



**LOS ANGELES COUNTY
SHERIFF'S DEPARTMENT**

REQUEST FOR INFORMATION

RFI NUMBER 506-SH

**SHERIFF'S EASY ACCESS TRANSACTION
SYSTEM
(SEATS)**

Introduction

The Los Angeles County Sheriff's Department (LASD) is seeking information from vendors who can provide an operationally proven, commercial, kiosk-based, electronic accounting transaction system (referred to as SEATS). System shall include all necessary hardware, software, interfaces, transaction processing, transaction reports, maintenance/services, cash, coin, debit card, and credit card deposits, as well as cash dispersal and debit cards, with little or no net county cost. LASD will provide power and an internet connection at each kiosk location.

ALL internet-based transactions are currently provided by the County's Link2Gov contracts and are not part of this project. The SEATS project only includes kiosk-based transactions.

The current Link2Gov transaction fee to the public for internet deposits to inmate trust accounts, for \$50 or less, is \$2.49, which includes all fees, including the Credit/Debit card fee, and fraudulent transaction insurance costs. At this time, \$50 is the maximum amount that can be deposited to an inmate's account using the internet. This maximum was set by LASD to minimize fraudulent transaction insurance costs.

The target populations for the SEATS program include, but are not limited to, the general public wishing to make deposits to inmate's trust account, pay fines, post bails, and pay fees for services at Sheriff's facilities. Additionally, persons being arrested and booked will have any monies in their possession deposited into a jail kiosk and have a cash card and receipt placed in their property bag.

Bails, Fines, and Miscellaneous Fees are currently collected from the public by unit personnel, with no fees to the public. It is anticipated that this zero-fee process will remain in place after the kiosks are installed, as an option for the public.

LASD anticipates the following three-phased implementation.

- Phase One Six-month deployment and evaluation of a limited number of Public-Facing and Booking/Release Inward (Staff) Facing Kiosks, to verify the functionality and cost models. The outcome of Phase One will determine the Department-wide commitment at the Patrol Stations and Courts.
- Phase Two Department-wide deployment of Public Facing Kiosks.
- Phase Three Department-wide deployment of Booking/Release Inward (Staff) Facing Kiosks.

Vendors of interest are those capable of delivering and installing a system solution and providing ongoing support as part of a maintenance agreement.

