



**LOS ANGELES COUNTY
SHERIFF'S DEPARTMENT**

REQUEST FOR INFORMATION

RFI NUMBER 681-SH

PARKING CITATION PROCESSING SERVICES

December 2024

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ATTACHMENT A REQUIREMENTS CHECKLIST

1.0 INTRODUCTION

- 1.1 The Los Angeles County (County) Sheriff's Department (Department) is seeking information from Vendors that can provide the County with an operationally proven commercial off-the-shelf (COTS) public safety Parking Citation Processing Services System (Solution) for the Department's Parking Enforcement Detail (PED).
- 1.2 As an initial step in the procurement process, this Request for Information (RFI) has been prepared to assist the Department in fully understanding Solutions currently available in the marketplace.
- 1.3 Vendors of interest are those who can identify potential Solutions and can provide a turnkey solution and ongoing maintenance and support as part of a service agreement.
- 1.4 The Department will review the response(s) to this RFI, which may subsequently lead to further research and exploration of the marketplace. Information received in response to this RFI may be used in the preparation of a Request for Proposal (RFP), an Invitation for Bid (IFB), or another solicitation method for acquiring a Solution.
- 1.5 Vendors who wish to only furnish information about a product or system that they can make available may formally do so in writing. Vendors who wish to offer a product for sale are requested to submit relevant information as outlined in Paragraph 3.0 (Information Requested) below.
- 1.6 Not responding to this RFI will not impact your ability in the future to respond to any subsequent procurement document issued by the County on behalf of the Department.

2.0 SYSTEM OVERVIEW AND REQUIREMENTS

- 2.1 The Department's current parking citation processing services system was implemented in 2015 and is proprietary to and currently being maintained by Modaxo Traffic Management USA Inc. (formally Conduent State and Local Solution, Inc., and Xerox State & Local Solutions, Inc., and ACS State & Local Solutions, Inc.).
- 2.2 The current system processes over 200,000 parking citations for the Department and other County participating agencies, including Department of Beaches and Harbors (Beaches and Harbors), the Fire Department, Forestry Division, and Internal Services Department's Parking Services (Participating Agencies).
- 2.3 The Department's PED operates out of the 16 patrol stations that serve the County's unincorporated areas and includes a total of 69 Parking Control Officers (PCOs), 12 Supervising Parking Control Officers (SPCOs), and 9 administrative support staff. It is the Department's projection to expand parking enforcement services to a total of 105 PCOs, 26 SPCOs, and 16 administrative staff to improve its parking enforcement services.

Additionally, Beaches and Harbors operates over 30 parking lots across the County utilizing pay machines, single-space parking meters and pay-on-entry devices.

- 2.4 The Department is looking for an operationally proven and secure COTS parking citation processing services system capable of processing not less than 250,000 parking citations per year.
- 2.5 As part of this RFI, the Department is asking Respondent's to provide their strategy/approach to an improved parking citation processing system and the technology integration necessary for the Department to provide appropriate parking services from the existing 16 service stations, Beaches and Harbors, and Participating Agencies.
- 2.6 Proposed Solutions must allow the Department to continue the use of mixed media (i.e., parking citations issued via handwritten citations and/or handheld or system-generated citations) to meet the Department's general parking citation requirements. Thereby allowing the Department the processing of hand-written citations while providing an improved hand-written processing system.

3.0 INFORMATION REQUESTED

This RFI is a research document only which seeks information from Vendors that can provide a turnkey Solution that includes all necessary hardware (including servers), applications, underlying third-party software, data migration services, customized programming services, configuration, integration, OM&S, and training.

Vendors who may have an interest in providing a complete Solution are encouraged to complete Attachment A (Requirements Checklist) to this RFI, and submit relevant information about their product and services as specified in this Paragraph 3.0. Responses must include a point of contact for each Respondent including name, address, phone number, and email address.

3.1 Description of Service

Respondents must provide detailed user and technical documentation that is descriptive of the functions provided by the system with a focus on the specific functional areas identified in Paragraph 2.0 (System Overview and Requirements) above. A follow-up demonstration of the system may be requested by the Department, as further described in Paragraph 5.0 (Additional Respondent Information) below.

