

Louisiana



Department of
**Children &
Family Services**

Building a Stronger Louisiana

REQUEST FOR PROPOSALS

For

DCFS INFRASTRUCTURE MAINTENANCE AND SUPPORT

Date Issued: July 20, 2011

Amended: August 10, 2011

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1 GENERAL INFORMATION

1.1 Purpose

This Request for Proposals (RFP) is issued by the Louisiana **Department of Children and Family Services (DCFS)** (herein referred to as the State) for acquisition of **Information Technology (IT) Infrastructure Maintenance and Support Services**, including but not limited to network, application, operating system, application, database, and security support and administration.

1.2 Background

The Department of Children and Family Services (DCFS) supports computer systems for approximately 5100 active users in more than 100 offices located throughout the state. Some non-connected District Attorney's Offices are also supported. The Local Area Network (LAN) in each office runs the TCP/IP protocol with the Novell Client for network authentication. Each office connects back to a Novell OES cluster of servers at each Point of Presence (POP) for file and print services. They also connect to central servers located at the ISB for statewide services. All offices are connected to a statewide network (WAN).

DCFS support 289 servers statewide. These servers run operating systems which include Linux, NetWare, Microsoft, Apple OSx, AIX, Citrix, and VMware ESX. These systems run on a variety of hardware platforms including x86 64 and zOS. VMware vSphere is utilized to maximize hardware usage. Currently 97 of the 289 servers are running in a virtual environment.

DCFS utilizes Novell Identity Management to synchronize user information between multiple directories. These directories include eDirectory, Active Directory, and MySQL.

POP sites are located in Baton Rouge, Hammond, Lafayette, Shreveport, and Ruston (Monroe LATA). The POP sites in Hammond, Lafayette, Shreveport, and Ruston are connected via Metro Ethernet and MPLS to the Division of Administration, Information Services Building (ISB), located in Baton Rouge, LA. The POP site in Baton Rouge is connected Fiber to the ISB.

DCFS recently completed an upgrade to Windows XP and an upgrade to Windows 7 will be undertaken in the near future.

1.3 Scope of Services

Attachment A – Statement of Work details the scope of services and deliverables or desired results that the State requires of the selected Contractor.

2 ADMINISTRATIVE INFORMATION

2.1 Term of Contract

The period of any contract resulting from this RFP is tentatively scheduled to begin on or about *October 1, 2011* and to continue through October 31, 2012. The State has the right to amend the contract for up to three years with concurrence of the Contractor, and all appropriate approvals. In no event shall the term of this contract, including amendments, be for a period or more than three (3) years.

2.2 Pre-proposal Conference

NOT APPLICABLE FOR THIS SOLICITATION.

2.3 Proposer Inquiries

Written questions regarding RFP requirements or Scope of Services must be submitted to the RFP Coordinator as listed below.

Duane Fontenot, I.T. Director
Department of Children and Family Services
P. O. Box 3957
Baton Rouge, LA 70821-3957
Duane.Fontenot@LA.GOV

Copies of inquiries concerning this RFP shall also be submitted to the following:

Steve Shreve – steve.shreve@la.gov steve.shreve@la.gov

Kathy Trivette – kathy.trivette@la.gov

The State will consider written inquiries and requests for clarification of the content of this RFP received from potential proposers. Written inquiries must be received by 3:00 P.M. (CST) on the Inquiry Deadline date set forth in the Schedule of Events. Inquiries shall not be entertained thereafter. The State reserves the right to modify the RFP should a change be identified that is in the best interest of the State.

The state shall not and cannot permit an open-ended inquiry period, as this creates an unwarranted delay in the procurement cycle and operations of the Department's customers. The state reasonably expects and requires responsible and interested proposers to conduct their in-depth RFP review and submit inquiries in a timely manner.

Inquiries shall be submitted, in writing, by an authorized representative of the proposer, clearly cross-referenced to the relevant RFP section. Only those inquiries received by the established deadline shall be considered by the state. Answers to questions that change or substantially clarify the RFP shall be issued by addendum and provided to all prospective proposers. No negotiations, decisions, or actions shall be executed by any proposer as a result of any oral discussions with any state employee or state consultant.

Official responses to all questions submitted by potential proposers will be posted at <http://wwwprd.doa.louisiana.gov/osp/lapac/pubmain.asp>. *Only the RFP Coordinator* has the authority to officially respond to proposer's questions on behalf of the State. Any communications from any other individuals are not binding to the State.

2.4 Definitions

Agency – Any department, commission, council, board, office, bureau, committee, institution, government, corporation, or other establishment of the executive branch of this State authorized to participate in any contract resulting from this solicitation.

Can – The term “can” denotes an advisory or permissible action.

Contractor – The Proposer awarded the Contract as a result of this RFP.

Could – The term “could” denotes an advisory or permissible action.

Dishonesty of Employee – means dishonest acts committed by an “employee of the Contractor”, whether identified or not, acting alone or in collusion with other persons, with the manifest intent to:

Cause one to sustain loss; and/or Obtain financial benefit (other than employee benefits earned in the normal course of employment, including: salaries, commissions, fees, bonuses, promotions, awards, profit sharing, or pensions) for the “employee”, or any person or organization intended by the “employee” to receive that benefit.

DCFS – The Department of Children and Family Services

DCFSIS – Department of Children and Family Services Information Services

Discussions – For the purposes of this RFP presentation, a formal, structured means of conducting written or oral communications/presentations with responsible Proposers who submit Proposals in response to this RFP.

Employee – includes any person employed by contractor, under a written agreement between you and the contractor, to perform duties related to the contract.

LaPAC – The State’s online electronic bid posting and notification system located on the Office of State Purchasing website www.doa.louisiana.gov/osp and is available for vendor self-enrollment.

May – The term “may” denotes an advisory or permissible action.

Must – The term “must” denotes a mandatory action or requirement.

Occurrence – all loss caused by, or involving, one or more “employees”, whether the result of a single act or series of acts.

Proposal – The formal written response to this document.

Proposer – Company or Firm responding to this RFP

RFP – Request for Proposal (This document).

Shall – The term “shall” denotes mandatory requirements.

Should – The term “should” denotes an action and is not mandatory.

SOW – Statement of Work

State – The State of Louisiana, Department of Children and Family Services.

Will – The term “will” denotes a mandatory action or requirement.

2.5 Schedule of Events

Event	Date
Advertise RFP and Mail Public Announcements	7/20/11
Deadline for receipt of Written Inquiries	8/3/11
Issue responses to written inquiries	8/10/11 3:00 p.m. (CST)
Deadline for receipt of proposals	8/24/11 3:00 p.m. (CST)
Announce award of contractor selection	To be determined
Contract execution	To be determined

NOTE: The State of Louisiana reserves the right to change this schedule of RFP events, as it deems necessary.

3 PROPOSAL INFORMATION

3.1 Minimum Qualifications of Proposer

Proposers must meet the following minimum qualifications:

- Evidence of adequate financial stability is a prerequisite to the award of a contract regardless of any other consideration. Proposers should include in their submitted proposals such financial documentation as they believe sufficient to establish their financial capability. Financial statements should include a balance sheet and an income statement. The State reserves the right to request any additional information to assure itself of a proposer's financial status.
- Proposer should provide the names of all clients to whom similar services have been provided within the last (3) years, contractual rate, the exact function performed by the proposer, the dates the proposer performed the work, and the names, addresses, and phone numbers of persons who can verify the accuracy of the information or the quality of service that the proposer has provided in the past. See **Attachment F, Customer References**. The State reserves the right to obtain information from any resources deemed necessary regardless of whether the Proposer provides the source. These references should demonstrate the

proposer's experience providing IT support services in enterprise network environments of up to 5,100 connected workstations and more than 100 field locations as per the requirements set forth in **Attachment A, Statement of Work**.

- Proposal should demonstrate corporate awareness and commitment to the needs and objectives of the Department of Children and Family Services, Information Services.
- DCFS expects the proposer to have their own internal escalation procedures to their experts. Proposals should describe the escalation procedures currently in place.

3.2 Determination of Responsibility

Determination of the proposer's responsibility relating to this RFP shall be made according to the standards set forth in LAC 34: 136. The State must find that the selected proposer:

- Has adequate financial resources for performance, or has the ability to obtain such resources as required during performance;
- Has the necessary experience, organization, technical qualifications, skills, and facilities, or has the ability to obtain them;
- Is able to comply with the proposed or required time of delivery or performance schedule;
- Has a satisfactory record of integrity, judgment, and performance; and
- Is otherwise qualified and eligible to receive an award under applicable laws and regulations.
- Proposers should ensure that their proposals contain sufficient information for the State to make its determination by presenting acceptable evidence of the above to perform the contracted services.

3.3 Right to Prohibit Award

In accordance with the provisions of R.S. 39:2192, in awarding contracts after August 15, 2010, any public entity is authorized to reject a proposal or bid from, or not award the contract to, a business in which any individual with an ownership interest of five percent or more, has been convicted of, or has entered a plea of guilty or nolo contendere to any state felony or equivalent federal felony crime committed in the solicitation or execution of a contract or bid awarded under the laws governing public contracts under the provisions of Chapter 10 of Title 38 of the Louisiana Revised Statutes of 1950, professional, personal, consulting, and social services procurement under the provisions of Chapter 16 of this Title, or the Louisiana Procurement Code under the provisions of Chapter 17 of this Title.

3.4 RFP Addenda

State reserves the right to change the schedule of events or revise any part of the RFP by issuing an addendum to the RFP at any time. Addenda, if any, will be posted at <http://wwwprd.doa.louisiana.gov/osp/lapac/pubmain.asp>. It is the responsibility of the proposer to check the website for addenda to the RFP, if any.

3.5 Waiver of Administrative Informalities

The State reserves the right, at its sole discretion, to waive administrative informalities contained in any proposal.

3.6 Proposal Rejection/RFP Cancellation

Issuance of this RFP in no way constitutes a commitment by the State to award a contract. The State reserves the right to accept or reject, in whole or part, all proposals submitted and/or cancel this announcement if it is determined to be in the State's best interest.

3.7 Withdrawal of Proposal

A proposer may withdraw a proposal that has been submitted at any time up to the date and time the proposal is due. To accomplish this, a written request signed by the authorized representative of the proposer must be submitted to the RFP Coordinator.

3.8 Subcontracting Information

The State shall have a single prime contractor as the result of any contract negotiation, and that prime contractor shall be responsible for all deliverables specified in the RFP and proposal. This general requirement notwithstanding, proposers may enter into subcontractor arrangements, however, proposers shall acknowledge in their proposals total responsibility for the entire contract.

If the proposer intends to subcontract for portions of the work, the proposer shall identify any subcontractor relationships and include specific designations of the tasks to be performed by the subcontractor. Information required of the proposer under the terms of this RFP is also required for each subcontractor. The prime contractor shall be the single point of contact for all subcontract work.

Unless provided for in the contract with the State, the prime contractor shall not contract with any other party for any of the services herein contracted without the express prior written approval of the State.

3.9 Ownership of Proposal

All materials submitted in response to this request shall become the property of State. Selection or rejection of a proposal does not affect this right.

