

**REQUEST FOR PROPOSALS (RFP) NO. 637-SH
RECORDS MANAGEMENT SYSTEM (RMS)**

ATTACHMENT 1 TO BULLETIN NUMBER 3
QUESTIONS AND ANSWERS (Q&A)

QUESTION NUMBER	RFP LANGUAGE (IF PROVIDED)	PROPOSER'S QUESTION	ANSWER
1.	RFP - Paragraph 2.2.3 (Days of Operation)	<p>Requirement: Unless otherwise authorized by the County in accordance with the terms of the resultant contract, Contractor will be required to provide all work on-site at County-specified facilities, Monday through Friday, 8:00 A.M. to 5:00 P.M. (PT).</p> <p>Question: Can you confirm that the Contractor will be required to provide all work on-site and that no work can be completed remotely?</p>	<p>The County anticipates most of the work to be conducted on-site as appropriate (e.g., configuration workshops, requirements reviews, interviews, training, etc.), but understands that some work will be completed remotely. As part of a final Statement of Work, the location where tasks will be conducted (on-site vs. remote) must be determined and agreed upon by the County.</p>
2.	Exhibit B (Solution Requirements Response Matrix) – Multiple Environments - Item #5	<p>Requirement: The Solution supports the following architectures for all environments (e.g., production on-premise, replication in cloud).</p> <p>Question: Does the County have a preference regarding the portions of the software that are hosted in the cloud vs. on-premise?</p>	<p>The County does not have a preference; however, the County will prioritize system availability, redundancy, reliability, and Proposer's experience in the proposed deployment/architecture approach.</p>
3.	Exhibit B (Solution Requirements Response Matrix) – Data Confidentiality - Item #10	<p>Requirement: Solution allows an authorized user to flag a data element as confidential information for security purposes.</p> <p>Question: Is this intended to be a data element or incident record that is flagged for confidentiality?</p>	<p>This specific requirement pertains to a single data element; however, the County would also like the ability to flag an entire record as well.</p> <p>Example: For certain crimes (sexual assault, etc.), victim's addresses are confidential and not public information.</p>

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4.	Exhibit B (Solution Requirements Response Matrix) – Destroyed and Sealed Records - Item #63	<p>Requirement: The Solution maintains general statistical data for purged and/or destroyed records, without maintaining specific details on the incident. For example, if a record related to a robbery occurring in 2007 was purged from the system, user would be able to run a report on the number of robberies in 2007 that would include general statistic data related to the redacted robbery.</p> <p>Question: Please provide further details on the desired statistics to be generated regarding data that has been purged.</p>	It would be a general statistic. In the mentioned example, if there 100 robberies committed in 2007, but one of those records was purged or expunged, the system would still show that there were 100 robberies committed when running a report (specifics of the purged or expunged incident record would not be available).
5.	Exhibit B (Solution Requirements Response Matrix) – Property and Evidence - Item #213	<p>Requirement: The Solution imports stolen property information from the stolen property report in the field reporting application.</p> <p>Question: This requirement references the field reporting application. Please clarify whether this is an existing application separate from the RMS that is intended for use.</p>	This is not a separate application.
6.	Exhibit B (Solution Requirements Response Matrix) – Federal and California State IBR Reporting - Item #365	<p>Requirement: The Solution allows user to correct information on an original incident data, based on the exception report received from CIBRS application.</p> <p>Question: Is this requirement intended for the correction to occur to the original report or via a supplement report?</p>	Via supplement report.

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7.	Exhibit B (Solution Requirements Response Matrix) – Report Writing - Item #397-399	<p>Requirement: The Solution collects all NIBRS required data elements (Refer to the NIBRS user manual available at: http://www.fbi.gov/aboutus/cjis/ucr/nibrs/nibrs-user-manual which describes each data element in detail).</p> <p>Requirement: The Solution enforces all NIBRS data edit and validation checks at the time of data entry (Refer to: https://ucr.fbi.gov/nibrs_technical_specification_version_3.1_pdf for data edits).</p> <p>Requirement: The Solution performs NIBRS-enforced logical tests to ensure data quality and integrity (e.g., a Larceny offense can't be entered without having the corresponding stolen property). Refer to the full list of data edit checks at: https://ucr.fbi.gov/nibrs_technical_specification_version_3.1_pdf.</p> <p>Question: These items reference links to NIBRS reporting requirements. Are the CA DOJ-specific reporting requirements and validations intended for incorporation into the solution as well?</p>	Yes, the solution must meet CA DOJ specific requirements on top of NIBRS requirements (e.g., submitting data to CA DOJ, which then submits to FBI).
8.		Will LACSD please release Word versions of the Appendix B required forms?	Fillable document available upon request.
9.		Will LACSD please also release an unlocked Excel version of Appendix B, Exhibit 6 Cost Proposal Form?	Fillable document available upon request.
10.		Will LACSD please release an unlocked Excel version of the Exhibit B – Solution Requirements Response Matrix for ease of responding and search filtering?	Fillable document available upon request.