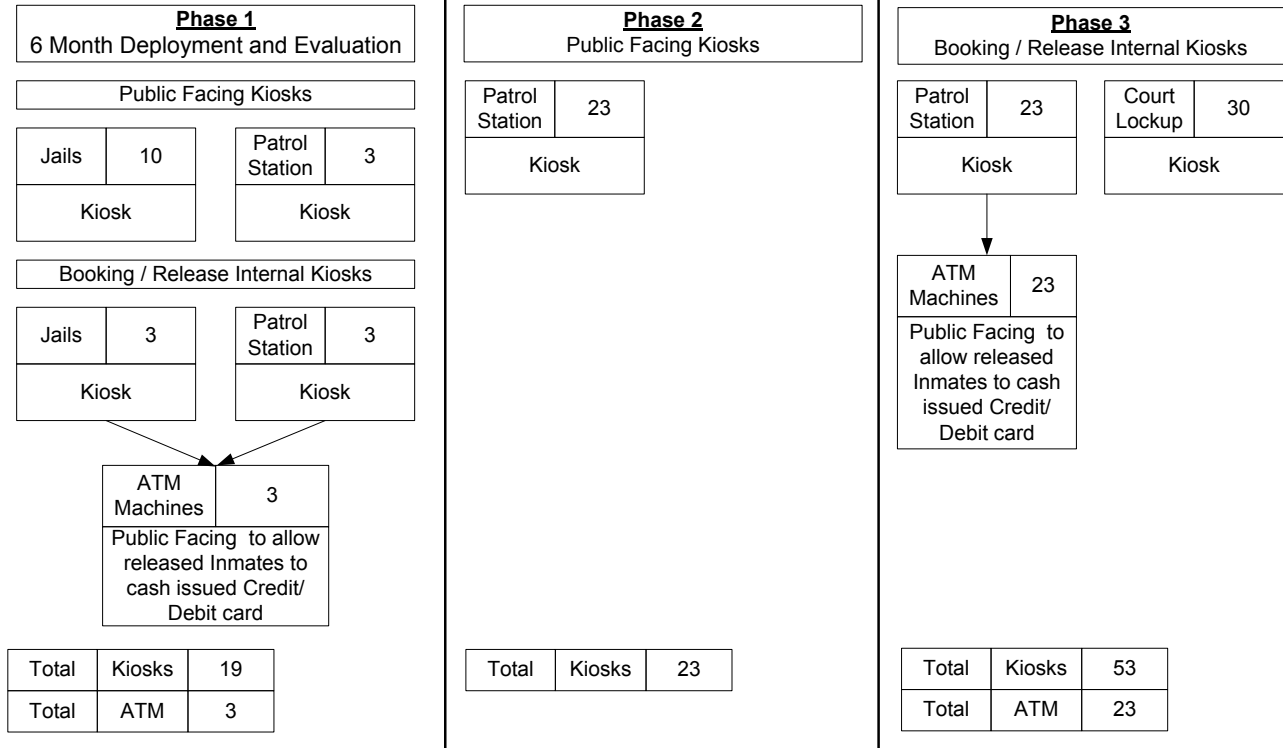
Background

The County of Los Angeles encompasses an area of 4,083 square miles with a population of more than ten (10) million. The Los Angeles County Sheriff's Department provides general law enforcement services for five (5) million of these residents, spread over an area of approximately 3,157 square miles. The Sheriff's Department, with approximately 17,000 employees, is the largest such department in the world and manages the largest jail population in the world, with an average daily inmate population of over 19,000.

Overview

Figure One, Planned LASD Kiosk/ATM Deployment, provides an overview of the number of Public Facing and Booking/Release (Staff) Kiosks anticipated for the SEATS Project.

Figure One - Planned LASD Kiosk/ATM Deployment



The following features at the specified locations are planned for implementation of SEATS:

1. Phase One – Six-Month Deployment and Evaluation:

- After a six-month period, LASD will evaluate the effectiveness of Phase One, to determine the viability of full deployment system-wide.
- Public-facing kiosks in the lobbies of the two (2) Inmate Reception Center Cashier's/Release areas, capable of accepting debit/credit cards and cash/coins for deposits on inmate trust accounts. Kiosks are expected to access the LASD.ORG internet site and offer the public access to the Inmate Information Portal, LASD Renovo visiting registration/reservation web site, and the inmate commissary web site.
- Public-facing kiosks in the Visiting areas of eight (8) custody facilities, including the Los Angeles County Medical Center, capable of accepting debit/credit cards and cash/coins for deposits on inmate trust accounts. Kiosks are expected to access the LASD.ORG internet site and offer the public access to the Inmate Information Portal, LASD Renovo visiting registration/reservation web site, and the inmate commissary web site.
- Public-facing kiosks in the lobbies of three (3) patrol stations, capable of accepting debit/credit cards and cash/coins for deposits on inmate trust accounts and payment of fees for service, fines, and posting of bail. Additionally, the kiosks are expected to access the