3.10 Proprietary Information

Only information which is in the nature of legitimate trade secrets or non-published financial data may be deemed proprietary or confidential. Any material within a proposal identified as such must be clearly marked in the proposal and will be handled in accordance with the Louisiana Public Records Act, R.S. 44: 1-44 and applicable rules and regulations. Any proposal marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

3.11 Cost of Preparing Proposals

The State shall not be liable for any costs incurred by proposers prior to issuance of or entering into a contract. Costs associated with developing the proposal, preparing for oral presentations, and any other expenses incurred by the Proposer in responding to this RFP are entirely the responsibility of the Proposer and shall not be reimbursed in any manner by the State.

3.12 Errors and Omissions in Proposal

The State will not be liable for any errors in proposals. The State reserves the right to make corrections or amendments due to errors identified in proposals by State or the Proposer. The State, at its option, has the right to request clarification or additional information from the proposers.

3.13 Contract Award and Execution

The State reserves the right to enter into a contract without further discussion of the proposal submitted based on the initial offers received.

The State reserves the right to contract for all or a partial list of services offered in the proposal.

The RFP and proposal of the selected Proposer shall become part of any contract initiated by the State.

The selected Proposer shall be expected to enter into a contract that is substantially the same as the sample contract included in Attachment D. In no event shall a Proposer submit its own standard contract terms and conditions as a response to this RFP. The Proposer shall submit with its proposal any exceptions or exact contract deviations that its firm wishes to negotiate. Negotiations may begin with the announcement of the selected Proposer.

If the contract negotiation period exceeds thirty (30) days or if the selected Proposer fails to sign the final contract within seven (7) business days of delivery, the State may elect to cancel the award and award the contract to the next-highest-ranked Proposer.

3.14 Code of Ethics

Proposers are responsible for determining that there will be no conflict or violation of the Ethics Code if their company is awarded the contract. The Louisiana Board of Ethics is the only entity which can officially rule on ethics issues.

4 RESPONSE INSTRUCTIONS

4.1 Proposal Submission

Firms/individuals who are interested in providing services requested under this RFP must submit a proposal containing the information specified in this section. The proposal must be received in hard copy (printed) version by the RFP Coordinator on or before 3:00 p.m. (CDT) on the date specified in the Schedule of Events.

FAX or e-mail submissions are not acceptable. It is solely the responsibility of each Proposer to ensure that their proposal is delivered at the specified place and prior to the deadline for submission. DCFS is not responsible for any delays caused by the proposer's chosen means of proposal delivery. Proposals received after the deadline will not be considered.

Important - - Clearly mark outside of envelope, box or package with the following information:

PROPOSAL NAME: DCFS INFRASTRUCTURE MAINTENANCE AND SUPPORT

Proposals may be **mailed** through the U. S. Postal Service to the RFP Coordinator:

Duane Fontenot, I.T. Director
Department of Children & Family Services
P. O. Box 3957
Baton Rouge, LA 70821-3957

Proposals may be **delivered by hand or courier service** to:

Duane Fontenot
Department of Children & Family Services
627 North 4th Street, 7th Floor
Baton Rouge, LA 70802
(225)342-4199

Attention: Regina Pyle

The State requests that (7) printed copies and (2) copies on CD, of the proposal be submitted to the RFP Coordinator at the address specified. At least (1) copy of the proposal should contain original signatures of those company officials or agents duly authorized to sign proposals or contracts on behalf of the organization. A certified copy of a board resolution granting such authority should be submitted if proposer is a corporation. The copy of the proposal, with original signatures, will be retained for incorporation in to any contract resulting from this RFP.

4.2 Proposer Responsibilities

If the proposer fails to comply with any of the mandatory requirements, the Department can consider the proposal to be unacceptable and reject it from further consideration.

The proposer must be the prime contractor on this project, and will be responsible for any subcontractor's performance.

The prime contractor must be designated in the proposal, and the proposal must be submitted under the prime contractor's name.

Proposals must be submitted on or before the date and time specified in subsection **2.5 - Schedule of Events** of this RFP.

The proposer must assure the Department that the proposal submitted was developed without collusion with other proposers.

The proposal should be complete so that an evaluation of the proposer's solution can be conducted solely based on proposal contents.

The proposal shall address all specifications in each section of this RFP, following the format and content outlined in this RFP. The requirements appearing in this RFP will become a part of the terms and conditions of the resulting Contract. Any deviations from the RFP shall be specifically defined by the proposer in its proposal that, if accepted by the State, becomes part of the Contract, but such deviations must not have been in conflict with the basic nature of this proposal.

Proposers should submit all required forms, checklists, and cost schedules with their proposal.

Proposals must be signed by an individual authorized to bind the firm to the commitments required in the RFP as well as to the price offered in the proposal.

Proposals must contain an unequivocal positive statement that the firm will supply all the services and products required in this RFP for the fixed price offered in the proposal.

Contract staff listed in the proposal must be the actual contractors who will fulfill the engagement without exception.

4.3 Proposal Format

Proposers shall respond to this RFP with a **Technical Proposal** and **Cost Proposal**. No pricing information shall be included in the Technical Proposal.

A response to the requirements of this RFP in the formats requested is required with all questions answered in as much detail as practical. Proposals that do not follow the prescribed format may be considered non-responsive and may be rejected immediately from further consideration. Each proposal section should be addressed or an assumption may be made that the proposer cannot perform the work.

The proposer's response should demonstrate an understanding of the requirements of the State. Proposals prepared simply and economically, providing a straightforward, concise description of the proposer's ability to meet the requirements of the RFP is also desired. Each proposer is solely responsible for the accuracy and completeness of its proposal.

Emphasis should be on completeness and clarity of content. Proposers shall number the pages in their proposal. The proposal should be presented in three-ring binders with each section indexed with labeled tabs. Any other information thought to be relevant, but not applicable to the prescribed format, should be provided as a separate appendix to the technical proposal.

If publications are supplied in response to a specific RFP requirement, the response should include reference to the document number and page number. Proposals not providing this reference may be considered to have no reference material included in the additional documents.

4.4 Cover Letter

A cover letter shall be submitted on the Proposer's official business letterhead explaining the intent of the Proposer. By signing the letter and/or the proposal, the proposer certifies compliance with the signature authority.

4.5 Technical and Cost Proposal

Proposals shall be submitted as specified in Section 5, and should include enough information to satisfy evaluators that the Proposer has the appropriate experience and qualifications to perform the scope of services as described herein. Proposers should respond to all requested areas.

4.6 Certification Statement

The Proposer must sign and submit the **Certification Statement** shown in **Attachment C**.

5 PROPOSAL CONTENT

Proposers shall submit proposals in two parts:

VOLUME I - TECHNICAL PROPOSAL

VOLUME II - COST PROPOSAL

NOTE: All pages of each proposal volume should be consecutively numbered from beginning to end.
No pricing information should be included in the Technical Proposal.

Proposers should submit a proposal which includes enough information to satisfy evaluators that the proposer has the appropriate experience and qualifications to perform the scope of services as described herein. Proposer should respond to all areas requested.

Proposals should conform to all instructions, conditions, and requirements included in the Request for Proposal. Proposer should examine all documentation and other requirements. Failure to observe all terms and conditions in completion of the proposal will be at the proposer's risk.

Proposer should ensure that their proposal contains sufficient information for the state to make its determination by presenting acceptable evidence that the proposer has the ability to perform the services called for by the contract.

The State requests that **seven (7) printed** copies and **two (2) copies on Compact Disk (CD)** of the proposal (Technical and Cost), be submitted to the RFP Coordinator at the address specified in section 4.1 Proposal Submission. At least **one (1) copy** of the proposal (Technical and Cost) shall contain **original signatures**; that copy should be clearly marked or differentiated from the other copies of the proposal required to be provided by a notation in the lower left corner of the cover (of each volume) with the words "**Signed Original**".

The original copy will be retained for incorporation, by reference, into any contract resulting from this RFP. Proposals must be signed by those company officials or agents duly authorized to sign proposals or contracts on behalf of their respective organizations.

Proposals submitted for consideration should follow the format and order of presentation described below.

The Technical Proposal should be submitted to the State in a separate package and be clearly marked: "**Technical Proposal in Response to RFP**".

5.1 Executive Summary

This section should serve to introduce the scope of the proposal. It should include administrative information including, at a minimum, Proposer contact name and phone number, and the stipulation that the proposal is valid for a time period of at least 90 days from the date of submission. This section shall also include a summary of the Proposer's qualifications and ability to meet the State agency's overall requirements in the timeframes set by the agency.

It should include a positive statement of compliance with the contract terms. If the Proposer cannot comply with any of the contract terms, an explanation of each exception must be supplied. The Proposer must address the specific language in **Attachment D Sample Contract**, and submit with the exceptions or exact contract modifications that its firm may seek. While final wording will be resolved during contract negotiations, with the exception of contract provisions that are non-negotiable, the intent of the provisions will not be substantially altered.

In no event shall a proposer submit its own standard contract terms and conditions as a response to this RFP.

5.2 Corporate Background and Experience

The Proposer should give a brief description of their company including a brief history, corporate structure and organization, number of years in business, and certified copies of its latest financial statement, preferably audited.

Evidence of adequate financial stability is a prerequisite to the award of a contract regardless of any other consideration. The State reserves the right to request any additional information to assure itself of a proposer's financial status.

This section shall provide a detailed discussion of the Proposer's prior experience in working on projects similar in size, scope, and function to the proposed contract. Proposers should describe their experience in other states or in corporate/governmental entities of comparable size and diversity with references from previous clients including names and telephone numbers.

5.3 Proposed Project Staff

The state believes that the contractor must commit cohesive, dedicated, highly skilled personnel. The proposal shall include roles and responsibilities for each person.

The State seeks to maximize the technical maintenance/enhancement dollars available to it while minimizing development and technical inefficiencies of enhancing and maintaining the DCFS mainframe and web-based systems. Therefore, experience will be key evaluation criteria.

Proposers should provide experienced management and technical staff as part of its proposal. Proposed staff should have an effective blend of skills in complex systems maintenance and enhancement environment knowledge.

The current resumes and qualification summaries of proposed personnel shall include:

- Detailed information about the experience and qualifications of the proposer's assigned personnel and subcontractors (if any). The resume shall include current certifications.
- Education, training, technical experience, functional experience, specific dates, and names of employers, relevant and related experience, past and present projects with dates and responsibilities and all current applicable certifications.
- A minimum of three references for each resume (name, title, company name, address and telephone number) should be provided for cited projects in the individual resumes.
- Experience with and length of time employed by the proposer.

NOTE: The proposer is responsible for verifying reference contact information, including but not limited to phone numbers and addresses. The Evaluation Committee is not obligated to try to locate persons not found at the numbers or places given in the proposals. Obsolete or inaccurate contact information may affect the score in this category.

5.4 Approach and Methodology

This section of the proposal shall describe the overall approach for satisfying the requirements of the solicitation. This section shall describe and demonstrate the vision or understanding of the proposer's services required from this RFP.

