COUNTY OF LOS ANGELES
PROBATION DEPARTMENT

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Interim Chief Probation Officer

July 14, 2023

ADDENDUM TO REQUEST FOR INFORMATION (RFI) #6402305 FOR KIOSKS FOR THE GRIEVANCE MANAGEMENT SYSTEM QUESTIONS AND ANSWERS

This is an Addendum to RFI #6402305 for Kiosks for the Grievance Management System, which was released on June 22, 2023. The Addendum contains responses to the written questions that were submitted prior to the July 3, 2023, deadline. The Addendum is posted on the following websites:

Los Angeles County "Doing Business with US":
http://camisvr.co.la.ca.us/lacobids/BidLookUp/BidOpenStart.asp

or County of

Los Angeles County Probation Department:
https://probation.lacounty.gov/current-solicitations/

RFI responses are due on Thursday, July 27, 2023, 12:00 p.m. (Pacific Time). No late response will be accepted. We look forward to receiving your response.

Sincerely,

Tasha Howard, Director
Contracts & Grants Management Division

TH:DS:kk

Rebuild Lives and Provide for Healthier and Safer Communities

KIOSKS FOR GRIEVANCE MANAGEMENT SYSTEM RFI #6402305
QUESTIONS AND ANSWERS

1.　**Question:**　Is there a general list of requirements for the system?

　　Answer:　　Yes, general requirements do exist and are set forth in the RFI. Specific requirements will not be finalized until Probation receives the RFI responses and can consider the information received. If Probation releases an RFP, the full requirements will be included therein.

　　　　　　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.

2.　**Question**:　Was the current system created in-house?

　　Answer:　　Yes

3.　**Question**:　Are you looking for a desktop kiosk and/or a pedestal that can be bolted to the floor?

　　Answer:　　At this time, Probation anticipates using wall-mounted kiosks, but vendors may address other options in their RFI responses.

4.　**Question**:　Do you have a screen size that you prefer?

　　Answer:　　Screen size requirements have not been determined. In their RFI responses, vendors may address the size options available.

5.　**Question**:　Is your preferred solution wall mounted, desk top mounted, or free standing?

　　Answer:　　See answer to question 3.

6.　**Question**:　What is the size of your preferred monitor?

　　Answer:　　See answer to question 4.

7.　**Question**:　Do you want the interaction to be only touch screen, or do you want a keyboard?

　　Answer:　　Touch screen only

8. **Question**: Does the software you use run on a Windows or Android based computer?

   Answer: Windows

9. **Question**: Are all the Kiosks placed indoors?

   Answer: Yes.

10. **Question**: What physical format should the Kiosk be?
    - Freestanding: The user will stand at the kiosk. The kiosk would likely be bolted to the ground.
    - Wall Mounted: The user would either stand or sit at the kiosk depending on the height at which the kiosk is mounted.
    - Countertop: The user would either stand or sit at the kiosk depending on the height of the table upon which the kiosk is mounted.
    - Sit Down: The kiosk would be bolted to the ground like a freestanding unit but would require a chair to be provided, or could have a chair incorporated into the design.
    - If sit-down, will the County provide a chair, or would you like a chair or other integrated seat to be provided as a part of the kiosk?

    Answer: See answer to question 3.

11. **Question**: Is ADA a requirement? If yes, do you require devices to aid in use for people with vision, hearing, or other physical limitations beyond someone possibly being in a wheelchair?

    Answer: The kiosk should be as ADA compliant as possible without making the devices too complicated. ADA compliance that is not met with the device will be addressed at the facilities, using a separate device. Vendors may provide information regarding this subject in their RFI responses.

12. **Question**: If an RFP is published, will there be any set asides or consideration for companies that are minority owned, disadvantaged, or located within Los Angeles County?

    Answer: To be determined

13. **Question**: Can you describe the minimum hardware requirements, i.e., monitor, keyboard, mouse device, printer, touchscreen, camera, speakers, WiFi, scanners etc.?

Answer: At this time, Probation is envisioning wall mounted kiosks using touch screens and cameras capable of scanning QR codes, but not including separate keyboards, mouse devices, printers, speakers, or scanners. However, further information derived from this RFI could affect final decisions in this regard.

14. **Question**: Do you want a privacy filter material placed on the LCD to protect sensitive information from being seen by others?

Answer: Yes

15. **Question**: Are there any video or audio calls taking place on the kiosk? If yes, would you prefer there is a telephone handset to help keep conversations more private?

Answer: No

16. **Question**: Are there requirements to be waterproof or water resistant? Please describe possible vandalism with liquid or possible situations where the facility is hosed down or cleaned using water pressure.

