LOS ANGELES COUNTY
SHERIFF'S DEPARTMENT

REQUEST FOR INFORMATION
(RFI)

NUMBER 752-SH

RISK MANAGEMENT AND TRAINING (RMT) CASE MANAGEMENT SYSTEM

MAY 2025

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1.0 INTRODUCTION

1.1 The Los Angeles County (County) Sheriff's Department (LASD) is seeking information from Vendors that can provide the County with an operationally proven commercial off-the-shelf (COTS) Risk Management and Training (RMT) Case Management System (Solution).

1.2 The Department desires a new web-based case management Solution, which provides the core business functions of case initiation, approval and review, and archiving.

1.3 The Solution must track key events from a risk management perspective and allow for training and compliance tracking. Additional required core business functions, which will be described later in this Request for Information (RFI), include case routing, e-Forms, system automated alerts, Senate Bill 2 reporting tracking, risk management and training tracking, and business intelligence for executive dashboards suitable for display on electronic tablets.

1.4 As an initial step in the procurement process, this RFI has been prepared to assist the Department in fully understanding Solutions currently available in the marketplace.

1.5 This RFI is seeking information from Vendors who can provide an operationally – proven, existing RMT Solution that includes all necessary software, interfaces, ad-hoc reports, maintenance, and training.

1.6 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.

1.7 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. If enough interest is generated, the County may consider releasing a formally advertised solicitation. The County also retains the right to take no further action. Timely Respondents will be placed on a list of interested firms. Such Respondents will be notified of the County's intent to issue a formally advertised solicitation and location for obtaining that information. As with all County solicitations, it is ultimately the responsibility of the Respondent to monitor the County's Vendor Registration (WEBVEN) for participation in all future solicitations.

1.8 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 6.0 (Information Requested) below.

1.9 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 BACKGROUND

The County encompasses an area of 4,083 square miles with a population of over ten million. The Department provides general and specialized law enforcement services for approximately five million residents across roughly 3,157 square miles. The Department, with approximately 19,000 employees, is one of the largest law enforcement agencies in the nation. Incidents within the County generate risk management reports that need to be documented internally and, in some cases, reported externally in court or through transparent statistical reporting.

3.0 PERFORMANCE RECORDING AND MONITORING SYSTEM (PRMS) OVERVIEW

The Department is currently utilizing an 11-year-old Oracle legacy system, developed internally, known as the Performance Recording and Monitoring System (PRMS).

PRMS is a system that is used to enter preliminary data to report an incident that has occurred. PRMS has modules to track service comments (e.g., public complaints and commendations), uses of force, shootings, claims, lawsuits, administrative investigations, executive commendations, custody complaints (e.g., inmate complaints against staff), traffic collisions, discovery (e.g., Pitchess Motions), and special conditions (e.g., internal employee monitoring). All these modules can have their cases linked to each other and searched as one incident.

Each case undergoes a meticulous paper trail process, ensuring thorough review and approvals. Once this process is complete and final approval is obtained, the entire document package is scanned and stored in PRMS. Additional metadata fields, unique to each module, are recorded, enhancing the system's reliability.

4.0 SYSTEM REQUIREMENTS

Similar to the legacy PRMS system, the Solution must have modules to track incidents and their key identifiers. Each module requires its own fields/metadata to track the associated incident's key aspects, processing, routing, and approvals. Each module must link incidents to each other, as many incidents will create records in multiple modules. All modules require a configurable workflow for approvals, notifications, and revisions. Each module must allow attachments of all file types, image types, and multimedia files. Required modules include:

4.1 Required Modules Include:

a) Service Comments

Service Comments is the Department’s public complaint and commendation module. There are various categories of complaints and commendations. This module captures the involved employees, their unit of assignment, an alternative work unit if it occurred at a different unit, reporting party(ies), involved party(ies), witnesses, on-duty supervisor(s), and case assignment.

b) Custody Complaint

This module is similar to the Service Comments module but is used to capture inmate complaints only.