- Proposer's understanding of the nature of the Department of Children and Family Services and how their proposal will best meet the needs of the state.
- Proposer should define the functional approach in providing the services.
- Proposer should define their functional approach in identifying the tasks necessary to meet requirements.
- Approach to Project Management and Quality Assurance.
- Escalation procedures to be followed by the proposer to resolve problems, issues, and/or changes.
- Procedures to be used to provide updates and status information in a written and/or oral format, and to interface with State management.
- Sign-off procedures for the major decision-making points of the work plan
- Approach to monitoring performance standards and overall performance monitoring plans.

5.5 Cost Information

Provide the total cost (inclusive of travel and all project expenses). For information purposes, provide the total estimated number of hours, by classification, for the Proposer's project staff, the billing rate by classification, and an estimated percentage of the effort that will be completed by a subcontractor (if applicable).

The Proposer must provide a fixed hourly rate for the resource identified in **section 5.3 – Proposed Project Staff**

The rates will be for the term of this contract. The hourly rate shall be a fully burdened rate that includes labor, per diem, travel, overhead, and any other costs related to the service.

The Cost Proposal shall be submitted on **Attachment B – Cost Summary**.

6 EVALUATION AND SELECTION

6.1 Evaluation Team

The evaluation of proposals will be accomplished by an evaluation team, designated by the state. This team will determine the proposal most advantageous to the state, taking into consideration price and the other evaluation factors set forth in the RFP.

6.2 Administrative and Mandatory Screening

All proposals will be reviewed to determine compliance with administrative and mandatory requirements as specified in the RFP. Proposals that are not in compliance will be rejected from further consideration.

6.3 Clarification of Proposals

The State reserves the right to seek clarification of any proposal for the purpose of identifying and eliminating minor irregularities or informalities.

6.4 Oral Presentations/Discussions May be Required

NOT APPLICABLE TO THIS SOLICITATION

6.5 Evaluation and Review

Proposals that pass the preliminary screening and mandatory requirements review will be evaluated based on information provided in the proposal. The evaluation will be conducted according to the criteria below.

The Evaluation Team will compile the technical scores. Cost proposals will be evaluated separately. The scores will be compiled to arrive at the highest scored proposal. A written recommendation for award shall be made to the Secretary of the Department on the basis of the most responsive, responsible proposer with the highest score.

CRITERIA	MAXIMUM SCORE
1. Corporate Background and Experience	10
2. Proposed Project Staff (Experience and Qualifications)	50
3. Approach and Methodology	10
4. Cost	30
TOTAL SCORE	100

6.6 Criteria

The following criteria will be evaluated when reviewing the proposals: The proposal will be evaluated in light of the material provided, not on the basis of what may be inferred.

Proposals will first be evaluated for Proposer's Technical Proposal (Approach and Methodology, Proposed Project Staff and Corporate Background and Experience) according to the criteria listed in Section 6.8.

6.7 Cost Proposal - (Value of 30 Points)

Cost Proposals will be evaluated separately. Prices proposed shall be firm. The cost evaluation will be based upon the fixed hourly rates submitted by the Proposer on the Cost Summary; Attachment B. Proposers must propose prices for each job specifications. These are the prices the State will pay for all defined work. Proposer's cost must be inclusive of all fees and charges, including travel.

The Agency will evaluate and score the Proposer's hourly rates as per the hourly rates for the staff indicated on Attachment B.

The following formula will be used to assign the points for cost:

Cost points = (lowest total cost/specific Proposer's total cost) X total cost points

6.8 Technical Proposal – (Value of Points 70)

Corporate Background and Experience - 10 Points

Proposals should include the proposer's most recent annual report, financial statement, or other evidence of the company's financial status.

Proposals should fully document the proposer's financial and technical resources, which should be sufficient to demonstrate and support the proposer's ability to successfully complete a project of this scope.

Proposals shall include references to the proposer's experience providing IT support services in enterprise network environments of up to 5,100 connected workstations and more than 100 field locations as per the requirements set forth in Attachment A, Statement of Work.

Proposals shall demonstrate an awareness and commitment to the business goals and technical objectives of the DCFS, Division of Information Services.

DCFS expects the proposer to have their own internal escalation procedures to their experts. Firms that have these types of procedures will be given additional points.

Proposed Project Staff (Experience and Qualifications) - 50 Points

Technical staff must have proven experience in large network environments, such as DCFS. It is desired that personnel hold certification levels identified in Attachment A, Statement of Work.

Approach and Methodology - 10 Points

Proposals must include a logical, clear, and detailed statement of methodology for satisfying the requirements of the solicitation. This section shall describe and demonstrate the vision or understanding of the proposer's services required from this RFP.

6.9 Announcement of Contractor

The State will notify the successful Proposer and proceed to negotiate terms for final contract. Unsuccessful proposers will be notified in writing accordingly.

The proposals received (except for that information appropriately designated as confidential in accordance with R.S. 44.1 et seq), selection memorandum along with list of criteria used along with the weight assigned each criteria; scores of each proposal considered along with overall scores of each proposal considered, shall be made available, upon request, to all interested parties after the "Notice of Intent to Award" letter has been issued.

Any contractor aggrieved by the proposed award has the right to submit a protest in writing to the head of the agency issuing the proposal within 14 days after the award has been announced by the agency.

The award of a contract is subject to the approval of the Division of Administration, Office of Contractual Review.

7 Contractor Requirements

7.1 Corporation Requirements

If the contractor is a corporation not incorporated under the laws of the State of Louisiana, the contractor shall have obtained a Certificate of Authority pursuant to R. S. 12:301-302 from the LA Secretary of State of Louisiana.

If the contractor is a for-profit corporation whose stock is not publicly traded, the contractor shall ensure that a Disclosure of Ownership form has been properly filed with the LA Secretary of State.

7.2 Billing and Payment

DCFS shall pay Contractor in accordance with the Pricing Schedule set forth in **section 5.5 – Cost Information**. The Contractor shall send invoices monthly to:

**Duane Fontenot
Dept. of Children & Family Services
P.O. Box 3957
Baton Rouge, LA 70821-3957**

Payments will be made by the Agency within approximately thirty (30) days after receipt of a properly executed invoice, and approval by the **DCFS IT Director**, or his designee. Invoices shall include the contract number.

7.3 Confidentiality

All financial, statistical, personal, technical and other data and information relating to the State's operation which are designated confidential by the State and made available to the contractor in order to carry out this contract, or which become available to the contractor in carrying out this contract, shall be protected by the contractor from unauthorized use and disclosure through the observance of the same or more effective procedural requirements as are applicable to the State. The identification of all such confidential data and information as well as the State's procedural requirements for protection of such data and information from unauthorized use and disclosure shall be provided by the State in writing to the contractor. If the methods and procedures employed by the contractor for the protection of the contractor's data and information are deemed by the State to be adequate for the protection of the State's confidential information, such methods and procedures may be used, with the written consent of the State, to carry out the intent of this paragraph. The contractor shall not be required under the provisions of the paragraph to keep confidential any data or information which is or becomes publicly available, is already rightfully in the contractor's possession, is independently developed by the contractor outside the scope of the contract, or is rightfully obtained from third parties.

Under no circumstance shall the contractor discuss and/or release information to the media concerning this project without prior express written approval of the Department of Children and Family Services.

Attachment A: Statement of Work

1.0 Overview

This **Statement of Work (SOW)** defines the scope of work to be accomplished by Contractor under the terms and conditions of the governing Contract. The tasks to be performed by Contractor and the Deliverables to be provided are defined. Contractor staff shall perform the defined tasks eight (8) hours a day, five (5) days a week, during Department of Children and Family Services (DCFS) normal working hours.

2.0 Tasks and Services

The following are examples of the types of activities included in each Service Area. By no means are all of the required duties listed. However, the activities included in each Service Area are similar. For example, a Database Administrator will not be called upon to perform Networking Support. With the exception of Service Area 1, all other positions will be located in Baton Rouge, La at the Department of Children and Family Services Iberville Location.

2.1 Service Area 1: Field Services Support – Shreveport, LA

Duties shall include but are not limited to onsite support and installing of IT equipment (printers, personal computers, servers, networking equipment, etc.) and software in cases where remote support tools are not available. Sample duties include:

- Replacing failed equipment parts
- Troubleshooting hardware errors/failures
- Arranging for warranty services for IT equipment
- Resolving software issues when remote management tools are not available
- contract field staff will be housed:
 - (1) Senior Tech in Shreveport
 - Tech in Shreveport is responsible for supporting the Shreveport LATA and being backup support for the Monroe LATA.

2.2 Service Area 2: Software Application Support

Duties shall include but are not limited to the support of IT software running on personal computers and non-z/OS servers. Use of remote support tools will be available for troubleshooting. Generally, Service Area 2 work will not require in-person interaction with users or physical support of equipment. Sample duties include:

- Installation and support of GroupWise Messenger.
- Installation and support of web proxy products (including SQUID and Websense and Novell Access Manager).
- Installation and support of enterprise management tools (including Novell ZENworks).
- Build, test and deploy new releases of desktop applications into DCFS environment.
- Installation and support of web services (Apache, IBM, WebSphere, JBoss, Microsoft

Internet Information Services, and Tomcat).

- Installation and support of enterprise application services (Adobe Live Cycle, , BMC Remedy, Curam, Document Imaging, Groundwork, HP WebJetAdmin, Hyperic HQ, Lexmark Markvision, Moodle, Oracle Content Management, IBM Rational, WebEx).
- Install maintain, support mobile technologies (Blackberry, Skype, Faxing)
- Support multimedia MacG5 and Kiosks
- Serves as a technical advisor over 3rd party software applications on behalf of DCFS.
- Support enterprise patching of operating systems and applications.

2.3 Service Area 3: Operating Environment Support

Duties shall include but are not limited to the support of IT Operating Environments running on multiple architectures. Use of remote support tools will be available for troubleshooting. Generally, Service Area 3 work will not require in-person interaction with users. Sample duties include:

- Installation and support of Microsoft Windows Server (physical and virtual).
- Installation and support of SuSE Linux Enterprise Server (physical and virtual).
- Installation and support of Novell Open Enterprise Server (physical and virtual).
- Installation and support of Red Hat Enterprise Linux Server (physical and virtual).
- Create and maintain desktop images for various hardware devices (Windows XP and Windows 7)
- Support of IBM z/VM and the SuSE Linux Enterprise Server guests.
- Installation and support of VmWare ESXi and various guests.
- Support and maintain Novell eDirectory, LDAP, Active Directory.
- Support and maintain Clustered operating services
- Support and maintain SAN Storage allocation
- Support and maintain DNS, DHCP, FTP services
- Support enterprise patching of operating systems

2.4 Service Area 4: Network Support

Duties shall include but are not limited to the support of Cisco enterprise networking devices (routers, switches, firewalls, etc.). Use of remote support tools will be available for troubleshooting. Generally, Service Area 4 work will not require in-person interaction with users. Sample duties include:

- Installation and support of Cisco networking devices (Application Control Engines, Firewalls, Routers, Switches, etc.).
- Support of network routing protocols (including TCP/IP).
- Support Access Control Server, Video Conferencing, Load Runner, sniffer traces.
- Work with OIT/DOA/AT&T to resolve issues.

2.5 Service Area 5: Systems Database Support

Duties shall include but are not limited to the support of Database Management Systems running on all platforms. Use of remote support tools will be available for troubleshooting.

