



LOS ANGELES COUNTY SHERIFF'S DEPARTMENT

REQUEST FOR INFORMATION

RFI NUMBER 734-SH

CORRECTIONAL SECURITY CHECK SOLUTION

November 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 issuing this Request for Information (RFI) to seek information from Vendors that are qualified to provide a commercial off-the-shelf (COTS) correctional security check solution (Solution) in support of the Department's core business functions of safeguarding the health, safety, and welfare of inmates detained in County correctional facilities, as well as to ensure the safety of staff.
- 1.2 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.
- 1.3 The Solution should have either an on-premises and/or a Criminal Justice Information System (CJIS) compliant cloud-based option.
- 1.4 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.
- 1.5 Vendors who wish to participate in the RFI must submit relevant product information, as outlined in Paragraphs 4.0 (Information Requested) below.
- 1.6 The intent of this RFI is to learn as much as possible about current and future solution technology trends. This knowledge will be used to facilitate the preparation of any potential future solicitation.

2.0 BACKGROUND

- 2.1 The Department, with approximately 19,000 employees, is one of the largest law enforcement agencies in the nation and manages one of the largest jail systems with an average daily inmate population of over 15,000. The Department is required to adhere to the California Code of Regulations, Title 15 (Title 15), which is enforced by the Board of State and Community Corrections (BSCC), the Department's Custody Division Manual (CDM), the Department's custody facility unit orders, and the inmate safety check compliance measures of the United States Department of Justice Settlement Agreement. It is the mission of the Department's Custody Division to serve the best interest of the County by providing a secure, safe, and constitutionally managed jail environment for both staff and inmates. A component of ensuring inmates' safety and welfare is the inmate safety check. These inmates are housed throughout the Department's eight correctional facilities located throughout the County. Inmate safety checks consist of looking at the inmates for signs of life (e.g., breathing, talking, movement, etc.) and obvious signs of distress (e.g., bleeding, trauma, visible injury, choking, difficulty breathing, discomfort, etc.) Video surveillance may not be used to replace rounds and supervision by

custodial staff.

- 2.2 The Department is currently utilizing a Title 15 barcode scanning system, which is a 15-year-old system developed “in-house.” Custody staff is currently required to scan a barcode to validate the safety checks. The Department desires a new solution to provide additional core business functions which will be described later in this document and include reporting, and business intelligence for executive dashboards suitable for display on electric tablets.

3.0 TITLE 15 OVERVIEW

Title 15 requires inmate safety checks to be conducted at least hourly through direct visual observation and verbal interaction with the inmate when necessary. Due to oversight/litigation and Department mandates, the Department’s reporting needs to capture compliance through rounds of documented scans at various housing locations, are as follows:

- a. Custody staff document their checks in a format that does not have pre-printed times,
- b. Safety checks are conducted in a manner that allows staff to view the prisoner to assure his or her well-being and security,
- c. Safety checks are conducted at least every 15 minutes in housing areas with high observation classification,
- d. Safety checks are conducted at least every 30 minutes in moderate observation housing units where the unit does not provide for unobstructed supervision of inmates-from a security control room,
- e. Safety checks are conducted at least every 60 minutes where a dormitory-style housing unit does provide for unobstructed direct supervision of inmates, and
- f. Safety checks are conducted at least every 60 minutes in designated minimum security dormitory housing.

4.0 INFORMATION REQUESTED

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

The Solution must be a turnkey enterprise that includes all necessary software, hardware, ad-hoc reports, maintenance, and training. Vendors who may 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 follows:

4.1 Description of System Functionality

Responses to this RFI must provide documentation that is descriptive of the function supported by the Solution, with a focus on the specific 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.

4.2 Description of Technical Architecture

Respondents must provide information about the overall Solution architecture, including but not limited to, the following:

- a. Vendor-provided operating system/software environment,
- b. Detailed network requirements and protocols,
- c. Description of the installation process, and
- d. Description of Respondent's security features, which must include integration with Microsoft Active Directory Federation Services (ADFS).

4.3 Description of Product Support and Maintenance

Respondents are asked to provide information on the following:

- a. Manuals,
- b. On-line documentation and/or help,
- c. Onsite and offsite training,
- d. Help desk operations including staffing and hours of availability,
- e. Frequency of upgrades and acquisition of upgrades,
- f. User feedback procedures, and
- g. 24/7 support procedures, including a description of Respondent's equipment replacement protocol to ensure quick turnarounds and brief downtimes.

4.4 Corporate Information and References

Respondents are requested to provide the following information:

- a. Corporate/company name and headquarters address,
- b. Number of years in business,
- c. At least two custody correction references that are currently using Respondent's system and/or have used the system within the last five years (include contact person, address, and telephone/email for each of the two references),
- d. Information on the size of custody/correction customer base (number and size of agencies and the number of system users per agency),
- e. Description of business experience installing and maintaining jail management systems,
- f. Number of custody/corrections customers and their average daily

inmate populations, and

- g. Number and type of employees (e.g., development programmers, support technicians, etc.) and their background, experience, and expertise.

4.5 Description of Cost Model

Respondents are asked to provide cost estimates for the COTS system. Any cost estimate for the purpose of the 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 Respondent. 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. Customized application development,
- d. COTS licensing model options,
- e. Cloud, if applicable,
- f. Training,
- g. OM&S, and
- h. Other miscellaneous costs not listed above.

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

5.0 RESPONSE METHOD AND TIME FRAME

- 5.1 All questions regarding this RFI are due by **Tuesday, December 26, 2023**, and must be emailed to:

Attention: Liliana Guzman

Email: lguzman@lasd.org

- 5.2 Respondents wishing to receive all questions and answers regarding this RFI should send such request to the email address above. The County will not reply to questions submitted after the deadline.
- 5.3 The County at its sole discretion, reserves the right to disregard questions and comments that do not directly and constructively address this RFI.

- 5.4 Respondents must prepare their response as a PDF or Word document that can be printed on letter-size (8 1/2 x 11) paper. The response may also include large, complex diagrams that require larger-sized paper; which must also be PDF files.
- 5.5 Responses must not contain macros or hyperlinks to external locations.
- 5.6 Responses must include a cover letter which is a scanned image that includes the signature of an individual authorized to represent the Respondent.
- 5.7 Please omit clutter such as dramatic-but-vague marketing materials, testimonials, etc.
- 5.8 Responses to this RFI must be submitted as an email attachment (35 MB maximum size), to:
Attention: Liliana Guzman
Email: lguzman@lasd.org
- 5.9 To ensure that the response is properly recognized, the email's subject line must be:
"Response to RFI No. 734-SH CORRECTIONAL SECURITY CHECK SOLUTION"
- 5.10 If documentation exceeds the above limit, Respondents may compress the files using a universal tool of your choosing that allows us to "unzip" the file(s).
- 5.11 The email message's body should not contain any material other than a sentence indicating that the response is attached. Anything else may be disregarded at County's sole discretion.
- 5.12 Email responses to this RFI are due no later than **December 29, 2023, by 3:00 p.m. (Pacific Time)**.
- 5.13 Responses to this RFI after the submission deadline may be accepted by the County at the sole convenience and discretion of the County.
- 5.14 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 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.
- 6.4 Respondents to this RFI may be invited by the Department to a Respondents' conference for the purpose of familiarizing Respondents with Department processes and workflows. Respondents may also 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 may be conducted on-site or via video conferencing platform. 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.