



**LOS ANGELES COUNTY
SHERIFF'S DEPARTMENT**

REQUEST FOR QUALIFICATIONS

RFQ NUMBER 637A-SH

RECORDS MANAGEMENT SYSTEM (RMS)

NOVEMBER 2023

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1.0 INTRODUCTION

The Los Angeles County (County) Sheriff's Department (Department) is issuing this Request for Qualifications (RFQ) to solicit Statements of Qualifications (SOQs) from organizations that are qualified to provide a commercial off-the-shelf (COTS) law enforcement Records Management System (RMS), as well as a long-term maintenance and support program for the Department.

The County currently utilizes a system that is over 25 years old and is an in-house designed RMS solution which no longer meets the needs of the Department. The County is seeking to implement a modern crime incident RMS which includes, at a minimum, Field-Based Reporting and Detective Case Management functionality that meets or exceeds the "Standard Functional Specifications for Law Enforcement Records Management Systems"¹. Additionally, the RMS must meet or exceed federal and California state incident-based reporting (IBR) requirements. Companies who can provide an operationally-proven COTS solution and can demonstrate experience deploying, maintaining, and supporting the software in large law enforcement agencies (see Paragraph 2.1 below) are invited to respond to this RFQ.

This is a request for qualifications ONLY. This is not a solicitation. The County intends to release a Request for Proposals (RFP) in the near future. Responses to this RFQ will be reviewed to verify Respondent's qualifications to provide the system described above. Only those Respondents who have successfully demonstrated that they meet the Minimum Mandatory Requirements (MMRs) listed in Paragraph 2.0 below, will be invited by the County to participate in a future RFP. The determination of which companies meet the MMRs lies solely and exclusively with the County.

2.0 RESPONDENT'S MINIMUM MANDATORY REQUIREMENTS

2.1 Respondent must be an established developer, proprietor, and provider of an RMS solution which is currently in production/use and being serviced by Respondent's maintenance program, at a minimum of one U.S. public safety/law enforcement agency staffed by 1,000 or more sworn officers.

Respondent must complete and submit Exhibit 2 (Prospective Contractor's References) to this RFQ to verify this MMR. Note: All references must be in the United States or its territories.

¹ IJJIS Institute, 2022, https://ijjis.org/wp-content/uploads/2022/01/Standard_Functional_Specifications_for_Law_Enforcement_Records_Management_Systemes_Version_III.pdf

- 2.2 Respondent must have successfully implemented its proprietary RMS solution, within the last five years, in at least one U.S. public safety/law enforcement agency staffed by 500 or more sworn officers.

Respondent must complete and submit Exhibit 2 (Prospective Contractor's References) to this RFQ to verify this MMR. Note: All references must be in the United States or its territories.

- 2.3 If Respondent's compliance with a County contract has been reviewed by the Department of the Auditor-Controller within the last 10 years, then Respondent must not have unresolved questioned regarding costs that have been identified by the Auditor-Controller, in an amount over \$100,000.00. Costs that are confirmed to be disallowed costs by the contracting County department and remain unpaid for six months or more from the date of disallowance, unless such disallowed costs are the subject of current good faith negotiations to resolve the disallowed costs, in the opinion of the County.

3.0 INFORMATION REQUESTED

Commercial vendors who have an interest in proposing a COTS solution are requested to submit relevant information about their company. Respondent's SOQ should contain the following information, as applicable:

3.1 Background and Experience

Provide a summary of relevant background information to demonstrate that Respondent meets the MMRs stated in Paragraph 2.0 (Respondent's Minimum Mandatory Requirements) of this RFQ, and has the capability to perform the required services as a corporation, limited liability company, or other registered business entity.

3.2 Respondent's References and Contracts

- 3.2.1 Respondent must complete and include Exhibits 2 and 3 to this RFQ, as provided below. It is Respondent's sole responsibility to ensure that the firm's name and point of contact's name, title, and phone number for each reference are accurate.

a. Exhibit 2 (Prospective Contractor References)

Respondent must provide references from at least three current customers where the Respondent provided the same or substantially similar work as set forth in this RFQ with solutions similar in size and complexity to that of the County's future RFP. At least one reference must verify that Respondent meets the MMRs listed in Paragraph 2.0 (Respondent's Minimum Mandatory Requirements). All references must be able to speak to

Respondent's services provided, including installation, implementation, and maintenance.

b. Exhibit 3 (Debarment History and List of Terminated Contracts)

Respondent must include a listing of all contracts terminated prior to expiration within the past three years with any and all reasons for termination, as applicable.

