

Request for Proposals For a Criminal History Inquiry Automated Solution

Issued By: Louisiana Sheriffs' Association
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**Louisiana Commission on Law Enforcement
And
Administration of Criminal Justice**

Request for Proposals
For a
Criminal History Inquiry Automated Solution

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1.0 Introduction

The Louisiana Sheriffs' Association (LSA) seeks, on behalf of the Sheriffs of the State Of Louisiana, a complete automated solution that encompasses the criminal history inquiry process. Currently criminal history inquiries involve paper fingerprinting and other manual steps that make the process unnecessarily slow and time-consuming. With this project the LSA intends to acquire a solution that establishes electronic automation for all aspects of the criminal history inquiry process, from scheduling appointments for electronic fingerprinting to having results delivered as digital documents to the requesting agency, organization, or company.

1.1 Background

The Louisiana Sheriff's Association (LSA) is the fervent voice for Louisiana's chief law enforcement officers, representing large and small, urban and rural offices across the state. Louisiana Sheriffs are unique among their nationwide counterparts in four distinct ways: each is the chief law enforcement officer of their parish in which elected; the chief executive officer of the court; serves as the official tax collector for the parish in which elected; and has their own budget with total control of budgetary decisions.

The LSA comprises Louisiana's 65 sheriffs and 14,000 plus deputy sheriffs. Its purpose is to maintain the powers of the sheriff as peace officer, to ensure the delivery of first-rate services by sponsoring legislation to promote the administration of criminal justice, and to serve as a clearinghouse for information. An executive director oversees the administration of the LSA. Administrative services include governmental affairs, intergovernmental relation, media services and relations, public relations, education and training, research and inquiry services, insurance programs, legal information and opinions, special task forces, meeting facilities, grant resources, membership services, crime prevention and public safety; publishing, broadcasting, and community outreach.

1.2 Schedule

The Criminal History Inquiry Automated Solution procurement and development schedule is based on the needs of the Louisiana Sheriffs' Association. The fixed dates reflect several time frames. The desired dates reflect those time frames that would be most beneficial to the overall effort to coordinate the development and implementation of the Criminal History Inquiry Automated Solution. Program funding availability, contract negotiations, or the work of various advisory committees may require changes in the desired dates.

Fixed Dates:

Request for Proposals (RFP) Released
Proposals Due

September 28, 2009
October 19, 2009

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Selection Made	October 30, 2009
Contract Signed and Planning Meeting	November 6, 2009
Operational design and detailed specifications Complete	December 1, 2009
Software development complete	February 1, 2010
Testing and evaluation of system	April 1, 2010
Implement system within 15 sheriffs' offices identified by the LSA	June 1, 2010
Complete implementation of system statewide	August 1, 2010

1.3 Contact Person

The contact person for the Louisiana Sheriffs' Association is:

Name: Sheriff Gary Bennett (Ret.)
Title: Administrator of Federal and State Funding
Address: 1175 Nicholson Drive, Baton Rouge, LA 70802
Telephone & Fax: (225) 343-8402 (225) 336-0343 FAX

Any and all contact by proposers or representatives of the proposers with employees or officials of the Louisiana Sheriffs' Association relative to this procurement must be made through this person. Proposers who are contacted by an employee or official of the Louisiana Sheriffs' Association relative to this procurement must report that contact to the contact person named above. Violations of this policy could result in the proposer being disqualified from the proposal process.

1.4 Proposal Submission

Proposals must be received on or before the date and time specified in Section 1.2 above. Proposers mailing their proposals should allow sufficient mail delivery time to ensure receipt of their proposals by the time specified. Late proposals will not be accepted. The proposal package must be delivered at the proposer's expense to:

Sheriff Gary Bennett (Ret.)
Louisiana Sheriffs' Association
1175 Nicholson Drive
Baton Rouge, LA 70802

Five (5) copies of the proposer's response must be provided to the contact person listed by the date and time indicated. All proposals become the property of the Louisiana Sheriffs' Association and will not be returned.

Each proposal must include the following certifications, signed in original ink by the signatory of the proposal:

_____ certifies that this bid was not prepared or developed using assistance or information illegally obtained.

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_____ is solely responsible for this proposal meeting the requirements of the RFP.

_____ is solely responsible for its compliance with all applicable laws and regulations relating to the preparation, submission, and contents of this proposal.

The above certifications shall appear in the response to the RFP.