- LASD.ORG internet site and offer the public access to the Inmate Information Portal, LASD Renovo visiting registration/reservation web site, and the inmate commissary web site.
- Staff-facing kiosks at the Booking (intake) areas of three (3) patrol stations and three (3) at Inmate Reception Centers (IRC), capable of accepting debit/credit cards and cash/coins for initial deposit (open) on inmate's (arrestee) trust account and posting of bail. These Booking Area kiosks will also generate a cash/debit card containing the amount of arrestee's initial deposit with a receipt, both of which will be included in arrestee's sealed property bag. Kiosk software will assign a unique PIN number to the cash/debit card and print the PIN on the arrestee's receipt. An ATM will also be required for each of the three (3) patrol stations, to allow released inmates to cash out debit/credit cards issued.
2. Phase Two – Department-wide deployment of Public-Facing Kiosks: With the cost-effective, successful implementation of Phase One, Phase Two will extend the Public-Facing Kiosks to the remaining twenty-three (23) Patrol Stations.
 3. Phase Three – Department-wide deployment of Booking/Release Inward (Staff) Facing Kiosks: With the cost-effective, successful implementation of Phase One, Phase Three will extend the Booking/Release Inward (Staff) Facing Kiosks and ATMs to the remaining twenty-three (23) Patrol Stations, and will provide forty (40) Booking/Release Inward (Staff) Facing Kiosks to the Court Lockups for booking and releases from Court.
 4. SEATS transactions (Cash, Credit and Debit Card) will be posted in real-time, giving inmates and LASD, immediate access to funds.
 5. The SEATS Vendor will guarantee funds on a real-time basis, as soon as they are accepted and reported.
 6. LASD will not return funds attributed to fraudulent credit card transactions or counterfeit U.S. currency accepted by Vendor.
 7. Real-time transaction reports will be available on the Vendor's website. The Vendor will create an interface with the LASD jail information management system (JIMS) for real-time updating of inmate trust accounts, and other to-be-identified accounts, into which fees for service, tow fees, fines, and bail payments are deposited. Inmate trust accounts are limited to a maximum balance of \$900.00. The interface will enforce the account limit and govern the amount that may be deposited on an inmate's account. The \$900.00 limit does not apply to the "initial deposit" at the time of arrest.
 8. As a public convenience, the Public-Facing Kiosks will also allow internet access to LASD.ORG, at no charge to the public. From LASD.ORG, the public can chose the "Schedule Visits" link, which will take them to the Renovo Software video visiting website, to register as a visitor, or to schedule a visit with an inmate. It will also allow access to the Department's commissary web site, so that purchases may be made for the benefit of inmates.
 9. Figure Two, Planned LASD Kiosk/ATM Deployment Detail, provides a more detailed description of the number of Public-Facing and Booking/Release (Staff) Kiosks anticipated for the SEATS Project, and their functionality.

Figure Two - Planned LASD Kiosk/ATM Deployment Detail

Kiosk / ATM Platform	Kiosk / ATM Locations	Kiosk/ATM Device Quantities				Kiosk/ATM - Cash & Card Handling Capabilities					Print Functions		Kiosk - LASD Business Transactions							
		Phase I	Phase II	Phase III	Total	Collect Bills	Collect Coins	Dispense Bills	Dispense Coins	Accept Credit & Debit	Print Debit Cards	Receipt Quantity	External System Interface	Trust Deposits	Post Bail	Fine Payment	Citation Payment	Visit Registration	Commisary	Others - Fees, Live Scan, etc.
Public Facing	IRC	2	0	0	2	Yes	Yes	No	No	Yes	No	High	JIMS Renovo Keefe	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	CRDF	1	0	0	1	Yes	Yes	No	No	Yes	No	High	JIMS Renovo Keefe	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Patrol Stations	3	23	0	26	Yes	Yes	No	No	Yes	No	High	JIMS Renovo Keefe	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Jails	7	0	0	7	Yes	Yes	No	No	Yes	No	High	JIMS Renovo Keefe	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Staff Booking / Release Internal Kiosk	IRC	2	0	0	2	Yes	Yes	No	No	No	Yes	High	JIMS	No	No	No	No	No	No	No
	CRDF	1	0	0	1	Yes	Yes	No	No	No	Yes	High	JIMS	No	No	No	No	No	No	No
	Patrol Stations	3	0	23	23	Yes	Yes	No	No	No	Yes	High	JIMS	No	No	No	No	No	No	No
	Court Lockups	0	0	30	30	Yes	Yes	No	No	No	Yes	High	JIMS	No	No	No	No	No	No	No
ATM	IRC	0	0	0	2	No	No	Yes	Yes	No	No	High	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	CRDF	0	0	0	1	No	No	Yes	Yes	No	No	High	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Patrol Stations	3	0	23	23	No	No	Yes	Yes	No	No	High	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Court Lockups	0	0	0	30	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Statistics