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11.		How many total users (sworn and civilian) will require access to the RMS?	The Sheriff's Department anticipated approximately 19,000 employees will need access to the RMS.
12.		What is LACSD's desired training approach, Train the Trainer, or End-User training?	It will likely be a combination of both. The County intends to finalize this approach with the selected Proposer during contract negotiations.
13.		Without adjusting the rest of the dates of the schedule, would it be possible to extend the Submission Due Date for two weeks to January 23, 2025 to allow sufficient time for vendors to review Part 2 – Written Questions and Answers Released on December 20. This will enable vendors sufficient time to make adjustments to the solution that may be necessary and to accommodate staffing challenges that may be experienced due to the following holidays.	The deadline for proposal submissions has been amended via Bulletin 3. The new deadline is January 30, 2025.
14.	Exhibit A (SOW), Attachment A.4 RMS System Interfaces	Please provide the name of the Livescan vendor and product used by LASD.	Vendor: DataWorks Plus System: Livescan Plus
15.	Exhibit A (SOW), Attachment A.4 RMS System Interfaces	Would the county be interested in an integrated replacement for the MFIR (Mobile Field Interview Report) system?	Yes.
16.	Exhibit A (SOW), Attachment A.4 RMS System Interfaces	Please provide the name of the SECDA document management vendor and product used by LASD.	OpenText Case360.

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17.	Exhibit A (SOW), Attachment A.4 RMS System Interfaces	Please provide the name of the HR system vendor and product used by LASD.	It is a homegrown system.
18.	Exhibit B (Solution Requirements Response Matrix), System Technical Requirement, Antivirus	Please provide the name of the antivirus vendor and product used by LASD.	McAfee Endpoint Security.
19.	Exhibit B (Solution Requirements Response Matrix), System Technical Requirement, Report Writing Forms	Please provide samples of the required reports listed in questions 449a - 449x. Are vendors expected to provide the custom reports with our solution?	Yes, awarded contractor will be required to provide the reports as part of their proposed solution. Sample files available upon request.
20.		Does LASD use two separate connections (one for Records staff and one for CAD users) to connect to State/Federal and County databases?	No, it depends what application is used for the State/Federal and County Databases. Some use the actual JDIC application, while others use CAD. Both applications are used by both sworn and civilian personnel.

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21.		<p>Please provide the following user counts for LASD personnel:</p> <ul style="list-style-type: none"> • Total Departmental Sworn count • Total Departmental Civilian count • Total count of Mobile Records users • Count of concurrent Mobile Records users • Count of In-house Records users • Count of concurrent In-house Records users • Total number of County Jail users 	<ul style="list-style-type: none"> - Sworn count: 8,835 - Civilian count: 5,460 - Total MDC users: 7,000 - Max concurrent MDC users at any given time: 1600-2000 (busy day or holiday weekend) - Total current RMS users: approx. 5000 (sworn and civilian) - Max concurrent RMS users: 400 - Total jail and court users: 6,100

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22.	<p>Exhibit A (SOW), Paragraph 1.2 Background, 1.2.2 - The Department is comprised of, in part, 23 patrol stations across four patrol divisions. Each patrol station has an independent detective bureau. Due to the large geographic nature of the Department and the breadth of services performed, most of the patrol stations have the law enforcement activities of a small police department (in some respects like a collection of 23 smaller departments). In addition, there are seven centralized detective</p>	<ul style="list-style-type: none"> • What is the total authorized SWORN personnel in agency? • What are the total personnel and authorized SWORN count for each division? <ul style="list-style-type: none"> ○ Patrol ○ Records ○ Detectives ○ Jail ○ Does the detention/corrections/courts staff have any report writing workflows in RMS? If so, please describe. ○ Crime Analysts ○ Supervisors 	<ul style="list-style-type: none"> • Total authorized Sworn for Department: 10,446 • Sworn count for each: <ul style="list-style-type: none"> ○ Patrol – 2,878 ○ Records - 5 ○ Detectives – 1,500 ○ Jail – 2,634 ○ Current workflow is the same as patrol operations. ○ Crime Analysts - 100 ○ Supervisors – Unsure which supervisors you are referring to with this question. Please provide clarification during Mandatory Proposers' Conference.