Answer: Yes. There is a risk of malicious spillage caused by facility residents, with the intent to cause permanent damage.

17. **Question**: For vandalism resistance on the LCD monitor, would you like a typical layer of glass that would be found in the public, or do you want something thicker to withstand brute force attacks?

Answer: We expect residents will attempt to purposely damage device. Responses to this RFI should take that into consideration. Cost effectiveness should be considered as well.

18. **Question**: Power and Data - please describe where this will come from and how much of the plug, power cable, or ethernet cable exposure will be allowed.

Answer: Power and data will be from standard outlets on the wall. Some will be set flush against the wall, while others will be fed into an outlet box mounted to a concrete or brick wall. There should be as little exposure of any cables or plugs as possible.

19. **Question**: For longevity of the kiosk, would the County prefer it be made of stainless steel or another metal and finished with a powder coat paint?

    Answer: See answer to question 17.

20. **Question**: Is your software application web based?

    Answer: Yes

21. **Question**: What is the component set that is needed for the kiosk?

    Answer: See answer to question 13.

22. **Question**: What software will you be using for the kiosks? Is it an application or a website that will be locked down?

    Answer: The software on the kiosks will be a web based application that was developed in house. We have not made a final decision yet on the kiosk management software to use.

23. **Question**: What style of kiosk are you looking for - wall mounted or free-standing?

    Answer: See answer to questions 3.

24. **Question**: Will you want these units to offer any ADA features?

    Answer: See answer to question 11.

25. **Question**: Where will the units be placed - inside, outside, and then examples please?

    Answer: All indoors, in living units and other areas where residents congregate.

26. **Question**: What is the timing and steps around this project, including the following?
    o RFI review and completion
    o Estimated RFP if it moves forward
    o Estimated award date
    o Estimated installation and go live

    Answer: To be determined.

27 **Question**: What grievance management system are you using, i.e., what is the name of the software?

Answer: See answer to question 2.

28 **Question**: To connect a kiosk to the Grievance Management System, would this be done via website links or via API connection?

Answer: The Grievance Management System is a web-based application, so the connection will be via website links.

29 **Question**: What functionality other than grievance reporting is needed for the kiosks?

Answer: None at this time.

30 **Question**: Do you only require floor-standing kiosks or a combination of floor-standing, wall mount, and counter-top options?

Answer: See answer to question 3

31 **Question**: Is the project budgeted or are you seeking costs to put in the budget for next fiscal year? If so when is your fiscal year?

Answer: The project is budgeted.

32 **Question**: Is there a preferred screen size? We offer kiosk solutions in 10", 12", 15", 22", 27", and larger.

Answer: See answer to question 4

33 **Question**: Do you need any peripheral devices included to allow the required functionality, i.e., keyboard, mouse / track ball / scanner / audio, etc.

Answer: See answer to question 13.

34 **Question**: Do you have any preference on how the kiosks would be mounted, i.e., wall mounted, floor standing, table mounted?

Answer: See answer to question 3.

35 **Question**: Do you have any anti-ligature requirements?

Answer: Yes

36   **Question**:   Do you need any specific operating system or OC specification to run your software application?

       Answer: The software will run on Windows 11

37   **Question**:   How would you require the kiosks to connect to your network, i.e., WiFi, ethernet, cellular?

       Answer: Ethernet preferably, but WiFi will be a backup connection method if necessary.

38   **Question**:   Do you have a software solution in place for both the user application and kiosk management software?

       Answer: For the user application, yes. See answer to question 28. For the kiosk management software, Probation does not. Part of the RFI is requesting information on kiosk management solutions to aid Probation in its decision.

39   **Question**:   Can you describe the user journey when using the kiosks?

       Answer: User will interact with the software to file his or her grievance.

40   **Question**:   Is there a preference for wall-mounted kiosks, countertops, or a freestanding setup?

       Answer: See answer to question 3.

41   **Question**:   Do you require scanning capabilities or a headset for the kiosk units?

       Answer: No headsets, and Probation envisions the camera handling the scanning needed (e.g., QR codes).

42   **Question**:   Would there be a need for translation features?

       Answer: Translation features could be either a part of the applications themselves or the kiosk management software might have translation features that can be utilized, so vendors are encouraged to provide information regarding such options.

43   **Question**:   Are you looking for software that can integrate with different web applications?

       Answer: See answer to question 22. For the moment, we have a single web-based application that will be used on the kiosk. However, the kiosk

management software should be able to allow different web-based applications in the future as our capabilities expand.

44   **Question**:   Are there any specific software requirements or features you would like to have?

