



**LOS ANGELES COUNTY  
SHERIFF'S DEPARTMENT**

**REQUEST FOR INFORMATION**

**RFI NUMBER 730-SH**

**LOS ANGELES COUNTY DEFENSE AND LAW  
ENFORCEMENT SOLUTION**

September 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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Attachment A Functional Requirements Checklist

## **1.0 INTRODUCTION**

- 1.1 The Los Angeles County (County) Sheriff's Department (Department) is seeking information from Vendors that can provide an operationally proven, commercial off-the-shelf (COTS) cloud-based Defense and Law Enforcement System (Solution) for the Joint Regional Intelligence Center (JRIC).
- 1.2 The Solution will service the JRIC Area Of Responsibility (AOR), which includes the following counties: Los Angeles, San Bernardino, Riverside, Santa Barbara, San Luis Obispo, and Ventura County.
- 1.3 The Solution will replace the Department's current Gotham software platform, which is proprietary to Palantir Technologies, Inc. (Palantir).
- 1.4 Vendors of interest are those who:
  - a. are US-based,
  - b. are willing to participate in a secure US-based government cloud environment (if applicable) and provide operations, maintenance, and support (OM&S) every day (24/7) as part of a maintenance services agreement, and
  - c. conform to the 28 Code of Federal Regulations (CFR) Part 23 of the Criminal Intelligence Systems Operating Policies.
- 1.5 The intent of this Request for Information (RFI) is to learn as much as possible about current and future potential Solution technology trends which support US fusion centers and/or law enforcement agencies.
- 1.6 Vendors who wish to participate in this RFI must submit relevant product information, as outlined in Paragraphs 4.0 (Information Requested) and 5.0 (Response Method and Time Frame) below.
- 1.7 Vendors who can identify potential Solutions and wish only to furnish information about a product or system that they have knowledge of, may do so formally in writing.
- 1.8 Information received in response to this RFI may be used in the preparation of a Request for Proposal, an Invitation for Bid or other County solicitation method.

## **2.0 BACKGROUND**

- 2.1 The JRIC operates as a collaborative partnership between federal, state, and local law enforcement (LE)/public safety agencies focused on enhancing coordination, information sharing, regional preparedness, training, and investigative support/analysis for first responders and other public and private partners in the region. The Solution will be used by over 60 LE/public safety agencies throughout the JRIC AOR.
- 2.2 The current system is used for coordinating and analyzing information, and includes 16 production servers and 13 staging servers (back-up servers)

that are owned and maintained by the County and a third-party maintenance provider.

### **3.0 SYSTEM OVERVIEW AND REQUIREMENTS**

3.1 The Solution must be a turnkey Solution that includes all necessary applications, underlying third-party software, data migration services, customized programming services, configuration, integration, OM&S, and training. Vendors who have an interest in providing a complete Solution are encouraged to complete Attachment A (Functional Requirements Checklist) to this RFI, and submit relevant information about their product and services, as detailed below.

### **4.0 INFORMATION REQUESTED**

This RFI is a research document only. It seeks information from Vendors that can provide an operationally proven, COTS cloud-based Solution. Responses must contain the following information, as appropriate:

#### **4.1 Description of Solution Functionality**

Responses to this RFI must provide documentation that is descriptive of the functions supported by the Solution, with a focus on the general functional areas identified in this document, which are not all-inclusive. Existing product literature and prepared marketing materials may also be included; however, it is less useful than more detailed user and technical documentation. Respondents must provide a detailed description of the following:

- a. 28 CFR Part 23 of the Criminal Intelligence Systems Operating Policies conformance,
- b. Primary business functions including search, and
- c. Dependencies/assumptions (technical and functional).

A follow-up demonstration of the Solution will be requested, as further described in Paragraph 6.4 below.

#### **4.2 Description of Technical Architecture**

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

- a. End user's hardware requirements,
- b. End user's operating system/software environment,
- c. Solution architecture,
- d. Cloud provider,
- e. Cloud architecture,
- f. Expected response time metrics for accessibility to the solution cloud, 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 end user's access requirements,
- j. Description of security and auditing features,
- k. Solution scalability, and
- l. Data and network security protocols.

