



DEPARTMENT OF HUMAN RESOURCES

REQUEST FOR INFORMATION FOR AUTOMATED TESTING TOOL

RFI NO. HM-2026-0618

**Prepared by
County of Los Angeles**

RFI Release Date: June 18, 2026

1.0 Introduction

The County of Los Angeles (County) Department of Human Resources (DHR) Information Technology Division is requesting detailed information for an Automated Test Tool (ATT). The ATT will assist the Project Management Office (PMO) and Business Analyst (BA) teams in various testing efforts, such as regression testing, across a diverse portfolio of applications. The solution must support a non-technical testing team, enabling users to design, execute, and maintain tests with minimal to no coding effort.

2.0 Purpose

DHR is seeking a modern testing framework capable of operating across a diverse infrastructure. The tool must enable staff to record user interactions, repeat test scenarios, and modify scripts without reliance on development resources. The goal is to reduce manual testing effort, improve test consistency, and automated documentation of test results for a test team with no development skills.

The tool must also be able to test applications across distinct network environments, both internal and external to the County, without requiring persistent external whitelisting or changes to individual application firewall rules. The County is interested in understanding how vendor architectures achieve seamless connectivity while adhering to County's information security standards.

The County recognizes that vendor solutions may not address all the functional requirements specified in this RFI. The County is interested in understanding, through vendor responses, how the vendor solution approaches these capabilities, where potential gaps may exist, and how such gaps could be addressed through configuration.

Disclaimer:

This RFI is for information and planning purposes only. It does not constitute a competitive solicitation or a promise to issue a competitive solicitation in the future and will neither guarantee nor increase the chances that a contract for the products and/or services described herein will be considered. If a vendor does not submit information pertaining to this RFI, they will not be precluded from responding to any subsequent Request for Proposals, Invitation for Bids, or other DHR competitive solicitation process for the specific or related products and/or services described herein.

The County reserves the right to use the information gathered in response to the RFI to develop future solicitations. 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.

3.0 System Requirements

Vendors are asked to describe how their solution meets or supports the following capabilities:

3.1 Network & Connectivity

3.1.1 Environment Access: The tool must be able to test applications across distinct network environments, both internal and external to the County, without requiring persistent external whitelisting or changes to individual application firewall rules.

3.1.2 Secure Communication: Secure protocols (e.g., outbound agents, secure tunneling) to facilitate communication between the testing platform and applications behind the County firewall.

3.2 Data-Driven Testing (DDT)

3.2.1 Automated Data Iteration: The tool must be able to read different data elements from a data file (e.g., Excel, CSV, SQL, JSON, or XML) and enter them into corresponding application fields.

3.2.2 Automated Repetition: The tool must support the ability to repeat the test in an automated fashion, sequentially processing the next set of data elements from the file until the data set is exhausted.

3.2.3 Parameterization: Provide an easy, low-code/no-code method for users to map data file columns to specific UI elements within the application.

3.2.4 Test Scheduling: Ability to schedule test to run at specific times (e.g., nightly at 2:00 AM) or on a recurring basis.

3.3. Low-Code / No-Code (LCNC) Features

3.3.1 Record and Playback: Ability to capture user interactions and generate reusable scripts without manual coding.

3.3.2 Visual Logic Building: A drag-and-drop interface that utilizes visual flow diagrams to represent test steps.

3.3.3 Maintenance Automation: AI-driven "self-healing" to identify and fix broken test scripts caused by UI changes.

3.4. Validation and Reporting

3.4.1 Meaningful Results: Reporting must be presented in an easy to understand format and language.

3.4.2 Visual Evidence: Automated generation of screenshots and/or video recordings for failed test steps.

3.4.3 Data-Level Reporting: Reports should clearly indicate which specific data row caused a failure during data-driven test cycles.

3.4.4 Applications Coverage: The tool must support automated testing across the Department's application portfolio, including public-facing web applications, internally hosted web applications, on-premises applications, Windows desktop client applications, and applications hosted on external cloud or vendor-managed platforms.

3.4.5 MFA Handling: The tool must support automated handling of Multi-Factor Authentication (MFA) for applications that require it during test execution. Vendors must describe how the solution manages MFA prompts without manual intervention.

3.4.6 Accessibility Testing: Provide automated accessibility scanning to identify and report WCAG 2.1 Level AA violations.

3.4.7 Cross-Browser Compatibility: Compatible with the latest Edge & Chrome versions (Must Have). Compatible with Safari to serve macOS/iOS users (Should Have).

3.5. Information Security (IS) Requirements

3.5.1 All data repositories and hosting services must be located within the contiguous United States.

3.5.2 The solution must implement secure storage and transmission of all County information. This includes the use of AES-256 encryption for data at rest and AES-128 encryption for data in transit.

3.5.3 Ability to integrate with County's Microsoft Entra ID for Single Sign-On (SSO).

3.5.4 Comply with applicable security standards/certifications including HIPAA, Website Accessibility Compliance (WCAG 2.1 Level AA or better accessibility), SOC 2 Type II, or ISO 27001.