The Louisiana Sheriffs' Association is not responsible for any costs related to preparing responses to this RFP. **Responses to this RFP must be received by the Contact Person at the Louisiana Sheriffs' Association on or before the close of business (4:30 p.m.) on October 19, 2009.**

1.5 Format

The Proposal shall be submitted in two parts. Part 1 shall contain cost data. Proposers shall provide a total cost for the services described in the RFP. Part 2 should be formatted according to the outline developed in Section 1.9 below.

1.6 Part 1, Cost Proposal

The proposer must provide a total cost for performing all of the tasks and providing all of the deliverables required in this RFP. The total cost shall be inclusive of all costs associated with the development and implementation of the Criminal History Inquiry Automated Solution. The cost proposal should provide a task-by-task cost analysis, which reflects the structure of work proposed in Part 2 of the response. Proposers should indicate key and lead personnel in each task by name. Proposers must agree that the key and lead personnel in each task as identified in the response will not be removed from the project without the prior approval of the Louisiana Sheriffs' Association.

1.7 Part 2, Substantive Proposal

In Part 2, proposers should present their strategy for accomplishing the work under the RFP, responsive to all of the initiatives addressed in Section 2.0, and an appropriate approach to accomplishing the work in each initiative. Proposers may add such tasks as they believe necessary to accomplish the purposes outlined in the RFP. However, in such cases the proposer must indicate the reasons why such additions are necessary or desirable. Part 2, the substantive proposal, can be formatted at the proposer's discretion, but it should address the following areas:

- Proposer's Qualifications

- 1) A brief corporate history and corporate organization description.

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2) Full resumes on all key personnel along with an explanation of their roles in the project. Resumes should support the role that each key individual will play in the project.

3) Corporate experience in conducting a minimum of three similar trainings of this scope and magnitude.

4) A demonstration of the firm's understanding of the structure and staffing of local law enforcement agencies.

5) References. Proposers should provide a list of agencies, including contact persons, for whom similar work has been done.

6) Proposers shall submit evidence of financial resources, such as a financial statement - including a balance sheet and profit and loss statement - or other appropriate documentation that would demonstrate the solvency of the proposer to implement this project.

- Project approach and organization

1) Project organization (personnel and responsibilities)

2) Approach to the project, and a task analysis appropriate to that approach

3) Proposed work plans and timetable

2.0 Scope of Work

When an agency, organization, or company is considering job candidates, it is necessary to conduct criminal background checks on those individuals to ascertain if an applicant is ineligible to hold positions involving children, the elderly, or the disabled, and people wanted, arrested, or convicted of stalking and/or domestic violence offenses.

Criminal history information, when authorized by law, is available for applicants for various employments. Organizations or areas such as schools and day care centers, service providers for the elderly, health care, social services, medical professionals, individuals working in the gaming industry, and regulatory agencies require criminal history screening. The process of initiating and completing a criminal background check through the Louisiana law enforcement community is known as a criminal history inquiry and requires prior payment by the requesting agency, organization, or company.

The criminal history inquiry process begins with scheduling an appointment at the local Sheriff's Office to have the applicant fingerprinted. The applicant's fingerprints are then submitted to the Louisiana Department of Public Safety (DPS) where they are matched with the criminal fingerprint database. The DPS conducts a criminal background check on the person against the Louisiana Computerized Criminal History (CCH) database and optionally the Federal Interstate Identification Index (III), Department of Corrections (DOC) and the Louisiana Civil and Criminal Information Exchange (LACCIE) network.

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Once the printed background report is reviewed and approved by the DPS, it is then sent directly to the agency, organization, or company that made the request for the inquiry. Currently, criminal history inquiries involve paper fingerprinting and several other manual steps that make the process unnecessarily slow and time consuming. With the Criminal History Inquiry Automation project outlined in this Request For Proposals, the LSA intends to acquire a solution that establishes full electronic automation for all aspects of the criminal history inquiry process.

Solution Description

The LSA desires a solution that fully automates to the greatest possible extent the entire criminal history inquiry process. The diagram below illustrates the complete criminal history inquiry process, the participants involved, and the information systems to be connected to the solution. The blue boxes the areas of functionality to be provided by the Criminal History Inquiry Automation Solution.

As previously stated, the criminal history inquiry process currently involves paper fingerprinting and several other manual steps that make the process unnecessarily slow and time-consuming. With the Criminal History Inquiry Automation project the LSA intends to acquire a solution that establishes full electronic automation for all aspects of the process.

