently lead to further research and analysis. **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 other County methods for solicitation of services. Respondents to this RFI will be notified by the County of a future solicitation.

5.4   Respondents to this RFI may be invited by the Department to provide a non-competitive presentation of their products. The product presentation is intended for information gathering purposes only. **All Solution demos will be conducted on-site. <u>Such presentation should generally not exceed two and a half hours in length.</u>** The date(s), length, and times will be coordinated between the Respondent and the contact person identified in Paragraph 5.1 of this RFI.