3.2 Description of Technical Architecture

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

- a. Hardware requirements (if any),
- b. Operating system/software environment,

- c. Network requirements and protocols,
- d. Database environment,
- e. Storage requirements
- f. Description of access requirements,
- g. Description of security and auditing features,
- h. Anti-virus protection protocols, and
- i. Delivery modalities (e.g., on-premises, Vendor-hosted, cloud-hosted, SaaS, etc.).

3.3 Description of Estimated Implementation Project Timeline

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

- a. Project discovery phase,
- b. Best possible handheld devices,
- c. Hardware and software installation, and establishing System environments,
- d. Development,
- e. Unit integration system, user acceptance, and performance testing,
- f. Training,
- g. Production cutover, and
- h. Vendor and County responsibilities.

3.4 Description of System Support and Maintenance

The Respondent is requested to comment on the following:

- a. Manuals,
- b. On-line documentation and/or help,
- c. On-site and virtual training,
- d. Help desk operations including staffing and hours of availability,
- e. Frequency of system upgrades, firmware patching, and
- f. User feedback procedures.

3.5 Technology Updates

Proposed Solutions must be capable of handling future service needs and technology advancements. Respondent must provide a detailed plan depicting how it will continue to include new emerging technology into the processing system ensuring the Solution continues to operate effectively over time (e.g. Software updates, Data Integrity checks, Patches, Security updates, Device updates, etc.).

3.6 Estimated Costs

Respondents are asked to provide cost estimates for the COTS system. Any cost estimates 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. Respondents' complete cost estimate will need to be general in nature and take into consideration the following:

- a. COTS cost,
- b. Centralized approach, current service level, and future service expansions (refer to Paragraph 2.6 above),
- c. Recommended hardware, as applicable,
- d. Recurring hardware and software licensing, as applicable,
- e. Non-recurring hardware and software licensing, as applicable,
- f. Implementation (e.g., configuration, customization, interfaces, as applicable),
- g. Training,
- h. Ongoing maintenance support, and
- i. Other costs not considered above.

3.7 Corporate Information and References

Respondents are asked to provide the following information regarding Vendor experience, solution documentation, and law enforcement (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. Number of current public safety/LE installations,
- e. Number of years the Vendor's COTS product has been in production,
- f. Total number of employees,
- g. Number of staff based in Southern California, and
- h. High-level solution documentation identifying and describing Vendor's System, its modules, functionality, and training requirements.

4.0 RESPONSE METHOD AND TIMEFRAME

4.1 All questions regarding this RFI must be emailed to:

Attention: Diane Ocegura

Email: dzocegue@lasd.org

- 4.2 Responses to this RFI will be accepted by private messenger, delivery services, or the United States Postal Service (USPS), no later than January 30, 2025, by 3:00 p.m. (Pacific Time) at the address listed in Paragraph 4.3 below. (Email responses will not be accepted).
- 4.3 Responses to this RFI must include one original hard copy response, three exact numbered hard copies, and two exact electronic copies, each on two separate digital media (e.g., Compact Disc, USB drive, etc.), and must be enclosed in a sealed envelope, plainly marked in the upper left-hand corner with the name and address of the Respondent and bear the words:

**“RESPONSE to RFI No. 681-SH
PARKING CITATION PROCESSING SERVICES SOLUTION”**

and must 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 iteran@lasd.org
(562) 345-4493 Office
(323) 697-5811 Cell

- 4.4 Respondents are asked to supply contact information including company name, address, contact person, contact person's telephone number, and contact person's email.
- 4.5 Respondents are required to submit a response consistent with the instructions provided and information requested herein, including responding to Attachment A (Requirements Checklist) to this RFI.
- 4.6 The Department encourages all potential vendors to submit a response consistent with the content and instructions provided herein.
- 4.7 Responses to this RFI after the submission deadline may be accepted by the County at the sole convenience and discretion of the County.
- 4.8 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.

5.0 ADDITIONAL RESPONDENT INFORMATION

- 5.1 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. The location of the presentation will be determined by the Department at a later date, and such presentation will 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 4.1 above.

- 5.2 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, except for those parts of each submission which meet the definition of "Trade Secret" and are plainly marked as "Trade Secret" or "Proprietary."
- 5.3 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.