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Criminal History Inquiry Process

The criminal history inquiry process as envisioned in the Criminal History Automation Solution is as follows:

1. A representative of the agency, organization, or company requesting the inquiry logs into the Criminal History Inquiry Automation portal and schedules an appointment for an applicant with the local Sheriff's Office (SO).
2. The Applicant reports to the local SO, is electronically fingerprinted on the Morpho device, and pays the inquiry fee.
3. Payment of the fee and fee amount is noted in the Criminal History Inquiry Automation accounting system. Electronic fingerprint information is transmitted by the Criminal History Inquiry Automation solution to a central Hub.
4. The Hub initiates the fingerprint matching workflow process with LA AFIS.
5. AFIS conducts a fingerprint match search.
6. Results (hit, no hit) are returned and accepted by the Hub.
7. Given the results of the fingerprint match, the Hub initiates criminal background checks with LA CCH, III and/or LACCIE. The Hub accepts and consolidates the background check results into one report
8. The consolidated report is transmitted to the LA DPS into an "inbox" for review and approval.
9. Once an electronic criminal background check report is approved it is transmitted to the Portal. The local SO and requesting agency, organization, or company are notified that the inquiry has been completed.
10. The representative of the requesting agency, organization, or company can then retrieve the electronic report from the Criminal History Inquiry Automation portal.

Criminal History Inquiry Automation Solution Requirements

Criminal History Inquiry Automation Portal

The Criminal History Inquiry Automation Portal must be able to:

Provide a portal website for solution: the portal will be a publicly accessible web site or use over the open Internet. Register and manage agency, organization, and company and personnel accounts: from the portal website agencies, organizations, and companies must be able to create accounts, manage their account and view past reports. Also personnel of agencies, organizations, and companies must be able to similarly create and manage their accounts.

Register and manage Sheriff's Office accounts and SO personnel accounts: when the solution is deployed, an account for all 65 SO's must be pre-created. From the SO account, individual personnel accounts can be created. Similar to the agency, organization, or company accounts, SO's and personnel must be able to manage their accounts. Also, SO personnel must be able to view past inquiry reports.

Schedule criminal history inquiry applicant appointment: through the portal agencies, organizations, and companies must be able to schedule an

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appointment for applicant fingerprinting. During the scheduling process, the requesting agency, organization, or company must be able to fully complete application forms and capture applicant demographic information.

Criminal History Inquiry calendar: for each SO, there must be a calendar view showing when criminal history inquiries have been scheduled. Similarly there must be a calendar view for the requesting agencies, organizations, or companies when they have scheduled appointments. Payment reports: the portal must provide a reporting mechanism for listing past reports and payments for both the SO and for the requesting agencies, organizations, or companies.

Report notification retrieval: the portal must provide a method for notifying the requesting agencies, organizations, companies, and SOs that reports have been completed and a method for both to securely retrieve electronic copies of reports.

Local Sheriff's Office Integration Point

The overall Criminal History Inquiry Automation solution calls for a local installation at all 64 Louisiana Sheriffs Offices that should be able to:

Begin a scheduled criminal history inquiry: once the applicant has arrived at the SO, personnel should be able to begin the inquiry process.

Integrate with Morpho fingerprint devices: fingerprints for the Criminal History Inquiry Automation solution will be collected on a Morpho fingerprint capture device attached to a Windows PC.

Pre-populate Morpho record: the local application should be able to pre-fill any Morpho forms from the applicant's previously captured information. Initiate criminal background check process with the Hub: once good fingerprints have been captured, the local software must be able to transmit the prints and other information to the Hub and initiate the remainder of the criminal background check process.

Update accounting system with payment information: when payment for a criminal history inquiry is made, the application software must the accounting system module thereby notifying the Sheriffs Office of the payment.

Central Hub

The Central Hub will coordinate and manage the overall Criminal History Inquiry Automation solution and should be able to:

Securely accept fingerprint and other information to begin background check process: local solution with attached Morpho fingerprint scanning device must be able to communicate with the Hub and transmit fingerprint/application data.

Establish connectivity with AFIS, CCH, III, DOC and LACCIE: Hub must electronically integrate with the LA AFIS, LA CCH, LACCIE, LA DOC and III networks.

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Execute print matching process with AFIS: given the submitted fingerprint and demographic data, the Hub must be able to initiate the criminal history fingerprint matching process with AFIS and receive the results.