Generally, Service Area 5 work will require in-person interaction with IT Management, Staff, and the User Community. Sample duties include:

- Installation and support of DB/2 for IBM, Microsoft and Linux on mainframe and non-mainframe class servers.
- Installation and support of Microsoft SQL on non-mainframe class servers.
- Installation and support of MySQL on non-mainframe class servers.
- Installation and support of Sybase on non-mainframe class servers.
- Support Database design review and implementation tasks on all supported Database Management Systems.
- Database support services (monitoring maintenance, performance tuning and problem resolution) on all supported Database Management Systems.
- Coordination and support with/to Application Developers for development of supported Databases.
- Installation support of e-Directory and Active Directory Databases.

2.6 Service Area 6: IT Security Support

Duties shall include but are not limited to the support of user and role-based security for all supported applications. Generally, Service Area 6 work will not require in-person interaction with the user community. Sample duties include:

- Installation and support of IT auditing software.
- Installation and support of Identity Management Software (Novell Identity Manager).
- Creation, Modification and Deletion of UserIDs.
- Creation, Modification and Deletion of Security Roles in various software packages.
- Use of Novell eDirectory, Microsoft Active Directory, IBM RACF, and Linux password files.
- Help write and enforce security policies, standards and procedures for IT.
- Support for Novell Identity Manager, Single Sign on.
- Secure FTP.
- Support and maintain Symantec Endpoint Antivirus protection.
- Resetting passwords for users.

2.7 Service Area 7: Applications Programming Support

Duties shall include but are not limit to the support application programming activities. Service Area 7 work will require in-person interaction with the user community. Sample duties include:

- Support of applications using the JAVA programming language.
- Support of applications using the Microsoft Visual programming languages (.Net, VB, etc.).
- Creation and support of applications using the Natural programming language.
- Participate in the analysis, design, testing, implementation, software evaluation and support of applications and technical infrastructure.
- Develop a strong understanding of the function of all applications that interface with their assigned systems in order to effectively support and improve the DCFS architecture.

- Plan, organize, document, coordinate, and schedule all work in the development of assigned tasks.
- Lead or supervise the assignments of other team members. - Observes standards and guidelines and maintains documentation.

2.8 Service Area 8: Team Leader/Technical Team Leaders

Duties shall include but are not limited to the day to day support of all client activities, planning for technology growth, and strategic direction setting. Service Area 8 work will require regular, in-person interaction with all levels of management. Sample duties include:

- Providing reports to Management on the activities of the member of the team.
- Meeting with Management and users to recommend technology direction.
- Assist management in developing the IT Strategic Planning Document.
- Provide advanced technical support to all team members.

2.9 Transition Management

Contractor shall provide Transition Management as follows:

Because of the effort required to transition the DCFS to a centralized, single source enterprise software environment, Contractor shall provide and maintain detailed software maintenance Transition Plan which will include all implementation duties to be performed during the transition phase. This plan shall allow for contingencies (anticipated and unforeseen) that may arise during the term of the agreement and may have to be adjusted as appropriate. NOTE: A transition period shall be required. To accomplish this transition, without a service impact, will require that the new Contractor and the currently installed Contractor work together for a period of **one (1) month**. Pertinent information/documentation will be provided to the new Contractor during transition, as needed.

Completion Criteria

Task shall be considered complete upon submittal of a Transition Plan.

Assumptions

It is assumed that the Transition Management Plan will be dynamic document and shall be maintained by the Contractor throughout the life of the project.

3.0 Deliverables

Because this is a DCFS IS staffing support services engagement, the deliverables are the people. Each company responding to this RFP must include the resumes of all staff proposed for this contract. Representative Resumes will not be accepted.

Each Service Area is divided into two skill levels (junior and senior). Each Skill Level within each Service Area has mandatory certification requirements. All staff assigned to this contract must meet the certification requirement for their Service Level and Skill Level. All senior skill personnel within each service area must meet both the Junior and Senior level certification requirements.

Service Area	Skill Level (Junior)	Skill Level (Senior)
1 - Field Support- Shreveport	CompTIA A+	MCSE or CNE or LPIC-1
2 - Software Applications Support	MCSE or CNE or LPIC-1	MCSE or CNE and LPIC-1,
3 - Open Environment Support	LPIC-1 or CNE or MCSE or NCE	LPIC-2 or CLE or LPIC-1 and CNE or NCE
4 - Network Support	CCNP	CCIE or CCNP and LPIC-1
5 - System Database Support	MCTS: SQL Server or IBM Certified Database Associate and LPIC-1	MCITP-DBA or IBM Certified Database Administrator for Z/OS, Linux, UNIX and Windows and LPIC-1
6 - IT Security	CompTIA Security+ and MCP or MCTS	LPIC-1 and CNE or MCSE
7 - Application Programming Support	SCJP	SCJP and LPIC-1
8 - Team Leads	LPIC-1 or CNE or MCSE or RSP	LPIC-1 and CNE or MCSE or RSP or VCP

CCIE – Cisco Certified Internetwork Expert
 CCNP – Cisco Certified Network Professional
 CLA – Certified Linux Administrator
 CLE – Certified Linux Engineer
 CNA – Certified NetWare Administrator (version 6 only)
 CNE – Certified NetWare Engineer (version 6 only)
 LPIC – Linux Professional Institute Certification
 MCITP – Microsoft Certified IT Professional
 MCSA – Microsoft Certified Systems Administrator
 MCSE – Microsoft Certified Systems Engineer
 MCTS – Microsoft Certified Technology Specialist
 MOS – Microsoft Office Specialist (any product)
 NCE – Novell Certified Engineer
 RSP – Remedy Skilled Professional
 SCJP – Sun Certified Java Programmer
 VCP – VMware Certified Professional

The Louisiana Department of Children and Family Services, Division of Information Services, requires the following staffing in each Skill Level of each Service Area.

Service Area 1

- 1 Senior - Shreveport

Service Area 2

- 2 Junior
- 3 Senior

Service Area 3

- 2 Junior
- 2 Senior

Service Area 4

- 1 Senior

Service Area 5

- 2 Senior

Service Area 6

- 1 Junior
- 1 Senior

Service Area 7

- 1 Junior
- 1 Senior

Service Area 8

- 3 Senior

4.0 Technical Assistance

In addition to other tasks, the Department also requires some technical assistance in the development of long range goals. The Contractor shall provide assistance as requested.

5.0 State Staff Responsibilities

To control and implement the requirements of this project, the Department will use DCFS IS personnel to monitor and oversee the selected vendor. The State personnel assigned to this project will be responsible for dealing with the vendor in a timely and effective manner with regards to programmatic, systematic, and contractual issues

- **The DCFS IS Deputy Director** will serve as the **State Project Manager**.
- **The DCFS IS Deputy Director** will serve as the **State Contract Manager**.
- The State will provide timely access to State Agency staff and documentation as required.
- The State will provide reviews of submitted work performed by contract personnel and approve such deliverables when completion criteria are met.
- The State will provide office space, LAN connection, Internal E-mail connection, copiers, use of PC state standard desktop office software (e.g., word processor, spreadsheet), telephones, and miscellaneous office supplies.
- Provide log-on access to all mainframe and web-based systems and other department applications required to perform contractual duties.
- The State will be responsible for the supervision, direction, and control of its own personnel.
- The State will provide safe and free access to those facilities needed to conduct project tasks.

- DCFS complies with the Americans with Disabilities Act (ADA). If any individual requires special accommodations, information about the specific accommodation needed should be made known.
- DCFS complies with Section 508 of the Rehabilitation Act Amendments of 1998.

6.0 **Acceptance of Deliverables**

1. General. Except where the Contract provides different criteria, work will be accepted if it has been performed in accordance with the applicable task completion criteria specified in the Statement of Work.

2. Submittal and Review. Upon written notification by Contractor that a Deliverable is completed and available for review and acceptance, the State will promptly review the Deliverable within 10 business days after the Deliverable is presented to the State Project Manager. A failure to deliver all or any essential part of a Deliverable shall be cause for non-acceptance.

3. Notification of Acceptance or Rejection. If State disapproves a Deliverable, State will notify Contractor in writing of such disapproval, and will specify those items which, if modified or added, will cause the Deliverable to be approved. With respect to rejected Deliverables, the parties agree to repeat the process for a maximum of three iterations. The payment by the State for completed tasks is contingent upon correction of all such deficiencies and acceptance by the State.

7.0 **Performance Standards**

For initial contact, response time for all State-generated requests for service shall not exceed one (1) hour, 98% of the time.

Routine call is defined to be any problem or issue affecting a single end user and not being "mission critical" in nature:

- A. Routine call requiring on-site or off-site dispatch
 1. Contractor service technician to arrive at the site within 48 hours
 2. Call to be resolved within 3 business days

Priority call is defined to be any problem or issue affecting multiple users or a problem or issue regarding a "mission critical" process:

- A. Priority Call requiring on-site dispatch
 1. One (1) hour call back response from the contractor
 2. Contractor field service technician to arrive at the site within 3 hours
 3. Call to be resolved within 1 business days.

If Contractor is found to be deficient in its delivery of timely and effective service as described in the **Section 1.3, Scope of Services**, the State will notify contractor in writing detailing such deficiencies. Contractor shall have a period of seven (7) calendar days to correct all deficiencies to the satisfaction of the State.

If, at the end of the seven (7) calendar days, Contractor has not corrected above deficiencies, to the satisfaction of the State, the State may, at its sole discretion and without further notice, withhold 10% of the total monthly fee as liquidated damages. Any fees withheld as liquidated damages shall be forfeited by the Contractor. In addition, at the discretion of DCFS, the involved contractor personnel may be removed and replaced with a more suitable candidate.

DCFS reserves the option to contract with the manufacturers of its network software, Novell Corporation and Microsoft Corporation, to conduct audits to determine the condition of the DCFS in relationship to industry best practices. The findings from the audits will be reviewed by DCFS and, if applicable, must be corrected by the Contractor within a mutually negotiated period of time.

If the Contractor has not corrected deficiencies based on the audit findings, to the satisfaction of the State, the State may, at its sole discretion and without further notice, withhold 20% of the total monthly fee as a liquidated damage. Any fees withheld shall be forfeited by the Contractor.

8.0 Project Management

- A. **DCFS PMO** - The Department of Children and Family Services (DCFS) Information Services Division has an established Project Management Office (PMO). This office has defined a series of processes, procedures, tools, and templates that are utilized for IS Projects and are contained in the Project Management Office Guide. All contractors doing business with DCFS IS shall follow the PMO standards and guidelines, as deemed necessary by department management.
- B. **Control and Supervision** - The services provided by the Contractor to accomplish the Statement of Work shall be under the control, management, and supervision of the Contractor, unless stated otherwise in the SOW.
- C. **Provide Project Work Plans and Progress Reports** – The Contractor shall provide weekly written and oral status reports.
- D. **Provide Time Sheets** – Accompanying the first Progress Report of each month, the Contractor shall submit time sheets to the State Project Manager indicating effort expended and what task were performed by each of its team members, or its subcontractors' staff, participating in this contract.

