



**LOS ANGELES COUNTY
SHERIFF'S DEPARTMENT**

**REQUEST FOR INFORMATION
No. 754-SH**

REQUEST TRACKING SYSTEM (RTS)

June 2025

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Attachment A Functional Requirements Checklist

1.0 PURPOSE

- 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) Request Tracking System (RTS) Solution that will streamline the intake, tracking, and processing of records requests for the Department's Records and Identification Bureau (RIB).
- 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 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.
- 1.6 This RFI does not commit the County to contract for any services whatsoever. This is a request for information ONLY. The County shall not be liable in any way or have any responsibility for any costs incurred in connection with the preparation, submittal, or presentation of any response to this RFI.

2.0 OVERVIEW/BACKGROUND

RIB's primary objectives are to provide effective record management, ensuring that the information is accessible, authentic, and accurate. RIB is responsible for the archival, retention and release of approximately 19.4 million crime reports and booking jackets in the Sheriff's Electronic Criminal Documents Archive (SECDA) System, comparing, identifying, and analyzing fingerprint records using the Multimodal Biometric Identification System (MBIS) and the California Department of Justice Automated Fingerprint Identification System (AFIS), as well managing approximately 1.8 million active warrants in the Countywide Warrant System. Additionally, RIB provides local summary criminal history information to authorized entities, including city, county, state, and federal agencies, for employment, licensing, and certification background checks. RIB also handles petitions to seal and destroy adult and juvenile arrest records and facilitates the registration of arson offenders within the County.

Each year, the RTS team processes approximately 35,000 requests through the Department's current RTS platform. This volume reflects consistent usage across a range of operational needs and highlights the RTS team's ongoing engagement

with the system. The RTS platform currently supports 103 registered users, with an average of about 20 users active concurrently at any given time.

With this RFI, RIB seeks to discover the products and services offered by vendors to implement a secured, scalable, and efficient Request Tracking System that the Department will use to track and coordinate requests for records. In addition, manage requests for public records in compliance with the California Public Records Act (CPRA),

3.0 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 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 Solution with a focus on the specific functional areas identified in Paragraph 2.0 (Overview and Background) above.

- 3.2 Indicate if the proposed software offered has administrative functions that are centrally managed or distributed among different security levels.
- 3.3 Describe your company's estimated cost model for the products and services, including a fee structure that covers maintenance and support.
- 3.4 Describe the products' restrictions and/or limitations, if any.
- 3.5 Provide a list of references from similar government and projects that demonstrate your ability to provide services of this magnitude and successful completion of implementation of products/tools on established timelines.
- 3.6 Product overview and architecture (Cloud vs. on-premise, hosting, scalability). Indicate Solution's hosting model and platform as being On-Premises, Cloud-based or hybrid.

4.0 SUBMISSION INSTRUCTIONS

- 4.1 Responses to this RFI must be sent electronically to the email address below. All Electronic responses must be in searchable Adobe Portable Document Format (PDF) format. Responses to this RFI are due on or before 12:00 noon (Pacific Time), June 26, 2025. Late submittals may be accepted at the County's sole discretion. The subject line must read: "Request Tracking System RFI #: 754-SH".

Stacey Drake
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- 4.2 Respondents are required to submit a response consistent with the instructions provided and information requested herein, including responding to Attachment A (Functional Requirements Checklist) to this RFI.
- 4.3 The Department encourages all potential vendors to submit a response consistent with the content and instructions provided herein.
- 4.4 Responses to this RFI after the submission deadline may be accepted by the County at the sole convenience and discretion of the County.

5.0 PRESENTATIONS

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 one hour in length, with an additional hour for questions and answers. The date(s), length, and times will be coordinated between the Respondent and the contact person identified in Paragraph 4.1 above.

6.0 NOTICE TO RESPONDENTS REGARDING THE PUBLIC RECORDS ACT

- 6.1 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 which are justifiably defined as business or trade secrets, and plainly marked as "Trade Secret," "Confidential," or "Proprietary."
- 6.2 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 which are "Trade Secrets," "Confidential," or "Proprietary" in nature.