Execute criminal background check process in CCH: given the results of the AFIS match, the Hub must be able to initiate the criminal background check process with LA CCH and receive the results.

Execute criminal background check process in LACCIE: given the results of the AFIS match, the Hub must be able to initiate the criminal background check process with LACCIE and receive the results.

Execute criminal background check process in III: given the results of the AFIS match, the Hub must be able to initiate the criminal background check process with III and receive the results.

Execute criminal background check process at the DOC: given the results of the AFIS match, the Hub must be able to initiate the criminal background check process with the DOC and receive the results.

Execute criminal background checks without a successful print match: in the event that a print does not match an individual in AFIS, the solution must be able to execute all relevant criminal background checks with the provided applicant demographic information.

Intelligently aggregate criminal background check information into one report: once all criminal background checks have been completed, the Hub must be able to intelligently aggregate all results into a single, comprehensive report.

Comply with relevant Federal and State statutes: the generated report must meet Federal and State requirements for releasing criminal history information.

Provide review and approval mechanism for the LA DPS: once a criminal background check report is completed, the Hub must provide a method for the LA DPS to review, evaluate and approve the release of reports.

Transmit approved reports to Criminal History Inquiry Automation Portal: once a report has been approved, the Hub must send the finished electronic document to the Portal and initiate the SO and requesting agency, organization, or company notification process.

Accounting System

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The Accounting System will coordinate and manage the payment and reporting on Criminal History Inquiry Automation solution financials and should be able to:

Record criminal background check initiation and payment from local SO station: when a criminal background check is initiated and paid for, the accounting system must be able to record this information

Provide local SO reports: the accounting systems must be able to generate reports, such as daily, weekly and monthly reports, for each SO representing the criminal background reports initiated from their office.

Provide requesting agency, organization, or company reports: the accounting systems must be able to generate reports, such as daily, weekly and monthly reports, for each requesting agency, organization, or company on the background reports they initiated.

Overall, system wide reports: the accounting systems must be able to generate reports, such as daily, weekly and monthly reports, for all criminal background reports initiated across the entire solution.

Payment breakdown calculation and reporting: payments for criminal background checks are divided between network participants (the LA DPS, the initiating SO and the solution vendor) according to a contractually arranged formula. The accounting system must be able to correctly calculate and produce payment reports according to the payment formula.

Other Requirements

In addition to the requirements listed above, the overall Criminal History Inquiry Automation solution must be able to:

Maintain historical database of criminal background checks: the solution must archive all criminal background checks and associated information for later retrieval.

Produce non-alterable PDFs: completed criminal background checks must be generated as non-alterable documents in Adobe PDF format.

Provide comprehensive, end-to-end security: across the entire network, all solution components must provide a robust security model and end-to-end encryption.

2.1 Additional Information

Automated Fingerprint Identification System (AFIS)

The Bureau of Criminal Identification and Information of the Louisiana State Police manages and oversees the Automated Fingerprint Identification System. AFIS is a statewide, automated fingerprint identification system, which is integrated with mug shot

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and computerized criminal history (CCH) information. The goal of this system is to provide real time identification of individuals at the time of booking, resulting in timely updates to the state's CCH, mug shot and fingerprint databases. All of this is accomplished in a paperless environment. The Bureau of Criminal Identification and Information provides operational management and technical assistance to the users of the system in addition to ensuring system operational compliance and quality control.

The AFIS system consists of over 100 Live scan sites (booking facilities), and several Full Function Remote (FFR) sites that support the booking facilities. These FFR sites also provide law enforcement agencies with individual mug shots, mug shot lineups, and the ability to launch searches of unsolved latent prints against the State's Tenprint fingerprint database.

Louisiana Computerized Criminal History system (LACCH)

The Louisiana Computerized Criminal History system is also maintained by the Bureau of Criminal Identification and Information, and contains arrest, disposition and incarceration information on individuals who have been arrested in the state of Louisiana. This system also contains information on individuals who are "Wanted" or who have applied for certain positions which require a fingerprint based criminal background check.

The goal of the system is to compile the most accurate, up-to-date, and comprehensive arrest and disposition information for arrested persons and to make this information accessible to all criminal justice agencies. Criminal history information is a valuable tool for law enforcement, the courts, and corrections. Law enforcement agencies have the capability to make inquiries of this system electronically through the Louisiana Law Enforcement Message Switch (LEMS).