3.2.2 For each agency/project listed, Respondent must provide the agency's project director's and manager's full name(s). Indicate the start/end dates for implementation, the date of final acceptance, and start/end dates for the maintenance phase of each project, as applicable. The narrative should also include:

a. Agency information, including the following:

- Number of sworn personnel,
- Number of civilian personnel,
- Number of users,
- Number of simultaneous users, and
- Number of incidents/events per year.

b. Detailed description of the project including the following:

- Size, scope, and original contract amount,
- Contract start date,
- Total time (months) for implementation,
- Version currently installed, and
- List of interfaces provided.

c. Environment installed (customer on-site hardware, vendor-hosted, cloud services, etc.),

d. Disaster Recovery, Business continuity method(s) employed, and

e. Names and position of personnel utilized on each project.

3.2.3 The County may disqualify a Respondent as non-responsive and/or non-responsible [refer to Paragraph 4.0 (Determination of Respondent's Responsibility) below] if:

- a. References fail to substantiate Respondent's description of the services provided, or
- b. References fail to support that Respondent has a continuing pattern of providing capable, productive, and skilled personnel, or
- c. The Department is unable to reach the point of contact with reasonable effort. It is Respondent's responsibility to inform the

point of contact of County normal working hours (Monday – Friday, 8 a.m. – 5 p.m. PST).

4.0 DETERMINATION OF RESPONDENT’S RESPONSIBILITY

- 4.1 A responsible Respondent is one who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity, and experience to satisfactorily perform the resultant contract. It is the County’s policy to conduct business only with responsible Respondents.
- 4.2 Respondents are hereby notified that, in accordance with [Chapter 2.202 of the Los Angeles County Code](#), the County may determine whether Respondent is responsible based on a review of Respondent’s performance on any contracts, including but not limited to County contracts. Particular attention will be given to violations of labor laws related to employee compensation and benefits, and evidence of false claims made by Respondent against public entities. Labor law violations which are the fault of the sub-contractors and of which Respondent had no knowledge will not be the basis of a determination that Respondent is not responsible.
- 4.3 The County may declare a Respondent to be non-responsible if, in its discretion, finds that Respondent has done any of the following: (a) violated a term of a contract with the County or a nonprofit corporation created by the County, (b) committed an act or omission which negatively reflects on Respondent’s quality, fitness or capacity to perform a contract with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same, (c) committed an act or omission which indicates a lack of business integrity or business honesty, or (d) made or submitted a false claim against the County or any other public entity.

5.0 RFQ TIMETABLE

The timetable for this RFQ is as follows:

- Release of RFQ 11/08/23
- Request for a Requirements Review Due 12/07/23
- Written Questions Due 12/21/23
- Questions and Answers Released 01/11/24
- **SOQs due by (date and time) 3:00 P.M. (Pacific Time) 01/25/24**

The foregoing dates may be changed at any time at the sole discretion of the Department. Such changes will be made through an addendum and posted on the Department’s website at <https://lasd.org/transparency/solicitations>. All potential

Respondents are encouraged to monitor the above solicitation website for Bulletins, as they are posted, during the entire RFQ process.

6.0 MINIMUM MANDATORY REQUIREMENTS REVIEW

Any person or entity may seek a Requirements Review by emailing Exhibit 1 (Transmittal Form to Request a Requirements Review) to this RFQ, to the Department contact listed in Paragraph 8.2 below. A request for a Requirements Review may be denied, in the Department's sole discretion, if the request does not satisfy all of the following criteria:

- a. The request is made within the time frame identified in Paragraph 5.0 (RFQ Timetable) above,
- b. The request includes documentation (e.g., letterhead, business card, etc.), which identifies the underlying authority of the person or entity to submit a SOQ,
- c. The request itemizes in appropriate detail, each matter contested, and factual reasons for the requested review, and
- d. The request asserts either that:
 - i. The application of the MMRs and/or the RFQ review process unfairly disadvantages the person or entity, or
 - ii. Due to unclear instructions, the process may result in the County not receiving the best possible responses from prospective Respondents.