c) Intake Specialist Unit

This module is similar to the Service Comments module but is specifically for complaints related to potential Policy of Equality (POE) violations. It follows a custom workflow with its own set of reviews and approvers.

d) Force

All incidents of force, excluding shootings, are captured in this module. This module captures the involved employees, their unit of assignment, an alternative work unit if it occurred at a different unit, reporting and involved parties, witnesses, on-duty supervisor(s), and case assignment. Additional information tracked in this module are types of force applied by whom and upon whom with applicable injuries, details leading up to the force incident, canine information (if applicable), and response team rollouts. The Solution must be capable of handling varying levels of case types with individual fields and workflows for each type.

e) Shooting

This module contains all the information captured in the force module and additional situation information (lighting, weather, etc.), how many shots were fired by all involved individuals, weapons used by involved individuals, previous weapons and training certifications, and the latest qualification dates. This module also has fields to track if a specialized case status has been placed on the employee. The Solution must be capable of handling varying levels of case types with individual fields and workflows for each type.

f) Claim

All incidents of civil claims against the Department are captured in this module. This module captures the employees involved, their unit of assignment, an alternative work unit if occurred at a different unit, reporting and involved parties, witnesses, and case assignment. Additionally, cause of action, financial information, and business process details.

g) Lawsuit

All lawsuits involving the Department are captured in this module. This module captures the employees involved, their unit of assignment, an alternative work unit if it occurred at a different unit, reporting and involved parties, witnesses, and case assignment. Additionally, cause of action, financial information, court information, and business process details.

h) Investigation

All administrative investigations involving policy violations and discipline are tracked in this module. This module captures the employees involved, their unit of assignment, an alternative work unit if occurred at a different unit, reporting and involved parties, witnesses, and case assignment. This module also has fields to track if a specialized case status lag has been placed on the employee. The Solution must track the original alleged policy violations made against the employee, and the policy violations investigated by the conclusion of the investigation with their respective individual dispositions. Additionally, there are fields to track compliance with California's Peace Officers Bill of Rights (POBR). Imposed discipline as well as notification dates are stored. We also have investigations handled at a station, or within our Internal Affairs Bureau and both will have slightly different workflow rules.

i) Traffic Collision

Traffic collisions are collected for all department-owned vehicle accidents. This module captures the involved employees, their unit of assignment, and their case assignment. Additionally, other environmental factors, such as the extent of damage, internal points count, temporary loss of driving privileges, and driving training, are collected.

j) Vehicle Pursuits

The Solution must evaluate and track vehicle pursuits. This module must capture involved employees, vehicles, routes and mapping, as well as evaluation of the incident.

k) Foot Pursuits

The Solution must evaluate and track foot pursuits. This module must capture involved employees, routes and mapping, as well as evaluation of the incident.

l) Discovery

The Solution must store and track the Department's civil and/or criminal Pitchess Motions, Brady Motions, Vela Motions, and certain personnel subpoenas. The Solution must auto-populate a number which we use for internal tracking and is provided to outside counsel (or County Counsel) for tracking and billing purposes. The Solution must also send an auto-email to the concerned personnel (usually sworn) to notify them of the motion that has been received by the Discovery Unit. Authorized staff can update the module as needed, plus enter final court info and dispositions for each case.

m) Employee Commendation

This module tracks internal commendations and awards issued by Department executives.

n) Incident

This is a master search tool to show all incidents, linked or individual, associated with different search criteria.

o) Special Condition

This module tracks employees which are monitored for reasons behind shooting incidents, traffic collisions, suspension of patrol duties, and other reasons pending different review committee decisions.

p) Training

This module tracks all the Department recruits (including outside agencies) going through the academy for all learning domains, tests, and qualifications required to complete an academy. Tracking of all Department employees required to maintain training records through the Commission on Peace Officer Standards and Training (POST) mandated requirements during an employee's career to include Continuing Professional Training (CPT), Perishable Skills (PS), and Field Training. This must be accomplished with a direct connection to POST, training tracking software known as Application Programming Interface (API), which has been established and functioning for the last two years.