LACCH information is based completely on the fingerprint submission made at the time of arrest. The best and most timely method to submit arrest information is through AFIS. The criminal history record can also be manually updated when the Bureau of Criminal Identification and Information receives inked fingerprint cards from those Sheriffs Offices and Police Departments not currently using AFIS.

Louisiana Civil and Criminal Information Exchange (LACCIE)

The Louisiana Civil and Criminal Information Exchange (LACCIE) network is what many consider to be the largest local Integrated Criminal Justice Information System (ICJIS) in the nation. After 5 years of continuous operation, LACCIE is now a showcase example of the capabilities of statewide information integration, interoperability and scalability. Currently the LACCIE network connects and in real-time integrates information between 450 databases at the Federal, State and local levels, including the Louisiana State Police's Law Enforcement Message Switch (LEMS), NCIC and NLETS. At the local level, LACCIE encompasses Police Departments, Sheriff's Offices, District Attorneys' Offices, Clerks of Court, Judicial Courts, Corrections and many other criminal justice entities across the entire State of Louisiana. All told, LACCIE provides secure, real-time, XML web services based access to information used by over 600 agencies across the nation.

Interstate Identification Index (III)

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FBI criminal history records are maintained in a database called the Interstate Identification Index (III). A criminal history record is established when a fingerprint card is provided to the FBI from the contributing state. III is an automated index on persons with criminal records. III provides access to FBI identification segments and criminal records. A single state agency in each state is responsible for providing the state's records. For states without the ability to provide records for III, the FBI will provide the information from its automated files. Criminal justice agencies can use this information for law enforcement purposes; e.g. criminal investigations, bond setting, charging determinations, sentencing and criminal justice employment.

3.0 Fiscal Funding

The awarding of this contract is contingent upon the receipt of funds to fulfill the requirements of the contract. If the Louisiana Sheriffs' Association fails to receive sufficient monies to provide for the awarding of the contract, or if such monies are reduced by any means, or for any other lawful purpose, and the effect of such reduction is to provide insufficient monies for the continuation of the contract, the contract shall terminate on the date of the beginning of the first month for which funds are not appropriated.

4.0 Rejection of Proposals

Issuance of this RFP in no way constitutes a commitment by the Louisiana Sheriffs' Association to award a contract. The Louisiana Sheriffs' Association reserves the right to accept or reject, in whole or part, all proposals submitted, to waive any informality in any proposal submitted, and/or cancel this RFP.

5.0 Basis of Proposal Evaluation

Only proposals from responsible organizations or individuals, as determined by the Louisiana Sheriffs Association, shall be considered.

6.0 Evaluation Criteria

The following criteria, in no particular order, will be used to determine which proposal will be accepted: (Please respond or describe each criteria in proposal)

1. The vendor must have local technical support personnel (in Louisiana).
2. The vendor's experience and expertise with data management systems.
3. The scalability of proposed hardware and software.
4. The expendability and upgradeability of the proposed software.
5. The "ease of use" functionality of the proposed system.
6. The performance and functionality of the proposed system.
7. Price of components and total price.
8. Cost of ownership.
9. Ability of system to index, identify, and retrieve information at the same time.
10. Identify the hardware requirement for the input and retrieval (work) stations.

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11. Training for the system administrator and the users must be included.
12. Identify any special environment requirements of all equipment (i.e., electricity, temperature and lighting).
13. Describe the safeguards that insure the integrity of the system in the event of system failure.
14. Describe how backups are made.
15. Describe application and data security features of the system.
16. Identify any proprietary hardware software in the proposed system.
17. Identify how the system can withstand court challenges as to the authenticity of the document.
18. Describe the warranty and maintenance contract available with the system. Include approximate response time for maintenance calls, cost of agreement, and where the maintenance staff is physically located.
19. List current data management systems in use in the local or state area. Include the date the system became operational, and identify contact persons with telephone numbers and addresses.
20. Describe the workflow capabilities of the proposed system.
21. Indicate whether the proposed software is commercially available off the shelf and widely used.
22. Describe how new releases, upgrades and backward compatibility of software is handled.
23. Indicate the system's ability to support printing of reports to any windows compliant printer.
24. Identify the self-diagnostics ability for software malfunctions.
25. Is source code delivered with the software? Can it be modified? Are you willing to modify the code?
26. Additional or alternate proposals may be submitted for consideration.

7.0 Contract

The actual contract awarded in this project will be the result of negotiations between the chosen proposer and the Louisiana Sheriffs' Association.