       Answer: Beyond what's in the RFI and these responses, none that we can share at this time.

45   **Question**:   Are there any size restrictions for the kiosks?

       Answer: Size should be minimal form factor to be installed in areas that may have less space than others.

46   **Question**:   What type of operating system are you looking for?

       Answer: Windows 11

47   **Question**:   Do you need reports on kiosk usage?

       Answer: Possibly, so vendors are encouraged to provide information regarding the kinds of reports that are available.

48   **Question**:   Should there be notifications in case of offline or power outage situations?

       Answer: Possibly, so vendors are encouraged to provide information regarding the options regarding the types of notifications that are available.

49   **Question**:   Are there any specific security requirements?

       Answer: Beyond what is in the RFI and these responses, none that we can share at this time.

50   **Question**:   Do you need a camera included with the kiosks?

       Answer: Yes

51   **Question**:   Are there any ADA compliance considerations?

       Answer: See answer to question 11.

52   **Question**:   How will updates for the documentation be handled?

Answer: If updates are needed, the document owner (either Probation or Contractor) will make the updates and deliver to required stakeholders via email.

53   **Question**:   Do you have a budget in mind for the cost per unit?

Answer: No

54   **Question**:   Are there any specific security protocols that you require?

Answer: See answer to question 49.

55   **Question**:   What is the timeline for this project?

Answer: See answer to question 26.

56   **Question**:   Is there a rollout schedule in place?

Answer: See answer to question 26.

57   **Question**:   Will all the kiosks be shipped to the same location?

Answer: No

58   **Question**:   Can you provide the location/zip code for estimating shipping costs?

Answer: Locations will be within Los Angeles County and are subject to change. Currently operating facilities requiring kiosks include the following:

Central Juvenile Hall
1605 Eastlake Ave.
Los Angeles, CA 90033

Barry J Nidorf Juvenile Hall
16350 Filbert St.
Sylmar, CA 91342

Los Padrinos Juvenile Hall
7285 Quill DR.
Downey, CA 90242

Campus Vernon Kilpatrick
427 Encinal Canyon Rd.
Malibu, CA 90265

Camp Joseph Scott
        28700 Bouquet Canyon Rd.
Santa Clarita, CA 91390

Camp Glenn Rockey
1900 Sycamore Canyon Rd.
 San Dimas, CA 91773

Camp Joseph Paige
6601 Stephens Ranch Rd.
La Verne, CA 91750

Camp Afflerbaugh
6631 Stephens Ranch Rd.
La Verne, CA 91750

Dorothy Kirby Center
1500 S McDonnell Ave.
Commerce, CA 90040

59 **Question**: Do you have a forklift or loading dock available?

    Answer: Yes

60 **Question**: Is it possible to bolt the kiosks to the floor?

    Answer: Probation presently wants wall mounted kiosks.

61 **Question**: Do you need touch screen functionality?

    Answer: Yes

62 **Question**: What size screen do you need?

    Answer: See answer to question 4.

63 **Question**: Do you need printing functionality? If so, what type and size?

    Answer: No

64 **Question**: Do you need scanning (bar code, QR code etc.) functionality?

    Answer: Yes. Probation anticipates using the camera for this functionality, but
                 welcomes additional information on other methodologies.

65 **Question**: Do you need ADA functionality?

Answer: See answer to question 11.

66 **Question**: Do you need camera and audio functionality?

Answer: Probation wants camera functionality, but not audio.

67 **Question**: Do you need typing functionality?

Answer: Yes, but only on touch screen, not a separate keyboard.

68 **Question**: Do you need a scroll ball (mouse) functionality?

Answer: Yes, on touch screen only, no separate device.

69 **Question**: What type of force do you need the unit to withstand?

Answer: We expect residents will intentionally attempt to damage the device. Responses to this RFI should take that into consideration. Cost effectiveness should be considered as well.

70 **Question**: Do you need it as a floor standing configuration and anchored to the ground?

Answer: Wall mounted (See answer to question 3)

71 **Question**: Will background checks be required for anyone coming in for service repairs?

Answer: Yes

72 **Question**: Do you require the kiosks to be accessible for people with disabilities, such as people who are blind, in a wheelchair, deaf, etc.? If so, do you require the following technology and standards for accessibility?

      a. ADA physical standards for reach and mobility?
      b. Headphone jack and a screen reader for the blind, such as JAWS for Kiosk?
      c. Captioning for any videos for the deaf?
      d. Braille labels and instructions?
      e. High contrast mode for people with low vision, white text on a black background?

Answer: See answer to question 11.