The Requirements Review will be completed, and the Department's determination will be provided to the requesting person or entity, in writing, within a reasonable time prior to the SOQ due date. The Department's determination is final.

7.0 RESPONDENTS' QUESTIONS

Respondents may submit written questions regarding this RFQ by e-mail to Steve Lopez at s7lopez@lasd.org. All questions must be received by close of business (3:00 p.m., PST), on Thursday, December 21, 2023. All questions, without identifying the submitting company, will be compiled with the appropriate answers, and issued as an addendum to this RFQ.

When submitting questions, please specify this RFQ section number, Paragraph number, and page number, and quote the language that prompted the question. This will facilitate the County's response. The County reserves the right to group similar questions when providing answers.

The County will not respond to questions regarding any future RFP.

8.0 SOQ SUBMISSION

- 8.1 SOQs must be submitted as follows:

The original SOQ and two exact hard copies along with two separate exact electronic hard copies in PDF format on separate flash drives must be enclosed in a sealed envelope or box plainly marked in the upper left-hand corner with the name and address of Respondent and must reference this RFQ as follows:

**“SOQ for Records Management System (RMS)
(RFQ 637A-SH)”**

- 8.2 The SOQ and any related information must be delivered or mailed to:

Los Angeles County Sheriff’s Department
Hall of Justice
Fiscal Administration – Contracts Unit
211 W. Temple Street, 6th Floor West
Los Angeles, California 90012
E-mail address: s7lopez@lasd.org
Attention: Steve Lopez

- 8.3 It is the sole responsibility of the submitting Respondent to ensure that its response to this RFQ is received before the submission deadline. Respondents will bear all risks associated with delays in delivery by any person or entity, including the U.S. Mail. SOQs received after the scheduled closing date and time for receipt of SOQs, as listed in Paragraph 5.0 (RFQ Timetable), will not be accepted, and will be returned to the sender unopened. Timely hand-delivered SOQs are acceptable. No facsimile (fax) or electronic mail (e-mail) copies will be accepted.
- 8.4 If your firm does not respond to this RFQ on or before 3:00 P.M. P.S.T, Thursday, January 25, 2024, the Department will presume your firm does not meet the requirements outlined herein, and/or is not interested in responding to a future RFP.
- 8.5 Notwithstanding, the County reserves the exclusive right to not accept any SOQs from any firm that fails to respond timely to this RFQ. Additionally, the County will reject proposals in response to any future RFP from any entity who fails to respond to this RFQ, and/or any Respondent who fails to demonstrate that they have met all the qualifications (MMRs) to respond, pursuant to this RFQ.
- 8.6 Until the SOQ submission deadline, errors in SOQs may be corrected by a written request to withdraw the SOQ and to submit another SOQ with mistakes corrected. Corrections will not be accepted once the deadline for submission of SOQs has passed.

- 8.7 Notwithstanding, the County in its sole discretion may waive any informality in a SOQ, and/or request additional information, provided the sum and substance of the SOQ has been met.

9.0 DISQUALIFICATION REVIEW

- 9.1 Respondents may be disqualified from consideration if the Department, at any time during this RFQ review process, determines that the Respondent's SOQ is non-responsive, including if it fails to meet the MMRs. If the Department determines that a SOQ is disqualified due to Respondent's failure to meet the MMRs or that its response is otherwise non-responsive, the Department will provide Respondent with a written notification, which will include the deadline for requesting a Disqualification Review.
- 9.2 Upon receipt of the written determination of disqualification, Respondent may submit a written request for a Disqualification Review within the timeframe specified in the written determination.
- 9.3 A request for a Disqualification Review may, in the Department's sole discretion, be denied if the request does not satisfy all the following criteria:
- a. The request for a Disqualification Review is submitted timely (i.e., by the date and time specified in the written determination), and
 - b. The request for a Disqualification Review asserts that the Department's determination of disqualification due to non-responsiveness was erroneous and Respondent's request provides factual as well as copies of all documents and other material that support Respondent's request.
- 9.4 The Disqualification Review will be completed, and the determination will be provided to the Respondent, in writing, prior to the conclusion of this RFQ review process. The Department's findings are final.