3.5.5 Automated data masking or synthetic data generation capabilities to ensure that Personally Identifiable Information (PII) is never captured, stored, or displayed within test logs, execution reports, or automated screenshots.

3.6. User Role and Access

3.6.1 Role based access control (RBAC) as defined in the role permission matrix below:

CAPABILITY	ADMINISTRATOR	TESTER
User Role & Management	Yes	No
License Management	Yes	No
Edit Test Cases	Yes	Yes
Test Execution	Yes	Yes
Test Data Management	Yes	Yes
Recording & Dashboards	Yes	Yes

4.0 Information Requested from Vendors

4.1 Company Information (To Provide on Company Letterhead)

4.1.1 Company name, address, and primary contact (title, phone, email address).

4.1.2 Years in business and relevant experience.

4.1.3 Overview of similar implementation completed with at least 500 employees.

4.2 Response Requirements

For each County requirement listed in Section 3.0, System Requirements, the vendor response must include a narrative or a table showing:

4.2.1 Requirement ID

4.2.2 Whether the requirement is supported in the base solution

4.2.3 Whether the requirement will be supported via configuration

4.2.4 Whether the requirement will be supported via customization

4.2.5 Requirement not supported

4.2.6 Notes showing vendor approach to addressing the specific requirement

4.3 Additional Details

4.3.1 Connectivity Narrative: A technical explanation of how the solution meets the requirements in Section 3.1 without persistent whitelisting.

4.3.2 Data-Driven Capabilities: Confirmation and brief description of how the tool handles large-scale data iteration for non-technical users.

4.3.3 Licensing and Pricing Model: Estimated cost for **5 licenses**.

4.3.3.1 Scope Context: 15 internal and 5 external applications are in scope for automated testing. Vendors should indicate whether application count or type (internal vs external) affects licensing cost, and how pricing scales as scope increases.

4.3.3.2 Describe licensing types, e.g., creator, runner, viewer etc.

4.3.4 Trial License: Response must state whether a complimentary trial license can be made available for County users and the duration of such trial license.

4.3.5 Demonstration: The County reserves the right, at its sole discretion, to invite one or more responding vendors to provide a non-competitive virtual demonstration (including features, functionality, and assessment component), and/or material in electronic or print media. The demonstration and/or materials are intended for information-gathering purposes only.

If selected to provide a virtual demonstration, the vendor will be requested to show how its application demonstrates the specific requirements set forth in Subsections 3.1 to 3.6.

4.3.6 References (Optional): If available, provide contact information for up to three organizations that have implemented your solution to similar requirements. Include organization name, contact name, title, and email.

4.4 Solution Architecture

4.4.1 Provide a diagram or description of the proposed architecture.

4.4.2 Identify which components will reside on County infrastructure or user machine versus vendor-hosted infrastructure.

4.4.3 Describe how the solution manages and secures application credentials and sensitive test data files.

4.5 Support and Implementation

4.5.1 Training: Detail the vendor’s approach to training PMO/BA staff on data-driven test design.

4.5.2 POC Walkthrough: Confirm the ability to perform a Proof of Concept using a live, firewalled County application and a sample data file.

4.5.3 Support SLA: Vendors must provide their Service Level Agreement (SLA) for support, including response and resolution time commitments by issue severity level, hours of coverage, etc.

5.0 Vendor Questions

Vendors may submit written questions regarding this RFI by email to:

Jesus Camarena, Administrative Services Manager I
DHRsolicitations@hr.lacounty.gov

Email Subject: RFI Questions – Automated Testing Tool

When submitting questions, please specify the RFI’s paragraph number and page number, and quote the language that prompted the question. This will ensure that the County can quickly find the specific RFI section that the vendor’s questions references. The County reserves the right to group similar questions when providing answers.

Questions are due by June 29, 2026. All questions, without identifying the submitting company, will be compiled with the appropriate answers and issued as an addendum to the RFI on or around July 2, 2026.

6.0 Vendor Submission of RFI Response

The County desires to receive vendor responses to this RFI by **11:59 p.m., Pacific Time on July 12, 2026**, on which date the RFI will close.

The vendor’s response must be submitted electronically via email in PDF or Word format to:

Jesus Camarena, Administrative Services Manager I
DHRsolicitations@hr.lacounty.gov

Email Subject: RFI Response – Automated Testing Tool

7.0 Notice to Vendors 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 for those parts of each response which are justifiably defined as business or trade secrets and plainly marked as “Trade Secrets,” “Confidential,” or “Proprietary” by the vendor.

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. A blanket statement of confidentiality or the making of each page of the response to the RFI as confidential shall not be deemed sufficient notice of exception. The vendor must specifically label only those provisions of their respective response that are justifiably “Trade Secrets,” “Confidential,” or “Proprietary” in nature.

Thank you for taking the time to provide the County with information on your business.