The Sheriff's Department processes approximately 145,000 new bookings annually with the following transaction volumes for the month of August 2012, provided as a benchmark for interested vendors:

New Bookings			Releases			Inmate Property – Cash Received at Booking			Funds Deposited by the Public to Inmate Accounts	
IRC	Patrol Stations	Courts	IRC	Patrol Stations	Courts	IRC	Patrol Stations	Courts	Internet	Visiting
13,067	Unk.	Unk.	10,545	Unk.	2,429	\$305,377	Unk.	Unk.	\$458,781	\$775,712

The following are the Miscellaneous Fees, Bail, and Fines collected for fiscal year 2011/2012, provided as a benchmark for interested vendors:

<u>FY 11/12</u>	<u>Miscellaneous Fees</u>	<u>Bail and Fines</u>	<u>TOTAL</u>
Inmate Reception Center (IRC)	None	\$ 3,685,857.00	\$ 3,685,857.00
Records and Identification Bureau (RIB)	\$ 335,001.50	None	\$ 335,001.50
24 Stations	\$ 1,916,958.35	\$ 1,715,862.00	\$ 3,632,820.35
<u>TOTAL</u>	\$ 2,251,959.85	\$ 5,401,719.00	\$ 7,653,678.85
Average per Station	\$ 79,873.26	\$ 71,494.25	\$ 151,367.51

Request For Information Response

This RFI invites input and ideas in support of the SEATS system. Commercial vendors who may have an interest in providing a complete solution are requested to submit relevant information about their system and solutions. A point of contact for each respondent should be provided, including name, address, and phone number. Responses should contain the following information, as appropriate.

1. **DESCRIPTION OF SYSTEM FUNCTIONALITY:** Documentation should be provided that is descriptive of the functions supported by the system, with a focus on the specific functional

areas identified in this document. Existing product literature and prepared marketing materials may also be included; however, this information is less useful than more detailed user and technical documentation.

2. DESCRIPTION OF TECHNICAL ARCHITECTURE: Respondents should provide information about overall system architecture including, as applicable, the following items:
 - a) Vendor-provided hardware specifications
 - b) Vendor-provided operating system/software environment
 - c) Detailed network requirements and protocols
 - d) Vendor-provided database environment and storage
 - e) Description of the user interface, including browser-based screens for all functions of the system
 - f) Description of the installation process
 - g) Description of security and auditing features
 - h) Capability to configure and customize the application, including reference tables, screen displays, and reporting tools, both ad-hoc and canned reports
 - i) Application scalability
 - j) Technical approach to providing system interfaces

3. DESCRIPTION OF PRODUCT SUPPORT AND MAINTENANCE: Respondents are requested to comment on the following:
 - a) Manuals
 - b) On line documentation and/or help
 - c) Onsite and offsite training
 - d) Helpdesk operations, including staffing and hours of availability
 - e) Frequency of upgrades and acquisition of upgrades
 - f) User feedback procedures
 - g) 24/7 and 365 support procedures

4. ESTIMATE CHARGE/COSTS: As this document is an RFI, costs can only be estimated. Information on charge/cost will be used for budgeting and planning purposes only – this is not a bid opportunity. The fees charged to the public and any additional fees charged to LASD are important in evaluating the varying solutions and the ultimate scope of the SEATS project. All pricing assumptions for the charge/cost model should be identified. Your response should describe charges and costs in the following subcategories:

Phase One

a) Phase One – Public-Facing Kiosks

1. Public Kiosk transaction fees (Charged to the Public) for trust fund account deposits, in the following ranges, for both debit/credit cards, and cash transactions:
 - \$0 - \$50
 - \$50.01 - \$100
 - Greater than \$100