9.0 Additional Requirements

- Fluent English must be communicated both written and orally by the contract staff.
- Contractor must maintain all records related to work performed and effort expended and have them available for auditing purposes. These records must be turned over to DCFS at the termination of this Contract in a fully organized, labeled and easily accessible manner.
- The contractor will be expected to follow the DCFS Information Services Software Development Life Cycle (SDLC) according to current and future DCFS Policy and Procedure.
- Contract staff working on-site at DCFS locations will be responsible to annotate and initial a daily log showing the contractor's name, company, time of arrival, time of departure, and number of hours worked for compensation. Such log shall remain the property of DCFS and be included with the official project file to be kept for the purposes of providing attendance records corresponding to subsequent contractor invoices for service hours rendered.

- In addition to the Tasks specified above, the Contractor will have the following responsibilities:
Provide their own travel, lodging, and meals while working at DCFS.
- Accessibility Compliance - All material published on the DCFS Web Site and DCFS Intranet will comply, at a minimum, with Priority 1 requirements as set forth by the World Wide Web Consortium (W3C) Accessibility Initiative. These are guidelines that explain how to make Web content accessible to people with disabilities. Priority One guidelines can be found by accessing the following link: <http://www.w3.org/TR/WCAG10/checkpoint-list.html>

Attachment B: Cost Summary

Each cost proposal should include the following figure. Each hourly rate quoted should be inclusive of travel and should be based on a **2080** hour year

Service Area	Skill Level	# of Resources	Hourly rate	Total Hourly Rate
One (SA1)	Senior	(1)		
Two (SA2)	Junior	(2)		
	Senior	(3)		
Three (SA3)	Junior	(2)		
	Senior	(2)		
Four (SA4)	Senior	(1)		
Five (SA5)	Senior	(2)		
Six (SA6)	Junior	(1)		
	Senior	(1)		
Seven (SA7)	Junior	(1)		
	Senior	(1)		
Eight (SA8)	Senior	(3)		
		Total Hourly Rate		
		# of hours		2080
		Total Hourly Rate * # of hours		

ATTACHMENT C: CERTIFICATION STATEMENT

The undersigned hereby acknowledges she/he has read and understands all requirements and specifications of the Request for Proposals (RFP), including attachments.

OFFICIAL CONTACT. The State requests that the Proposer designate one person to receive all documents and the method in which the documents are best delivered. Identify the Contact name and fill in the information below: (Print Clearly)

Date _____ Official Contact Name: _____

A. E-mail Address: _____

B. Facsimile Number with area code: () _____

C. US Mail Address: _____

Proposer certifies that the above information is true and grants permission to the State or Agencies to contact the above named person or otherwise verify the information provided.

By its submission of this proposal and authorized signature below, Proposer certifies that:

1. The information contained in its response to this RFP is accurate;
2. Proposer complies with each of the mandatory requirements listed in the RFP and will meet or exceed the functional and technical requirements specified therein;
3. Proposer accepts the procedures, evaluation criteria, mandatory contract terms and conditions, and all other administrative requirements set forth in this RFP.
4. Proposer's quote is valid for at least *90* days from the date of proposal's signature below;
5. Proposer understands that if selected as the successful Proposer, he/she will have _____ business days from the date of delivery of final contract in which to complete contract negotiations, if any, and execute the final contract document. (Agency insert number of days to correspond to same number referenced in RFP section number 3.12 Contract Award and Execution.)
6. Proposer certifies, by signing and submitting a proposal for \$25,000 or more, that their company, any subcontractors, or principals are not suspended or debarred by the General Services Administration (GSA) in accordance with the requirements in OMB Circular A-133. (A list of parties who have been suspended or debarred can be viewed via the internet at www.epls.gov.)

Authorized Signature: _____

Typed or Printed Name: _____

Title: _____

Company Name: _____

Address: _____

City: _____ State: _____ Zip: _____

SIGNATURE of Proposer's Authorized Representative

DATE

ATTACHMENT D: SAMPLE CONTRACT

(If agency has a contract format for contracts awarded from RFP, either consulting or social services, approved by Director of the Office of Contractual Review, agency may include that contract format as Attachment III.)

STATE OF LOUISIANA CONTRACT

On this ____ day of 20__, the State of Louisiana, [STATE AGENCY NAME], hereinafter sometimes referred to as the "State", and [CONTRACTOR'S NAME AND LEGAL ADDRESS INCLUDING ZIP CODE], hereinafter sometimes referred to as the "Contractor", do hereby enter into a contract under the following terms and conditions.

1.0 SCOPE OF SERVICES

1.1 CONCISE DESCRIPTION OF SERVICES

[COMPLETE A DESCRIPTION OF SERVICES TO BE PROVIDED OR ATTACH SOW]

1,2 STATEMENT OF WORK {Define work/services/deliverables to be provided by contractor composed from RfP & proposers response. May be included in an attachment, if detail is lengthy.}

1,2,1. GOALS AND OBJECTIVES

1.2.2. PERFORMANCE MEASURES

The performance of the contract will be measured by the State Project Manager, authorized on behalf of the State, to evaluate the contractor's performance against the criteria in the Statement of Work and are identified as:

1.2.3. MONITORING PLAN

[Name and Title or Position] will monitor the services provided by the contractor and the expenditure of funds under this contract. *[Name and Title or Position]* will be primarily responsible for the day-to-day contact with the contractor and day-to-day monitoring of the contractor's performance. The monitoring plan is the following:

(PROVIDE MONITORING PLAN)

1.2.4. DELIVERABLES

The Contract will be considered complete when Contractor has delivered and State has accepted all deliverables specified in the Statement of Work.

1.2.5. SUBSTITUTION OF KEY PERSONNEL

The Contractor's personnel assigned to this Contract may not be replaced without the written consent of the State. Such consent shall not be unreasonably withheld or delayed provided an equally qualified replacement is offered. In the event that any State or Contractor personnel become unavailable due to resignation, illness, or other factors, excluding assignment to project outside this contract, outside of the State's or Contractor's reasonable control, as the case may be, the State or the Contractor, shall be responsible for providing an equally

qualified replacement in time to avoid delays in completing tasks. The contractor will make every reasonable attempt to assign the personnel listed in his proposal.

1 ADMINISTRATIVE REQUIREMENTS

2.1 TERM OF CONTRACT

This contract shall begin on [DATE] and shall end on [DATE]. State has the right to contract for up to a total of ____years with the concurrence of the Contractor and all appropriate approvals.

2.2 STATE FURNISHED RESOURCES

State shall appoint a Project Coordinator for this Contract identified in Section 1.2.4 who will provide oversight of the activities conducted hereunder. Notwithstanding the Contractor's responsibility for management during the performance of this Contract, the assigned Project Coordinator shall be the principal point of contact on behalf of the State and will be the principal point of contact for Contractor concerning Contractor's performance under this Contract.

2.3 TAXES

Contractor is responsible for payment of all applicable taxes from the funds to be received under this contract. Contractor's federal tax identification number is _____.

3 COMPENSATION AND MAXIMUM AMOUNT OF CONTRACT

3.1 PAYMENT TERMS

In consideration of the services required by this contract, State hereby agrees to pay to Contractor a maximum fee of \$[TO BE INSERTED]. Payments are predicated upon successful completion and written approval by the State of the described tasks and deliverables as provided in Section 1.0. Payments will be made to the Contractor after written acceptance by the State of the payment task and approval of an invoice. State will make every reasonable effort to make payments within 30 days of the approval of invoice and under a valid contract. Payment will be made only on approval of (Name of Designee).

During the execution of tasks contained in the Statement of Work, the Contractor may submit invoices, not more frequently than monthly. The payment terms are as follows:

Such payment amounts for work performed must be based on at least equivalent services rendered, and to the extent practical, will be keyed to clearly identifiable stages of progress as reflected in written reports submitted with the invoices. Contractor will not be paid more than the maximum amount of the contract.

4 TERMINATION

4.1 TERMINATION FOR CAUSE

State may terminate this Contract for cause based upon the failure of Contractor to comply with the terms and/or conditions of the Contract; provided that the State shall give the Contractor written notice specifying the Contractor's failure. If within thirty (30) days after receipt of such notice, the Contractor shall not have either corrected such failure or, in the case of failure which cannot be corrected in thirty (30) days, begun in good faith to correct said failure and thereafter proceeded diligently to complete such correction, then the State may, at its option, place the Contractor in default and the Contract shall terminate on the date specified in such notice.

Failure to perform within the time agreed upon in the contract may constitute default and may cause cancellation of the contract.

Contractor may exercise any rights available to it under Louisiana law to terminate for cause upon the failure of the State to comply with the terms and conditions of this contract provided that the Contractor shall give the State written notice specifying the State agency's failure and a reasonable opportunity for the state to cure the defect.

4.2 TERMINATION FOR CONVENIENCE

State may terminate the Contract at any time without penalty by giving thirty (30) days written notice to the Contractor of such termination or negotiating with the Contractor an effective date. Contractor shall be entitled to payment for deliverables in progress, to the extent work has been performed satisfactorily.

4.3 TERMINATION FOR NON-APPROPRIATION OF FUNDS

The continuation of this contract is contingent upon the appropriation of funds by the legislature to fulfill the requirements of the contract by the legislature. If the legislature fails to appropriate sufficient monies to provide for the continuation of the contract, or if such appropriation is reduced by the veto of the Governor or by any means provided in the appropriations act of Title 39 of the Louisiana Revised Statutes of 1950 to prevent the total appropriation for the year from exceeding revenues for that year, 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 fiscal year for which funds have not been appropriated.

5 INDEMNIFICATION AND LIMITATION OF LIABILITY

Neither party shall be liable for any delay or failure in performance beyond its control resulting from acts of God or force majeure. The parties shall use reasonable efforts to eliminate or minimize the effect of such events upon performance of their respective duties under Contract.

If applicable, Contractor will indemnify, defend and hold the State and its Authorized Users harmless, without limitation, from and against any and all damages, expenses (including reasonable attorneys' fees), claims, judgments, liabilities and costs which may be finally assessed against the State in any action for infringement of a United States Letter Patent with respect to the Products furnished, or of any copyright, trademark, trade secret or intellectual property right, provided that the State shall give the Contractor: (i) prompt written notice of any action, claim or threat of infringement suit, or other suit, (ii) the opportunity to take over, settle or defend such action, claim or suit at Contractor's sole expense, and (iii) assistance in the defense of any such action at the expense of Contractor. Where a dispute or claim arises relative to a real or anticipated infringement, the State or its Authorized Users may require Contractor, at its sole expense, to submit such information and documentation, including formal patent attorney opinions, as the Commissioner of Administration shall require.

The Contractor shall not be obligated to indemnify that portion of a claim or dispute based upon: i) Authorized User's unauthorized modification or alteration of a Product, Material or Service; ii) Authorized User's use of the Product in combination with other products not furnished by Contractor; iii) Authorized User's use in other than the specified operating conditions and environment.

In addition to the foregoing, if the use of any item(s) or part(s) thereof shall be enjoined for any reason or if Contractor believes that it may be enjoined, Contractor shall have the right, at its own expense and sole discretion as the Authorized User's exclusive remedy to take action in the following order of precedence: (i) to procure for the State the right to continue using such item(s) or part (s) thereof, as applicable; (ii) to modify the component so that it becomes non-infringing equipment of at least equal quality and performance; or (iii) to replace said item(s) or part(s) thereof, as applicable, with non-infringing components of at least equal quality

and performance, or (iv) if none of the foregoing is commercially reasonable, then provide monetary compensation to the State up to the dollar amount of the Contract.

