



**LOS ANGELES COUNTY  
SHERIFF'S DEPARTMENT**

**REQUEST FOR INFORMATION**

**RFI NUMBER 753-SH**

**FORENSIC IMAGING SYSTEM  
MAINTENANCE AND SUPPORT SERVICES**

**June 2025**

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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) enterprise visual evidence documentation, analysis, and storage system (Solution) for the Department's Scientific Services Bureau (SSB).
- 1.2. The Solution must provide a forensic imaging system comprised of case image management software and integration capabilities with an existing database of stored images and Department's Property, Evidence, and Lab Information Management System (PRELIMS).
- 1.3. Vendors of interest are those who can identify potential Solutions and can provide a turnkey solution with ongoing maintenance, and support as part of a service agreement.
- 1.4. Vendors who wish to participate in this Request for Information (RFI) must submit relevant information, as outlined in Paragraph 3.0 (Information Requested) below.

## **2.0 BACKGROUND**

- 2.1. The County encompasses an area of 4,083 square miles with over ten million residents. The Department provides general and specialized law enforcement services for approximately five million of these residents, spread over an area of approximately 3,157 square miles. The Department, with approximately 19,000 employees, is the largest sheriff's department in the world.
- 2.2. SSB has been accredited since 1989, with current accreditation to the International Organization for Standardization (ISO) 17025, General Requirements for the Competence of Testing and Calibration Laboratories through the American National Standards Institute (ANSI) - National Accreditation Board (ANAB). The laboratory is accredited in all areas for which it provides service to the entire Los Angeles county, including crime scene investigations and calibration.
  - a. The laboratory comprises eight locations spread throughout the County, with its largest locations at the Hertzberg-Davis Forensic Science Center (headquarters), Beverly, and Downey laboratories. At each location, various employees are trained in disciplines that are used to collect, analyze, document, and preserve evidence.
  - b. Each location varies in the number of employees and use of digital images for casework analysis and storage. The average overall increase of the server storage space per month is approximately 15 to 20 megabytes of data.
  - c. All digital image photography, as well as most laboratory reports, are stored electronically. The ability to quickly and easily document

items of evidence, using digital images from an imaging system that is uniquely designed so that the software and the Department's existing hardware work together, is paramount.

- 2.3. A Solution Requirements Checklist is provided as Attachment A (Requirements Checklist) to this RFI.

### **3.0 INFORMATION REQUESTED**

This RFI is a research document **only**. 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 follows.

#### **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 (Background) 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 software and the environment that will support the Solution, including but not limited to the following:

- a. Operating system/software environment,
- b. Network requirements and protocols,
- c. Database environment,
- d. Storage requirements
- e. Description of access requirements,
- f. Description of security and auditing features,
- g. Anti-virus protection protocols, and
- h. 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. Software installation (including hardware, as applicable), and establishing System environments,
- c. Development,
- d. Unit integration system, user acceptance, and performance testing,

- e. Training,
- f. Production cutover, and
- g. Vendor and County responsibilities.

**3.4. Description of System Support and Maintenance**

Respondents are requested to comment on the following:

- a. Manuals,
- b. Online 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 technological advancements. Respondent(s) 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 they apply 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. Professional services costs (installation, configuration, development, etc.),
- c. Recurring software licensing (as applicable),
- d. Non-recurring software licensing (as applicable),
- e. Implementation (e.g., configuration, customization, interfaces, as applicable),
- f. Training,
- g. Ongoing maintenance support, and
- h. Other costs not considered above.

**3.7. Corporate Information and References**

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

## 4.0 SUBMISSION INSTRUCTIONS

- 4.1. All questions regarding this RFI must be emailed to:

Attention: Edward Holguin

Email: [EDHolgui@lasd.org](mailto:EDHolgui@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 July 22, 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 USB flash drives, 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. 753-SH FORENSIC IMAGING MAINTENANCE AND SUPPORT SERVICES”**

The RFI must be delivered 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  
Attention: [ITeran@lasd.org](mailto:ITeran@lasd.org)  
(562) 345-4493

- 4.4. Respondents are asked to provide contact information including company name, address, contact person, contact person's telephone number, and contact person's emails.
- 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 on 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 a 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 responses to this RFI become a matter of public record, except for those parts of each submission that 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 the 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 that are "Trade Secrets" or "Proprietary" in nature.
- 5.4. The Department will review the responses to this RFI, which may subsequently lead to further research and analysis. Respondents to this RFI will be notified by the County of Los Angeles of a future solicitation, if and when issued.