q) Peace Officer Certification – Formerly Senate Bill 2

This module will create a record for review by the Senate Bill 2 team for every employee with an entry in modules a) through h) above. The Senate Bill 2 team will categorize each entry and further track any qualifying entries as it progresses through the allegation reporting requirements to POST. Specific actions or notes made by the Senate Bill 2 team must be visible on the associate incident records.

r) Performance Mentoring

This module captures data from all the modules to monitor an employee's profile and create tasks for a human-generated assessment based on current triggers established by the County to determine if placing the employee into the Department's mentoring program is necessary. These triggers must be easily customized by the Department. The assessment must include all relevant data from the modules as information for review and analysis. If an employee is determined to need mentoring (2 levels), a plan can be created, a mentor assigned, documentation of all scheduled and impromptu mentoring sessions with the mentor and mentee, as well as unit commander sessions and periodic evaluation must be tracked in this module.

s) Business Intelligence

The business intelligence (BI) module will provide executive dashboards displayable on smartphones, tablets, and desktops to provide for the viewing of key global operational data with drill down to the supporting data. This BI module must be flexible to support ad hoc dashboard design to display a variety of information dependent on each user's needs. Trend analysis and multi-dimensional analysis are additional required capabilities.

4.2 Prospective Interfaces

- Performance Recording and Monitoring System (Oracle) – Data Migration
- Employee Information System (Oracle) – ongoing connection
- Jail Management System – future connection
- Senate Bill 2 Tracking and Compliance System (Microsoft Dataverse) – data migration
- Computer Aided Dispatch (CAD) – future connection
- Scheduling Management System (Internal) – ongoing connection
- Publish transparency reports on a public website – ongoing connection
- Custody Inmate Grievance Application (SQL) – possible ongoing connection, or a data migration
- Policy of Equality Access Database – data migration
- Pointing a Firearm at a Person (SharePoint, incorporated into Force module) - data migration
- Performance Mentoring Program (SharePoint) - data migration
- Cornerstone LMS – ongoing connection
- Azure and on premises Active Directory – ongoing connection

5.0 GLOBAL ACCESS CONTROL REQUIREMENTS

Access control must provide for authorization, identification and authentication (I&A), access approval, and accountability as follows:

- Authorization must specify what Solution functionality is available to the logged-in individual.
- Identification (by accessing Active Directory) and authentication must ensure that whoever is logging into the Solution is authorized to do so.
- Access approval must grant access during operations by associating users with the functionality that they are allowed to access, based on the authorization policy.

- Accountability must provide an audit trail by identifying the logged-in individual and the functionality they accessed.

6.0 INFORMATION REQUESTED

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. Responses must include a point of contact for each Respondent including name, address, phone number, and email address. Responses must contain the following information, as appropriate:

6.1 Description of Solution Functionality

Respondents must provide detailed user and technical documentation that is descriptive of the functions supported by the Solution, with a focus on the specific functional areas identified in Paragraph 4.0 (System Requirements). Existing product literature and prepared marketing materials may also be included; however, this information is less useful than more detailed user and technical documentation.

6.2 Description of Technical Architecture

Respondents must provide information about the overall Solution architecture including, as applicable, the following items:

a. Vendor-provided operating system/software environment,

b. Detailed network requirements and protocols,

c. Vendor-provided relational database environment and storage requirements,

d. Description of user interface, including browser-based screens for all functions of the System,

e. Description of the implementation process including data migration efforts,

f. Description of Respondent's security features as identified in Paragraph 5.0 (Global Access Control Requirements) which must include integration with Active Directory and Global Federated Identity and Privilege Management,

g. Capability to configure and/or customize the application, including reference tables, screen displays, case routing, notifications, and both ad-hoc and canned reporting tools,

h. Application scalability,

i. Technical approach to providing system interfaces, and

j. Minimum requirements to use the system (for example, type of browser, network, etc.).