For all other claims against the Contractor where liability is not otherwise set forth in the Contract as being "without limitation", and regardless of the basis on which the claim is made, Contractor's liability for direct damages, shall be the greater of \$100,000, the dollar amount of the Contract, or two (2) times the charges rendered by the Contractor under the Contract. Unless otherwise specifically enumerated herein or in the work order mutually agreed between the parties, neither party shall be liable to the other for special, indirect or consequential damages, including lost data or records (unless the Contractor is required to back-up the data or records as part of the work plan), even if the party has been advised of the possibility of such damages. Neither party shall be liable for lost profits, lost revenue or lost institutional operating savings.

The State and Authorized User may, in addition to other remedies available to them at law or equity and upon notice to the Contractor, retain such monies from amounts due Contractor, or may proceed against the performance and payment bond, if any, as may be necessary to satisfy any claim for damages, penalties, costs and the like asserted by or against them.

6 CONTRACT CONTROVERSIES

Any claim or controversy arising out of the contract shall be resolved by the provisions of Louisiana Revised Statutes 39:1524-26.

1 FUND USE

Contractor agrees not to use contract proceeds to urge any elector to vote for or against any candidate or proposition on an election ballot nor shall such funds be used to lobby for or against any proposition or matter having the effect of law being considered by the Louisiana Legislature or any local governing authority. This provision shall not prevent the normal dissemination of factual information relative to a proposition on any election ballot or a proposition or matter having the effect of law being considered by the Louisiana Legislature or any local governing authority.

2 ASSIGNMENT

No contractor shall assign any interest in this contract by assignment, transfer, or novation, without prior written consent of the State. This provision shall not be construed to prohibit the contractor from assigning to a bank, trust company, or other financial institution any money due or to become due from approved contracts without such prior written consent. Notice of any such assignment or transfer shall be furnished promptly to the State.

3 RIGHT TO AUDIT

The State Legislative Auditor, agency, and/or federal auditors and internal auditors of the Division of Administration shall have the option to audit all accounts directly pertaining to the contract for a period of three (3) years from the date of the last payment made under this contract. Records shall be made available during normal working hours for this purpose.

4 CONTRACT MODIFICATION

No amendment or variation of the terms of this contract shall be valid unless made in writing, signed by the parties and approved as required by law. No oral understanding or agreement not incorporated in the contract is binding on any of the parties.

5 CONFIDENTIALITY OF DATA

All financial, statistical, personal, technical and other data and information relating to the State's operation which are designated confidential by the State and made available to the contractor in order to carry out this contract, or which become available to the contractor in carrying out this contract, shall be protected by the contractor from unauthorized use and disclosure through the observance of the same or more effective procedural requirements as are applicable to the State. The identification of all such confidential data and information as well as the State's procedural requirements for protection of such data and information from unauthorized use and disclosure shall be provided by the State in writing to the contractor. If the methods and procedures employed by the contractor for the protection of the contractor's data and information are deemed by the State to be adequate for the protection of the State's confidential information, such methods and procedures may be used, with the written consent of the State, to carry out the intent of this paragraph. The contractor shall not be required under the provisions of the paragraph to keep confidential any data or information which is or becomes publicly available, is already rightfully in the contractor's possession, is independently developed by the contractor outside the scope of the contract, or is rightfully obtained from third parties.

6 SUBCONTRACTORS

The Contractor may, with prior written permission from the State, enter into subcontracts with third parties for the performance of any part of the Contractor's duties and obligations. In no event shall the existence of a subcontract operate to release or reduce the liability of the Contractor to the State and/or State Agency for any breach in the performance of the Contractor's duties. The contractor will be the single point of contact for all subcontractor work.

7 COMPLIANCE WITH CIVIL RIGHTS LAWS

The contractor agrees to abide by the requirements of the following as applicable: Title VI and Title VII of the Civil Rights Act of 1964, as amended by the Equal Opportunity Act of 1972, Federal Executive Order 11246, the Federal Rehabilitation Act of 1973, as amended, the Vietnam Era Veteran's Readjustment Assistance Act of 1974, Title IX of the Education Amendments of 1972, the Age Act of 1975, and contractor agrees to abide by the requirements of the Americans with Disabilities Act of 1990.

Contractor agrees not to discriminate in its employment practices, and will render services under this contract without regard to race, color, religion, sex, national origin, veteran status, political affiliation, or disabilities. Any act of discrimination committed by Contractor, or failure to comply with these statutory obligations when applicable shall be grounds for termination of this contract.

8 INSURANCE

Insurance shall be placed with insurers with an A.M. Best's rating of no less than A-: VI.

This rating requirement shall be waived for Worker's Compensation coverage only.

Contractor's Insurance: The Contractor shall not commence work under this contract until he has obtained all insurance required herein. Certificates of Insurance, fully executed by officers of the Insurance Company written or countersigned by an authorized Louisiana State agency, shall be filed with the State of Louisiana for approval. The Contractor shall not allow any sub-contractor to commence work on his subcontract until all similar insurance required for the subcontractor has been obtained and approved. If so requested, the Contractor shall also submit copies of insurance policies for inspection and approval of the State of Louisiana before work is commenced. Said policies shall not hereafter be canceled, permitted to expire, or be changed without thirty (30) days' notice in advance to the State of Louisiana and consented to by the State of Louisiana in writing and the policies shall so provide.

Compensation Insurance: Before any work is commenced, the Contractor shall maintain during the life of the contract, Workers' Compensation Insurance for all of the Contractor's employees employed at the site of the project. In case any work is sublet, the Contractor shall require the subcontractor similarly to provide Workers' Compensation Insurance for all the latter's employees, unless such employees are covered by the protection afforded by the Contractor. In case any class of employees engaged in work under the contract at the site of the project is not protected under the Workers' Compensation Statute, the Contractor shall provide for any such employees, and shall further provide or cause any and all subcontractors to provide Employer's Liability Insurance for the protection of such employees not protected by the Workers' Compensation Statute.

Commercial General Liability Insurance: The Contractor shall maintain during the life of the contract such Commercial General Liability Insurance which shall protect him, the State, and any subcontractor during the performance of work covered by the contract from claims or damages for personal injury, including accidental death, as well as for claims for property damages, which may arise from operations under the contract, whether such operations be by himself or by a subcontractor, or by anyone directly or indirectly employed by either or them, or in such a manner as to impose liability to the State. Such insurance shall name the State as additional insured for claims arising from or as the result of the operations of the Contractor or his subcontractors. In the absence of specific regulations, the amount of coverage shall be as follows: Commercial General Liability Insurance, including bodily injury, property damage and contractual liability, with combined single limits of \$1,000,000.

Insurance Covering Special Hazards: Special hazards as determined by the State shall be covered by rider or riders in the Commercial General Liability Insurance Policy or policies herein elsewhere required to be furnished by the Contractor, or by separate policies of insurance in the amounts as defined in any Special Conditions of the contract included therewith.

Licensed and Non-Licensed Motor Vehicles: The Contractor shall maintain during the life of the contract, Automobile Liability Insurance in an amount not less than combined single limits of \$1,000,000 per occurrence for bodily injury/property damage. Such insurance shall cover the use of any non-licensed motor vehicles engaged in operations within the terms of the contract on the site of the work to be performed there under, unless such coverage is included in insurance elsewhere specified.

Subcontractor's Insurance: The Contractor shall require that any and all subcontractors, which are not protected under the Contractor's own insurance policies, take and maintain insurance of the same nature and in the same amounts as required of the Contractor.

9 APPLICABLE LAW

This contract shall be governed by and interpreted in accordance with the laws of the State of Louisiana. Venue of any action brought with regard to this contract shall be in the Nineteenth Judicial District Court, parish of East Baton Rouge, State of Louisiana.

10 CODE OF ETHICS

The contractor acknowledges that Chapter 15 of Title 42 of the Louisiana Revised Statutes (R.S. 42:1101 et. seq., Code of Governmental Ethics) applies to the Contracting Party in the performance of services called for in this contract. The contractor agrees to immediately notify the state if potential violations of the Code of Governmental Ethics arise at any time during the term of this contract.

11 SEVERABILITY

If any term or condition of this Contract or the application thereof is held invalid, such invalidity shall not affect other terms, conditions, or applications which can be given effect without the invalid term, condition, or application; to this end the terms and conditions of this Contract are declared severable.

12 COMPLETE CONTRACT

This is the complete Contract between the parties with respect to the subject matter and all prior discussions and negotiations are merged into this contract. This Contract is entered into with neither party relying on any statement or representation made by the other party not embodied in this Contract and there are no other agreements or understanding changing or modifying the terms. This Contract shall become effective upon final statutory approval.

13 ENTIRE AGREEMENT & ORDER OF PRECEDENCE

This contract together with the RFP and contractor's proposal which are incorporated herein; shall, to the extent possible, be construed to give effect to all of its provisions; however, where provisions are in conflict, first priority shall be given to the provisions of the contract, excluding the Request for Proposals, its amendments and the Proposal; second priority shall be given to the provisions of the Request for Proposals and its amendments; and third priority shall be given to the provisions of the Contractor's Proposal.

(Agency specific terms and conditions may be added, if needed.)

THUS DONE AND SIGNED on the date(s) noted below:

Company Name:

Contractor's Signature

Name: _____

Title: _____

Federal Taxpayer Identification Number or
Social Security Number of Contractor

Department of Children and Family Services
Ruth Johnson, Secretary

Richard Howze, Undersecretary

Date

Date

Attachment E – State and Local Presence

OFFICES IN LOUISIANA:

Contractor _____
Address _____
City _____
Telephone # _____
E-mail _____
of Technicians _____
Certifications _____

Other Support Staff _____

Contractor _____
Address _____
City _____
Telephone # _____
E-mail _____
of Technicians _____
Certifications _____

Other Support Staff _____

Contractor _____
Address _____
City _____
Telephone # _____
E-mail _____
of Technicians _____
Certifications _____

Other Support Staff _____

Attachment F – Customer References

Company _____

Contact Person _____

Address _____

City/State _____

Telephone _____

Fax # _____

E-Mail Address _____

Brief description of I.T. environment _____

Company _____

Contact Person _____

Address _____

City/State _____

Telephone _____

Fax # _____

E-Mail Address _____

Brief description of I.T. environment _____

Company _____

Contact Person _____

Address _____

City/State _____

Telephone _____

Fax # _____

E-Mail Address _____

Brief description of I.T. environment _____

Attachment G - DCFS/IT SUPPORTED LOCAL AREA NETWORK (LAN) STANDARDS

Ref: (a) DSS Policy 0070-97, Employee Use of State Equipment and Resources

Encl: (1) DSS Policy 0070-97, Employee Use of State Equipment and Resources
(2) DSS/IS User Checklist
(3) DSS/IS Software List

NOTE: Per reference (a), "Materials, equipment, and facilities used by DCFS staff are property of the State of Louisiana... The use of any of the following items for personal benefit is strictly forbidden: state funds, resources, equipment, facilities, or any other thing of value belonging to or under Department control of the. This includes the use of computers, software, reproduction machines, telecommunications facilities (telephones, cellular phones, and fax machines), mail services, etc. Further, unauthorized removal of state property may be regarded as theft."