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	<p>bureaus and multiple other detective units within the Special Operations Division, Court Services Division, and Custody Division. The Department fields a total of over 5,000 patrol deputies and 1,500 detectives across the County.</p>		

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23.	Attachment A.4 – RMS System Interfaces – Paragraph 2.0 JDIC/NCIC/CLETS/COUNTYWIDE DATABASES – 2.2 Anticipated Workflow – 2.2.1 - The interface would allow for Users to query databases associated with JDIC, CLETS/NCIC, and Countywide databases	<ul style="list-style-type: none"> • How many RMS workstations are required to make modifications and queries? • How many total SWORN users are required to query the databases? 	<ul style="list-style-type: none"> - At least 4000+ RMS workstations (software installed for use, even if infrequently, sworn and civilian). - Roughly 4000-7000 sworn users.
24.	Exhibit B (Solution Requirements Response Matrix) – Page 25 – Data Analysis	<ul style="list-style-type: none"> • What is the number of users that will need to create customized dashboards and analytical/statistical reports and/or bulletins for users who need to view a dashboard? (usually crime analysts, IT, etc) • What is the number of users that will need 'view only' access to a dashboard with analytics/statistical reports and/or bulletins? (Viewer Licenses) 	<ul style="list-style-type: none"> - # of users to “create” = 100’s. - # of users to “view” = Entire Sheriff’s Department and the public.

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25.	Exhibit B (Solution Requirements Response Matrix) – Multiple Environments (Items 5a, 5b, and 5c)	<p>Requirement: A cloud computing architecture.</p> <p>Requirement: An on-premise architecture.</p> <p>Requirement: A hybrid of cloud computing and on-premise architecture for all environments.</p> <p>Question: Is the County or the Contractor responsible for maintaining the infrastructure?</p>	For cloud/hosted solution, Proposer is responsible. For on-premise architecture, it's expected that Proposer will provide managed services, but the County will be able to assist as necessary.
26.		Will jail deputies be using the system, and if so, in what manner? For example, to enter incidents from the jail, intelligence, investigations, or for searching only?	Yes; the County anticipates jail deputies will utilize the system as listed in all examples. The system will not be used for jail management purposes.

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27.		<p>Regarding section “7.7.7.2 and 7.7.8.2.b Statement of Work (Section C.2)” in “Solicitations_RFP637-SH_10_RFP637-SH_111324” (page 20 and page 22, respectively), our usual approach is to only provide names and CVs for Project Managers and Business Analysts. For other staff positions, we provide role descriptions and representative minimum qualifications, but we do not provide names. The staff are drawn from a pool of resources who have the necessary expertise required for their roles.</p> <p>Because this is an OOTB/COTS product delivery and not custom development, you will be receiving time from specialists on specific functional/technical teams, when and as your project requires their support—as opposed to a team of named resources dedicated to your project. This approach is more efficient and effective than a dedicated team due to the benefits of specialization. Please confirm that our approach to providing named resources is acceptable.</p>	Yes, this is acceptable.

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28.		Section "7.7.8.2.a Statement of Work (Section C.2)" in "Solicitations_RFP637-SH_10_RFP637-SH_111324" (page 21), states a requirement for the Detailed Work Plan (DWP) to specify the number of hours for each task. Instead, our DWP will provide planned start and completion dates for specific work to be done. Given that we intend to offer a fixed price rather than charging per hour, is it acceptable to omit the information on the number of hours per task?	Yes, this is acceptable.
29.		Would the LASD consider hosting the RMS in an LASD Azure or AWS tenant, as an alternative to on-premises hardware?	Yes, provided appropriate local, state, and federal security standards are met.

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30.		<p>Regarding hardware and third-party software, "Solicitations_RFP637-SH_3_Sample_Contract_and_Exhibits_110724" and "Solicitations_RFP637-SH_4_Exhibit_A_SOW_and_Attachments_110724" both include several sections that specify that the contractor must provide, install, and maintain all hardware and third-party software licenses during the project and during the post-go-live contract period. Would the LASD be open to an alternative approach where the Contractor specifies hardware and third-party software licenses to be sourced and installed by the LASD?</p> <p>This approach is used by all our other customers. Our proposed solution uses mainstream, off-the-shelf commodity hardware available from a variety of vendors. This approach makes it possible for the LASD to purchase hardware from known suppliers, often through existing contracts, and makes it easy for your IT personnel to install and maintain the hardware (with our 24/7 support).</p> <p>Benefits of this approach for the LASD include:</p> <ul style="list-style-type: none"> • Reuse of existing equipment and infrastructure • Better/simpler integration with existing systems • Overall lower purchase, installation and support costs 	<p>Yes; however, as part of Proposer's cost proposal it is critical that the required software and its costs be included. If it is ultimately in the best interests of the County to acquire those licenses independently, the County will do so.</p>