6.3 Description of Product Support and Maintenance

Respondents are requested to provide information and comment on the following:

a. Product manuals and software description,
b. On-line documentation and/or help,
c. Training delivery methods,
d. Training manuals and delivery format,
e. Help desk operations, including staffing and hours of availability,
f. Frequency of System upgrades and firmware patching,
g. 24/7 support procedure,
h. User feedback procedures, and
i. Service Level Agreement for system availability/uptime, severity levels and resolution timeframes for severity levels, support responsiveness, etc.

6.4 Corporate Information and References

Respondents must provide the following information:

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. At least two law enforcement references with at least 1,000 sworn personnel that are currently using the system and/or have used the system within the last five years,
h. Information on the installation with the largest concurrent user base
i. Description of business experience installing and maintaining case management systems,
j. Number of law enforcement customers and their average number of sworn personnel, and
k. Number and title of employees (e.g., development programmers, support technicians, etc.) and their background experience and expertise.

6.5 Estimated Costs

Respondents are asked to provide cost estimates for the Solution. Any costs estimated for the purpose of this RFI are considered for budgeting purposes only and are non-binding to either the Respondent or the County.

As this document is an RFI, costs can only be estimated, but only in general terms, as it applies to a typical standard Solution. As this is not a competitive solicitation, specific Department environment information cannot be made available to the Respondent. Consequently, a complete Solution cost estimate will need to be general, and take into consideration the following areas that may or may not be quantifiable:

a. Software reconfiguration,

b. System Requirements,

c. Configuration,

d. Ongoing maintenance and support,

e. Licensing,

f. Training, and

g. Other costs not listed above

7.0 RESPONSE METHOD AND TIMEFRAME

7.1 All questions regarding this RFI must be emailed to:

Attention: Diane Oceguera
Email: dzocegue@lasd.org

7.2 Respondents wishing to receive all questions and answers regarding this RFI must send such request to the email address above.

7.3 The County, at its sole discretion, reserves the right to disregard questions and comments that do not directly and constructively address this RFI.

7.4 Respondents must prepare their response as a PDF or Word document that can be printed on letter-size (81/2 x11) paper. The response may also include large, complex diagrams that require larger-sized paper, which must also be PDF files.

7.5 Responses must not contain macros or hyperlinks to external locations.

7.6 Responses must include a cover letter which is a scanned image that includes the signature of an individual authorized to represent the Respondent.

7.7 Please omit clutter such as dramatic-but-vague marketing materials, testimonials, etc.

7.8 Responses to this RFI must be submitted as an email attachment (35 MB maximum size), to:

Attention: Diane Oceguera
Email: dzocegue@lasd.org

7.9 To ensure that the response is properly recognized, the email's subject line must be: **"Response to RFI No. 752-SH Risk Management and Training (RMT) Case Management System"**

7.10 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).

7.11 The email message's body must not contain any material other than a sentence indicating that the response is attached. Anything else may be disregarded at the County's sole discretion.

7.12 Email responses to this RFI are due no later than **June 13, 2025**, by **3:00 p.m. (Pacific Time).**

7.13 Responses to this RFI after the submission deadline may be accepted at the sole convenience and discretion of the County.

7.14 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.

8.0 ADDITIONAL INFORMATION

8.1 This RFI is issued solely to gather information and for planning purposes only and is not a contract, solicitation or an obligation on the part of the County to acquire any services, goods and/or software. This RFI will not in any way obligate the County to issue a solicitation, negotiate a contract, hire employees or in any way obtain the specified services, goods and/or software from any firm. Responses to this RFI are not offers and will not be accepted by the County to form a binding contract. The County reserves the right to determine how it may proceed as a result of this RFI. Furthermore, those who respond to this RFI must not anticipate feedback regarding its submission.

8.2 Responses to this RFI will become the exclusive property of the County. Respondents must 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."

8.3 The County will not, in any way, be liable or responsible for the disclosure of any such records of Respondent, 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.

8.4 Respondents to this RFI may be invited by the Department to a Respondents’ conference for the purpose of familiarizing Respondents with the 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 will 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 7.1 of this RFI.

8.5 The County will not in any way be liable or responsible for any and all costs incurred in responding to this RFI. All costs associated with responding to this RFI will be solely at the responding party’s expense.