1. PROCEDURES AND PRACTICES.

- a. Approval. Users must obtain written permission from their supervisor and DCFS/IT management for the following:

- (1) Application requests
- (2) Extra drive space on servers (H: drives).

- b. Application Distribution. All applications supported by DCFS/IT OSAS (Open Systems Applications Support) will be distributed to the workstation using the Novell Application Launcher. This program allows an administrator to set up a program once and distribute it to the desktop.

Application icons are distributed to the desktop. The first time the icon is clicked, the application will install. The user is not allowed to continue working until the application installation is completed.

- c. Workstation Imaging. Workstation Imaging (aka imaging or image) is a process by which the current DCFS standard PC configuration is loaded on a machine.

- (1) DCFS/IT creates a setup for each model PC prior to a DCFS rollout based on the current PC configuration.
- (2) DCFS/IT Field Services may image a workstation prior to software or hardware upgrades and to resolve operating system and software problems. Imaging overwrites the previous configuration and data and replaces it with a clean fresh configuration.

- d. Novell ZENWorks. The DCFS standard for desktop management is Novell ZENWorks. This program allows for the inventory of and reporting on the devices on the network. When a user logs into the network, an inventory (software and hardware) of the machine is taken. If any change is made to the machine, ZENWorks logs the change and reports it to DCFSIS PC Support for appropriate action.

- e. Squid/Websense. Integration between the forward proxies (Squid) and Internet Content Management (Websense) is the DCFS standard for Internet access control. All users with access to the Internet are required to login to Websense. Websense keeps a log of each user and the sites the user visits on the Internet. Websense Reporting is used for DCFS Security and Management review.

f. Backups.

- (1) The file server is backed up every night. A copy is kept off-site for disaster recovery.
- (2) Work-related data will be saved to the network in the user's home directory (H:) or shared directory (S:). Therefore, backup of the hard drive is not necessary and is not the responsibility of DCFS/IT.

g. Network Messages. Network Messages are notifications that will be dispersed regarding scheduled and urgent system actions to the LAN. The following are notification methods:

- (1) Outlook Email Client
- (2) Novell Messenger
- (3) Network Broadcast Messages

NOTE: No telephone calls will be made to inform users of pending system actions. DCFS/IT is not responsible for the loss of user data because of the user's failure to follow instructions issued via GroupWise, GroupWise Messenger or Broadcast Message, or saved to the users workstation rather than the server.

h. Directives.

- (1) Users are not allowed to install any software on PCs (i.e., games, applications, screen savers, backgrounds, sound files, etc.)
- (2) Dial-up access to the Internet (via AOL, CompuServe, WOW, EATEL, Premier, etc.) by a user on the DCFS LAN is strictly prohibited.
- (3) Non work-related Internet downloads are prohibited without authorization. (i.e., games, applications, screen savers, backgrounds, sound files, shareware, etc.)
- (4) Never power off a PC without shutting it down properly.
- (5) Logout every night, shutdown and power off the PC and the Monitor.
To do this, follow this procedure: Start -> Shutdown -> Shut down the computer -> OK.
Failure to do so will result in the PC not getting application updates, most notably the virus checking software. With the exception of EVERY Wednesday
 1. Please log off of your PC tonight.
 2. Do not however turn your computer off.

On Thursday, please do the following:

1. REBOOT your PC. To do this, login to your PC.
2. Click "start" then click "shutdown". You will receive a pop-up box.
3. Choose "Restart" and click OK.
4. Once your PC has rebooted and is at the login screen, you can login and begin working.

DCFS IT will continue to remind you of this request through e-mail every Wednesday. If there are any updates that must be performed immediately, and cannot be scheduled during non-working hours, DCFS IT will inform you through e-mail.

- (6) If you have questions or a support issue, call the DCFSIS User Support Center (USC) at 225/342-2327. (See Section 2.b.)

- i. Actions. Failure to adhere to this document will result in written notification to the user's supervisor and DCFS/IT management, a loss of privilege and appropriate disciplinary action will be taken. Internet Access will be removed for abusers of this access.

2. TRAINING AND SUPPORT.

a. Training.

- (1) DCFSIS supported network users must make provisions for training on all software. DCFS/IT will not conduct in-house classes for application software. Check with CPTP for classes.
- (2) Your local library has very useful videos and books about PC software. It is recommended these be checked out and reviewed. In addition, there are many books available at local bookstores to help users learn about the features of PC software packages.
- (3) The following training sites are recommended for classes:

Comprehensive Public Training Program (CPTP)

<http://intra.dss.state.la.us/training/index.html>

or call DCFS Division of Human Resources at (225)342-5975

LSU Computer Continuing Services

177 Pleasant Hall
Louisiana State University
Baton Rouge, LA 70803
(225) 578-6325

See your yellow pages for other computer training sites in your area.

b. Support.

- (1) DCFS/IT Staff is not to be called directly by ANY DCFS supported network user. Users are to call the DCFS/IT User Support Center (USC) for **ALL** calls related to hardware and software support. The process of calling the USC provides logging, tracking, and documentation of all DCFS/IT PC and LAN problems/questions in the Remedy System. All calls the USC cannot resolve are referred to Tier 2 and 3 support personnel in the appropriate group.
- (2) User Support Center (Help Desk)
Phone Number:
(225) 342-2327 - In Baton Rouge
(800) 331-6099 - Outside of Baton Rouge
Fax Number:
(225) 342-8635
E-mail: usc@dss.state.la.us

3. NETWORK STANDARDS.

- a. The DCFS standard Network Operating System for file and print services is *Novell OES*. In special cases where application requirements dictate, Windows 2008, 2003 Server or Linux may be used. The Windows/Linux platforms will only be used on application servers.
- b. All Ethernet segments will be 10/100/1000MBPS.
- c. Each user will be assigned drive space on the server for work-related storage. This drive space will be backed up at the scheduled backup times for each server. Only closed files will be backed up. To increase the amount of drive space, the user must submit justification in writing to their

supervisor. The request will be submitted to DCFS/IT management for review. Approval will be based on server resource availability and justification.

4. HARDWARE STANDARDS.

a. New Server Hardware.

- (1) DCFS/IT OS-OE section must receive all requests for new Server hardware and will order and maintain said equipment if approved by DCFS/IT management. This is necessary to ensure compatibility with network standards.
- (2) All new Server hardware on the DCFS WAN will meet the following criteria:
 - (a) Dual Xeon 3.2Ghz processors or higher chipset.
 - (b) 2GB RAM minimum.
 - (c) 400 GB drive space minimum.
 - (d) Dual 10/100/1000MBPS Ethernet NICs.
 - (e) NO server will be equipped with a modem.
 - (f) All servers will be rack mountable.

b. New PC Hardware.

- (1) DCFS/IT Field Services must receive all requests for new PC hardware for those users supported by DCFS/IT. DCFS/IT Field Services will order and maintain said equipment if approved by DCFS/IT management. This is necessary to ensure compatibility with network standards.
- (2) All new PC hardware owned by DCFS and supported by DCFS/IT will meet the following minimum criteria:
 - (a) Pentium 4 2.8Ghz chipset minimum.
 - (b) 2GB RAM memory minimum.
 - (c) 40GB minimum hard drive.
 - (d) 10/100/1000MBPS Ethernet NIC installed.
 - (e) NO PC on the DCFS/IT Wide Area Network (WAN) may contain a modem without written permission from the DCFS/IT department.

c. New Laptop Hardware.

- (1) DCFS/IT Field Services must receive all requests for new Laptop hardware for those users supported by DCFS/IT. DCFS/IT Field Services will order and maintain said equipment if approved by DCFS/IT management. This is necessary to ensure compatibility with network standards.
- (2) All new laptop hardware by DCFS and supported by DCFS/IT will meet the following minimum criteria:
 - (a) Pentium 4 or M processor minimum.
 - (b) 2.0GB RAM minimum.

- (c) 60GB hard drive minimum.
- (d) Internal 56K modem.
- (e) Internal 10/100/1000MBPS Ethernet NIC.

- d. New Printer Hardware. All network printers will have a minimum of 8MB of memory. All network printers will be purchased with accompanying internal 10/100/1000MBPS NICs.
- e. Existing Hardware. All hardware currently on DCFS/IT LANs will be grandfathered for support with the exception of locally attached printers. Locally attached printers will not be worked on or replaced upon breakage.
- f. Hardware Upgrades. All requests for hardware upgrade recommendations are to be made in accordance to DSS Policy 5-06 "Securing Approval for Technology Requests. The DCFS/IT Field Support group will evaluate the request. No verbal requests for hardware upgrade recommendations will be honored.

5. SOFTWARE STANDARDS.

Enclosure (3) contains the most recent list of software supported by the DCFSIS department. If there is a required application that is not included on the list, a request from the manager or supervisor must be submitted to the network committee for assessment and approval. Access to any application will be granted on a license-available basis with written permission from DCFSIS management. *GAMES, Non work-related Internet downloads, and Shareware ARE NOT SUPPORTED OR ALLOWED ON THE NETWORK.*

- a. All PCs attached to DCFS/IT supported LANs are required to run Microsoft Windows XP/7 or Linux operating systems.
- b. All DCFS/IT supported network users will be granted access to Microsoft Office (excluding Outlook) and GroupWise to perform work related functions.
 - (1) Microsoft Office (excluding Outlook) is the DCFS standard word processing/ database/ spreadsheet/ presentation/ publishing package. Each DCFSIS supported network user will be allotted disk space on the file server for work-related data. This data, which is not accessible by any other user, will be backed up nightly as part of the file server backup procedure. Only closed files will be backed up. Additional disk space will be granted based upon prior approval and available resources.
 - (2) GroupWise is the DCFS standard groupware application. Each user in DCFS is assigned a GroupWise ID, which gives them the ability to send and receive Internet e-mail. This function is for official use only. Please review your GroupWise account on a regular basis and delete any e-mail you no longer need. There is no way to restore an individual mailbox within GroupWise – only the restoration of all mailboxes. If a user does not know how to archive mail, he/she should call the User Support Center for assistance. GroupWise also provides each user with a personal calendar for scheduling appointments, meetings, etc. Non-work related email (i.e. jokes, games, bitmaps, and screen savers) should not be archived or saved as e-mail. UNDER NO CIRCUMSTANCES IS A USER ALLOWED TO INSTALL OUTLOOK OR OUTLOOK EXPRESS.
 - (3) Reflection for the Web is the DCFS standard for 3270 emulation. This program, which is provided to all DCFS users, will allow users to access the DCFS and DOA mainframes via the Internet.
 - (4) Microsoft Internet Explorer is the DCFS standard web browser. All users will have Intranet access if standard connectivity is available. Internet access will be monitored and misuse will be reported. UNDER NO CIRCUMSTANCES IS A USER ALLOWED TO INSTALL

ANY VERSION OF NETSCAPE NAVIGATOR (OR COMMUNICATOR), MICROSOFT INTERNET EXPLORER, OR ANY OTHER WEB BROWSER!

