



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

REQUEST FOR INFORMATION FOR KIOSKS FOR GRIEVANCE MANAGEMENT SYSTEM

June 22, 2023

**Prepared By
County of Los Angeles**

RFI # 6402305

| | | |
|------------|---|----------|
| 1.0 | PURPOSE | 2 |
| 2.0 | BACKGROUND | 2 |
| 3.0 | RFI FORMAT AND INSTRUCTIONS | 3 |
| 3.1 | Response Format..... | 3 |
| 3.2 | Format Specifications..... | 3 |
| 3.2.1 | Cover page | 3 |
| 3.2.2 | Narrative | 3 |
| 3.2.2.1 | Organizational Experience and Capability | 3 |
| 3.2.2.2 | Functional and Technical Capability | 4 |
| 3.2.2.3 | Other Features..... | 5 |
| 3.2.2.4 | Pricing..... | 5 |
| 3.3 | RFI Questions | 5 |
| 3.4 | Submission Requirements | 5 |
| 4.0 | COUNTY RESPONSIBILITY | 5 |
| 5.0 | NOTICE TO RESPONDENTS REGARDING THE PUBLIC RECORDS ACT | 5 |

1.0 PURPOSE

The County of Los Angeles Probation Department (Probation or County) is issuing this Request for Information (RFI) to obtain information regarding kiosk units that would be suitable for use in its juvenile halls and camps. Probation is seeking information on the latest design innovations and hardware specifications to provide a pleasant user experience, ensure privacy, and ensure the safety of the youth and young adults, staff, and hardware within the kiosk.

This RFI is issued solely for information and planning purposes. It neither constitutes a competitive solicitation nor does it create a promise to issue any sort of competitive solicitation in the future. However, the County reserves the right to use the information gathered in response to this RFI for the purpose of developing future solicitations. This RFI also does not commit the County to contract for any services whatsoever. 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 information in response to this RFI.

The County may, in its sole discretion, invite any responding vendors (Respondents) to this RFI to provide a non-competitive presentation. The presentation is intended solely for information gathering purposes, as part of this RFI process. In addition, responding vendors may be asked to provide a functionality demonstration and testing component, which will be administered through a separate process. Respondents may be asked to make their production facilities available for an in-person visit so that the County can assess such considerations as kiosk privacy, ruggedness, serviceability, and other such factors in assessing the advantages of potential designs and materials. Participation in the presentation or any of the activities described above is voluntary on the part of the vendor and does not create any obligation on the part of the County to contract with that vendor for any services.

2.0 BACKGROUND

Probation houses approximately 400 youth and young adults in eight detention facilities. Approximately 100 kiosks will be placed in living units for the youth and young adults residing in a detention setting. The kiosks must be durable, designed to withstand attempts to damage them, and be easy to repair in the event any damage occurs.

Probation currently manages grievances and Requests for Service (RFS) from youth and young adults with a software system that the youth and young adults may access from their school computers. The purpose of the kiosks is to provide additional access to the Grievance Management System in the living units where youth and young adults

spend a significant amount of time. As a result, the kiosk units must pose no risk of harm to the youth, young adults, or the staff. The kiosks must also protect privacy, ensuring that the youths and young adults feel comfortable submitting potentially sensitive information while using the kiosk, while also being secure enough to withstand potentially malicious tampering by the youth and young adults.

3.0 RFI FORMAT AND INSTRUCTIONS

3.1 Response Format

To facilitate the analysis of responses to this RFI, Probation requests that Respondents' submissions provide the content and sequence of information as follows:

- A. Cover Page
- B. Narrative
 - 1. Organizational Experience and Capability
 - 2. Functional and Technical Capability
 - 3. Other Features
 - 4. Pricing

3.2 Format Specifications

3.2.1 Cover Page

To facilitate expeditious review of Respondents' information, Probation requests the cover page include the following:

- 1. Title should contain "County of Los Angeles Probation Department" and "RFI 6402305;"
- 2. Contact person's name, title, and email address, business and mailing addresses, and telephone number; and
- 3. Summary of Respondent's response to RFI.

3.2.2 Narrative

3.2.2.1 Organizational Experience and Capability

Please submit a brief, non-technical executive overview of the company, covering at minimum the company's experience developing and implementing kiosk solutions.

In addition, Probation requests a description of the size of the company's operations, locations served, and ability to handle production and support of the volume of kiosks required by the County.

3.2.2.2 Functional and Technical Capability

In this section, please include narrative responses describing the following:

- Experience as a provider of custom kiosks
- Samples of previous projects
- The equipment's technical architecture, including but not limited to the following features:
 1. Information on design features that will provide the highest degree of privacy possible for a kiosk placed in a public space.
 2. Information on methods used to ensure a kiosk will be rugged and durable, able to withstand a high level of abuse.
 3. Models of support, including pricing, service levels, and terms.
 4. Design choices to keep the environment in which the kiosk is placed safe from those who might intend to use it to cause harm to others.
 5. Ability to make modifications to accommodate upgrades in internal equipment (e.g., modular capabilities),
 6. Information regarding materials to be used, explaining noteworthy aspects of compatibility of materials with internal components and their functionality (e.g., interference with wi-fi signals).
 7. Information regarding accessibility of internal components for maintenance.

3.2.2.3 Other Features

Describe and discuss any other features, services, options, or considerations that would be beneficial in enhancing the County's grievance kiosks.

3.2.2.4 Pricing

Describe and estimate Respondent's pricing per kiosk unit and charges for service and repair based on the information provided and Respondent's experience in providing similar services to large organizations.

3.3 RFI Questions

Respondent(s) may submit written questions regarding this RFI by e-mail to the Contract Analyst identified below. All written questions must be received by **12:00 P.M. PT, July 3, 2023**. All questions, without identifying the submitting company, will be compiled with the appropriate answers and shared with all Respondents. Questions should be e-mailed to Contract Analyst Kevin Kay, at kevin.kay@probation.lacounty.gov.

3.4 Submission Requirements

Responses to this RFI shall be submitted via email to the contract analyst named in Section 3.3, above. Please prepare RFI responses in accordance with RFI Format and Instructions specified in Section 3.0. Responses to this RFI are due on or before **12:00 P.M. PT, July 27, 2023**.

4.0 COUNTY RESPONSIBILITY

This is a request for information only. It is issued solely for information and planning purposes. It does not constitute a Request for Proposals (RFP), a promise to issue an RFP in the future, or any other type of competitive solicitation. This RFI does not commit the County to contract for any services whatsoever. The County will not pay for any information or administrative costs incurred in the response to this RFI.

5.0 NOTICE TO RESPONDENTS REGARDING THE PUBLIC RECORDS ACT

Responses to this RFI shall become the exclusive property of the County. Responses to the RFI become a matter of public record, except those parts of each response which are justifiably defined as business or trade secrets and are plainly marked by the Respondent as "Trade Secrets," "Confidential," 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 the California Public Records Act or otherwise by law, or by Court order. A blanket statement of confidentiality or the marking of each page of the response to the RFI as confidential shall not be deemed sufficient notice of exception. The Respondent must specifically label only those provisions of their respective response which are "Trade Secrets," "Confidential," or "Proprietary" in nature.