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31.		<p>Regarding "Section 3.9 No Offshore Work" in <i>Solicitations_RFP637-SH_3_Sample_Contract_and_Exhibits_110724</i> (page 14): Our company has resources located in Canada that will be participating in this project during the implementation phase and in-life support. Can the LASD confirm that it will accept proposals that include resources located in Canada? This means that some Customizations, Configurations, Interfaces, and support may be delivered by personnel located in Canada. All Confidential Information will only be stored in the United States. We have used this model for many projects in the US and this has always been compatible with agency and CJIS security policies. According to the CJIS Security Policy (CJIS Security Policy Resource Center — LE), "APB-member" territories, which include Canada, have a special status because of the integrated nature of US and Canadian law enforcement. Our Canadian personnel complete CJIS training and undergo security clearance checks as part of their work on US projects, just as our US-based personnel do.</p>	Yes.

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32.		<p>For "Exhibit A, Attachment A.1" in <i>Solicitations_RFP637-SH_4_Exhibit_A_SOW_and_Attachments</i>, will the County allow vendors to propose RMS implementation project Tasks and Deliverables that differ from some of the County's deliverables listed in Exhibit A, Attachment A.1? We want to propose our proven RMS implementation project methodology that has been used successfully when implementing other very large agency projects, including four with more sworn staff than LASD, and the reference agencies provided in our LASD RFQ submission (637A-SH). The methodology deviates from some of the County's "at a minimum" deliverables. We will provide information on how the approach would reallocate County and vendor tasks and deliverables for maximum efficiency and effectiveness, evidence that the methodology works well, and why it ensures project success.</p>	Yes.
33.		<p>Regarding the interfaces specified in "ATTACHMENT A.4 RMS SYSTEM INTERFACES" in <i>Solicitations_RFP637-SH_4_Exhibit_A_SOW_and_Attachments_110724</i>: The Exhibit B Response Matrix for this RFP includes requirements for interaction with a CAD. However, there is no CAD system included in this list of required interfaces. If this interface is required, then please provide information on the integration requirements.</p>	<p>The Sheriff's Department is currently engaged in the evaluation phase for a replacement COTS CAD application. The RMS will be required to interface with the CAD so that CAD CFS data can be ingested into the RMS.</p>

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34.		<p>Regarding the interfaces specified in "ATTACHMENT A.4 RMS SYSTEM INTERFACES" in <i>Solicitations_RFP637-SH_4_Exhibit_A_SOW_and_Attachments_110724</i>: The Exhibit B Response Matrix for this RFP includes requirements for interaction with a GIS for mapping.</p> <p>However, there is no GIS system included in the list of required interfaces. If this interface is required, please provide information on the integration requirements.</p>	<p>Interfaces with various third-party API's such as Google or ArcGIS (provided secure /private connections are used) or other API's such as the County's GIS portal run by the LA County Internal Services Department.</p> <p>The County does not consider GIS an "interface." However, the system will have to be able to ingest GIS data from Esri ArcGIS for data validation purposes, as well as for spatial and geographic analysis.</p>
35.		<p>In the Exhibit B Response Matrix (<i>Solicitations_RFP637-SH_5_Exhibit_B_Response_Matrix_110724</i>), item 30 of the <i>Technical RMS</i> tab states "The Solution provides a reporting tool that can identify system response times (e.g., certain CAD transactions must be < 1 second; tool provides an automated report showing performance against that benchmark)." Do you mean "RMS" here?</p>	Yes.

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36.		<p>In the Exhibit B Response Matrix (<i>Solicitations_RFP637-SH_5_Exhibit_B_Response_Matrix_110724</i>), items 433 and 434 of the <i>RMS</i> tab appear to contradict each other.</p> <ul style="list-style-type: none"> • 433 The Solution prevents submission of a report with data entry errors. • 434 The Solution allows user to submit a report with errors. <p>Can you please clarify the required functionality?</p>	<p>To clarify, the solution is designed to minimize or prevent submission of a report with data entry errors (e.g., through use of defined drop-down pick lists). Nevertheless, if an incorrect choice is made, the user can change the choice to the correct one (either right away during initial data entry, or at a later point via supplemental change/correction).</p> <p>The County is attempting to identify the solution's full capabilities. Whether or not the County chooses to configure the system to allow/not allow errors when submitting reports is yet to be determined.</p>