2. Public Kiosk transaction fees (Charged to the Public) for bail, fines, or fees for service, for both debit/credit cards, and cash transactions:
 - \$0 - \$50
 - \$50.01 - \$100
 - Greater than \$100
 3. Additional transaction costs, if any, to be incurred by LASD
 4. Any one-time costs for interfaces to be incurred by LASD
- b) Phase One – Booking/Release Internal Kiosks
1. Kiosk transaction fees for trust fund account deposits in the following ranges (LASD Charges – inmate will not be charged) for both debit/credit cards, and cash transactions:
 - \$0 - \$50
 - \$50.01 - \$100
 - Greater than \$100
 2. Transaction fees for bail, fines, or fees for service (Charges to Inmate) for both debit/credit cards, and cash transactions:
 - \$0 - \$50
 - \$50.01 - \$100
 - Greater than \$100
 3. Additional transaction costs, if any, to be incurred by LASD
 4. Any one-time costs for interfaces to be incurred by LASD
 5. Phase One – ATM
 - No cost to released inmate for first transaction
 - Additional transaction costs, if any, to be incurred by LASD
 - Any one-time costs for interfaces to be incurred by LASD

Phase Two

- a) Phase Two – Public-Facing Kiosks expansion to all Patrol Stations
1. Public Kiosk transaction fees for trust fund account deposits in the following ranges, for both debit/credit cards, and cash transactions:
 - \$0 - \$50
 - \$50.01 - \$100
 - Greater than \$100
 2. Public Kiosk transaction fees for bail, fines, or fees for service, for both debit/credit cards, and cash transactions:
 - \$0 - \$50
 - \$50.01 - \$100
 - Greater than \$100
 3. Additional transaction costs, if any, to be incurred by LASD

4. Any one-time costs for interfaces to be incurred by LASD

Phase Three

- a) Phase Three – Booking/Release Internal Kiosks expansion to all Patrol Stations and Courts
 1. Kiosk transaction fees for trust fund account deposits in the following ranges (LASD Charges – inmate will not be charged) for both debit/credit cards, and cash transactions:
 - \$0 - \$50
 - \$0 - \$50
 - \$50.01 - \$100
 - Greater than \$100
 2. Transaction fees for bail, fines, or fees for service (Charges to Inmate) for both debit/credit cards, and cash transactions:
 - \$0 - \$50
 - \$0 - \$50
 - \$50.01 - \$100
 - Greater than \$100
 3. Additional transaction costs, if any, to be incurred by LASD
 4. Any one-time costs for interfaces to be incurred by LASD
 - b) Phase Three – ATM
 1. No cost to released inmate for first transaction
 2. Additional transaction costs, if any, to be incurred by LASD
 3. Any one-time costs for interfaces to be incurred by LASD
5. CORPORATE INFORMATION AND REFERENCES: The following information, about commercial vendors, is also requested for those responding to this RFI:
- a) At least two references from law enforcement organizations who are currently using the system and/or have used the system within the last five years
 - b) Information on single largest concurrent user installation
 - c) Description of business experience
 - d) Number of years in business
 - e) Size of law enforcement customer base
 - f) Number and type of employees, including, but not limited to, development programmers and support technicians

6. RESPONSES:

Responses and questions regarding this Request for Information (RFI) should be labeled as:

“Response to RFI No 506-SH Sheriff's Easy Access Transaction System (SEATS)” and addressed to:

Los Angeles County Sheriff's Department
Custody Division

Twin Towers Correctional Facility, 8th Floor
Los Angeles, California - 90012

Attention:

Don Jeanson, Sergeant
Phone: (213) 893-5881
Email: dfjeanson@lasd.org

Responses to this RFI will be accepted in person, by private messenger, delivery service, or United States Postal Service (USPS), through **October 25, 2012, 1 p.m. (Pacific Time)** at the address listed above.

Responding parties shall provide two (2) hard copies and three (3) electronic copies (compact disc) of their response.

7. OTHER INFORMATION:

Responses to this RFI shall 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, 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".

The County shall 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 shall 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.

The Department will review the responses to this RFI, which may subsequently lead to further investigation. **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 another County method for solicitation of services. Respondents to this RFI will be notified by the County of Los Angeles of a future solicitation.