#### **4.3 Description of Estimated Implementation Project Timeline**

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

- a. Project discovery phase,
- b. Installation, development, configuration, and data migration,
- c. Unit testing, integration testing, system testing, user acceptance testing, and performance testing,
- d. Training for end-users and administrators,
- e. Production cutover, and
- f. Vendor and County responsibilities.

#### **4.4 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. Training manual(s) and delivery methods,
- d. Ongoing delivery of updated training materials,
- e. Upgrades: frequency, delivery, and estimated downtime,
- f. Help desk operations including staffing and hours of availability,
- g. 24/7 support procedures,
- h. User feedback procedures, and
- i. Sample Service Level Agreement (SLA).

#### **4.5 Estimated Costs**

Respondents are asked to provide cost estimates for the COTS system. Any cost estimate for the purpose of this RFI are considered for research purposes only and are non-binding to either Respondent or the County.

Specific Department environment information cannot be made available to Vendor. Costs can be estimated, but only in general terms, as it applies to

a typical standard COTS solution. Respondent's complete cost estimate will need to be general in nature and take into consideration the following:

- a. Installation,
- b. Configuration,
- c. Data migration,
- d. Customized application development,
- e. COTS licensing model options,
- f. Cloud,
- g. Training,
- h. OM&S, and
- i. Other miscellaneous costs not listed above.

The response must include all estimated costs broken out by category.

#### **4.6 Corporate Information and References**

Respondents are requested to provide the following information regarding Vendor experience, solution documentation, and LE references:

- 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,
- d. At least three agencies or fusion centers that have implemented Vendor's software/system within the last five years including examples of data migration. Include contact persons, addresses, telephone numbers/email addresses,
- e. Size of customer base (number and size of agencies and the number of system users per agency), and
- f. High level system documentation describing existing deployment of Vendor's Solution for each customer, if applicable.

#### **5.0 RESPONSE METHOD AND TIME FRAME**

5.1 All questions regarding this RFI must be emailed to:

Attention: Irene Teran  
Email: [iteran@lasd.org](mailto:iteran@lasd.org)

5.2 Responses to this RFI must be labeled:

**“Response to RFI No. 730-SH LOS ANGELES COUNTY  
DEFENSE AND LAW ENFORCEMENT SOLUTION”**

and be addressed to:

Los Angeles County Sheriff's Department  
Technology and Support Division  
Office of Technology Planning  
12440 East Imperial Highway, Suite 400 East  
Norwalk, California 90650  
Attention: Irene Teran

- 5.3 Responses to this RFI will be accepted in person, by private messenger, delivery service, or United States Postal Service (USPS), no later than **October 31, 2023, by 3:00 p.m. (Pacific Time)** at the address listed above. (Email responses will not be accepted).
- 5.4 Respondents are asked to supply contact information including company name, address, contact person, contact person's telephone number, and contact person's email.
- 5.5 Respondents are requested to respond to Paragraph 4.0 (Information Requested) above and Attachment A (Functional Requirements Checklist).
- 5.6 The Department encourages all potential Vendors to submit a response consistent with the content and instructions provided herein.
- 5.7 Responses to this RFI after the submission deadline may be accepted by the County at the sole convenience and discretion of the County.
- 5.8 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.

## **6.0 ADDITIONAL RESPONDENT INFORMATION**

- 6.1 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."
- 6.2 The County will 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 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.
- 6.3 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 Proposal (RFP), an Invitation for Bids (IFB), or other County method for

solicitation of services. Respondents to this RFI will be notified by the County of a future solicitation.

- 6.4 Respondents will be invited to provide a non-competitive presentation/demonstration of their products. The product presentation/demonstration is intended for information gathering purposes only. Presentations/demonstrations will be conducted on-site. Such presentation/demonstration should generally not exceed four hours in length. The date(s), length, and times will be coordinated between the Respondent and the contact person identified in Paragraph 5.1 of this RFI.
- 6.5 Respondent's will be asked to provide a functional demonstration of their proposed Solution, which must include, at a minimum, the following:
  - a. Walk through of Solution,
  - b. Search capabilities,
  - c. Graph views,
  - d. Map views,
  - e. Reports,
  - f. Task assignments,
  - g. Informant examples,
  - h. Example of a large-scale event (e.g., critical incident that turned into a terrorist attack, training scenario Route 91),
  - i. Security features, and
  - j. Questions and comments.