6. SECURITY.

- a. A generic password is assigned to each user when his/her network login account is set up. The user will be prompted to change the password at first login.
- b. Notification will appear every 30 days prompting user to change password. Passwords must be alpha numeric and eight characters long.
- c. Because of security considerations and for virus protection, only Network-based access to the Internet is allowed. Dial-up (modem) access to the Internet (via AOL, CompuServe, WOW, EATEL, Premier, etc.) by a User on any DCFS/IT support LAN is strictly prohibited.
- d. To process any change in personnel (i.e., transfer, termination) – fax a Deletion Form (CU-2) to DCFS IT Security Section at 225-342-1565 or email a scanned copy of this form to ITSecurity@dss.state.la.us. DCFS IT Network Security can take appropriate action

The New Hire Process is as follows:

1. Once a Supervisor obtains approval (before the interview process) to hire a new employee, the Supervisor must identify where the new employee will be located.
 - If this is a new work space with no computer, but has a working data jack (port), continue with **STEP 2**.

***Note** – Connectivity can be checked by having the site's Technical Contact move a working PC to this port.

 - If this is a new work space with no working data jack (port), the Supervisor must open a ticket with the User Support to have a data jack installed. This will be completed by a Contractor and will take approximately three weeks to complete. Once this has been completed, continue with **STEP 2**.
2. Seven business days prior to starting work, the new employee shall pick up the drug screen packet and sign the User-ID Request Form (IT-CU1).
3. The Supervisor or Regional Human Resources Liaison will fax the signed User-ID Request Form (IT-CU1) to the DCFS/IT Security Group (225-342-1565).
4. Upon receipt of the signed User-ID Request Form (IT-CU1) by the DCFS IT Security Section, Novell, Exchange, and Mainframe (RACF) User-ID's are created. Faxes received after 3:00 p.m., will be processed the next day. Any incomplete forms will be returned.
5. The DCFS I/T Security Group will notify the Supervisor or the Regional Human Resources Liaison of the new employee's User-ID's within 2 business days. All User-ID's will be in a **disabled state** until the **signed original** User-ID Request Form (IT-CU1) is received by the DCFS/IT Security Group.
6. The Supervisor or the Regional Human Resources Liaison must open a ticket with the User Support Center to have a computer issued for the new employee.
7. User Support will create a ticket and assign the ticket to the Field Services Unit.
8. The Field Services Unit will have a PC installed, configured, and assigned to the new worker within 4 business days.

9. Once the new employee passes the drug screen and accepts the position, the Supervisor or the Regional Human Resources Liaison will mail the **signed original** User-ID Request Form (IT-CU1) to the DCFS I/T Security Group.
10. If the new employee fails the drug screen or does not accept the position, the Supervisor or the Regional Human Resources Liaison is responsible for notifying the DCFS I/T Security Group to delete the User-ID's and notifying the User Support Center to cancel the ticket for the PC to be issued.
11. On the first day of employment, the new employee will contact the User Support Center to obtain their password and receive assistance with logging in for the first time.

NOTE: The new employee's User-ID's will be created in step 4, but the User-ID's will remain **INACTIVE** until the DCFS/IT Security Group receive the **signed original** User-ID Request Form (IT-CU1).

Possible delays in this process can be caused by the following:

Lack of IT resources
Lack of computer equipment
Server down time
LDAP issues
Contractor delays (if applicable)
Executive Staff priorities
Emergency Preparedness tasks

- f. Promptly report all violations or suspected violations of information security policy and procedures to the DCFS/IT Security Section.
- g. Please see detailed security standards and procedures for DCFS/IS supported LANs/WAN on the DCFS Intranet at:

Publications, DCFS Policy Manual,

SECTION 5 - INFORMATION TECHNOLOGY / TELECOMMUNICATIONS

Policy 5-3 [DCFS Computer Security Policy](#)

DCFS/IS Software

Standard Software (Supported by DCFS/IS)

Microsoft Access 2003
Microsoft Excel 2003
Microsoft Internet Explorer 7.0.5730.13 128-bit Encryption
Microsoft PowerPoint 2003
Microsoft Windows XP / 7
Microsoft Word 2003
Microsoft Outlook 2003
Novell NetWare Client 4.91.5.20080922 for Windows XP
Novell NetWare Client 2 SP 5 IR 1 for Windows 7
Symantec Endpoint Protection 11

Approved Non-Standard Software (Supported by DCFS/IS)

1099, Etc. (for current year)	Microsoft Visual Basic 6
A2B 3.31 (Build 37)	Microsoft Visual Interdev 6.0 32-bit
Adobe Acrobat 4.0 A	Microsoft Windows 2000 Server
Adobe Acrobat Reader	Microtest Discview
Adobe Photo Deluxe Business Edition 1.01	NetObject Team Fusion 2000
Adobe Photo Shop 5.5	NetView Graphics 6.1
AIX 4.3.1	Jasc PaintShop Pro 5.0
Borland Database Engine 4.0.0.36	PC Anywhere 32 V.8
Broderbund Org Plus 3.01	Power Chute Plus 4.33
Caere OmniPage Pro 10	Print a Plot
CiscoView 5.2	Real Player Plus 7.0
CiscoWorks 2000 5.x	Remedy Help Desk 4.05.01
Corel WordPerfect 8	SAGA Entire Connection 4.1.2
Cyberpatrol 4.11 C	Seagate Crystal Reports 7.0
EdaLink 4.3.1	SQL
Electronic Benefit Transfer - EBT	Strohl Systems LDRPS 8.1
Fax Back Net SatisFAXtion 6.1.19.1046	Support Logix 3.3.5
Graphic Data Center Manager	Sybase InfoMaker 7
Hewlett Packard JetAdmin	TANF
Hewlett Packard ScanJet	The ONE Connection for Windows 3.0.0
Hewlett Packard WebJetAdmin	The ONE Image CD-ROM Service 3.2.205
Lotus 1-2-3 97	Tivoli TME 6.1
Micrografx Flow Charter	Travel Management System – TMS 2000.10.01
Macromedia Dream Weaver 3	Treasury Offset Program – TOP 4.5
Macromedia Flash 4	Visio Technical 5.0
Microsoft BackOffice 4.0	Visual Cafe
Microsoft DOS 6.22 (For NetWare Only)	WS_FTP for Windows 95/98/NT 6.01
Microsoft Front Page 2000 (4.0.2.3821)	
Microsoft Project 98	

Attachment H – Client Server Infrastructure

Servers:

Intel and AMD based servers are used within the DCFS environment to support smaller software applications, operate network support functions and file/print services at each DCFS office location. At the present time, there are approximately 290 such servers installed statewide. The following table summarizes the functions provided by these systems, and the software installed on each:

Primary Function	System Components		Tools Used To Manage
	Hardware	Software	
File Servers	Dell, IBM	Novell OES2	Novell Console One, Dell OpenManage, Novell iManager, IBM Director
Print Servers	Dell,	Novell OES2	Novell Console One, Novell iManager
Virtualization Servers	IBM, DELL	XEN, VMware	IBMBC Remote, vCenter SSH
Remote Management	Dell,	Novell ZENworks,	Novell Console One Novell iManager
Internet Caching	Dell,	Squid, Websense, Novell Access Manager	Novell Console One, Novell iManager
Hardware and Software Inventory	Dell,	Novell ZENworks	ZENWorks Console (ZCC) web based
Software Distribution	Dell,	Novell ZENworks	ZENWorks Console (ZCC) web based
Database	Dell,	IBM DB2, Microsoft SQL, MySQL	DB2 Control Center, Enterprise manager
DNS and DHCP	Dell,	BIND	Standard bind conf files

DCFS Standard is for LDAP authentication, Operating system is MS windows XP, and Windows 7 and Novell SUSE 11. JBOSS Application Server 4.2.2 is the supported J2EE Application Server. User desktop authentication is with the Novell Client to eDirectory.

The DCFS Application Distribution/Desktop Management structure currently contains:

ZenWorks V10.3.1 supporting 5000+ desktops and 150+ applications
ZenWorks desktop policies and profiles
Desktop Remote Control (Dameware / Zenworks)
Hardware/Software inventory

The DCFS Forward Proxy structure currently contains:

SQUID - Version 2.5

Squid is a forward proxy-cache program. It acts as an agent, accepting requests from clients, such as browsers, and passes them to the appropriate Internet server. Squid stores a copy of the returned data in an on-disk cache. The benefit of Squid emerges when the same data is requested multiple times, since a copy of the on-disk data is returned to the client, speed up Internet access and saving bandwidth.

WEBSense ENTERPRISE CORP EDITION- Version 6.3

Websense is a content filtering solution that helps achieve the balance between employee internet access and enforcing internet use policies. The result is improved employee productivity, decreased risk of legal liability from employee internet activity, and optimal use of IT resources.

NOVELL Access Manager - Version 3.1.3-247

NAM (Novell Access Manager) is a reverse proxy program. It facilitates Internet and remote-access initiatives by providing secure authentication and access management to portals, Web-based content, and Web applications.

Number of Cache/Proxy Servers:

The DCFS Infrastructure consists of nineteen (15) Squid Proxy Servers. The top level has three (3) Stand-Alone Squid Proxy Servers. The four (4) POP's (LAF, MON, SHR and BTR) each have three (5) Squid Proxy Servers and the IBERV POP has four (3) Squid Proxy Servers.

User Authentication:

User Authentication for Websense is done through manual authentication and the backend is LDAP. User Authentication for Novell Access Manager is through eDirectory and the backend is LDAP.

Logging of Activity and Log File Processing:

Websense handles logging and reporting of users' web activity. For Novell Access Manager and Squid logging is done at the application level.

Hierarchal Structure:

A two (2) Tier hierarchal structure exists at DCFS – one (1) Tier at the ISB and one (1) Tier at the POP.

The DCFS desktop environment contains:

WIN 7
WIN XP
LINUX/SUSE

The DCFS LAN/WAN system currently contains the following:

ISDN
Frame-Relay
Ethernet
Gigabit Ethernet
SONET
T1
T3
TN3270
DLSW
OSPF Routing
Cisco Switching
Cisco Routing (IP, IPX)
Video Streaming (Cisco IP/TV)
Point to point and multipoint Video Conferencing
TACACS and RADIUS
DNS (Microsoft, Novel' and Linux)
DHCP (Microsoft and Novell)
PIX Firewall
VPN
Cisco AS5300 RAS
SSL Encryption
SNMP Management

The DCFS NDS structure currently contains:

Versions 8.8 SP5 NDS
Five NOS trees (DSS, DSS_VAULT, DSS_LDAP, DSS_WF, DSS_SLP) with
over 48+ partitions and over 59 servers
NOS objects and services which include -SLP, USERS, GROUPS, PRINTERS,
POLICIES, ORGANIZATIONAL ROLES,
LDAP, NLS, SAS, SSL, SMS GROUPWISE, iPrint
4845 active user logins
9877 user objects

The DCFS GroupWise structure currently contains:

This is a limited GroupWise System. It no longer routes emails. Serves as an archive of GroupWise Email.

1 GroupWise System	
Groupwise ver 7.0 sp3	
Users	5694
External Users	0
Resources	0
External Resources	0
Distribution Lists	343
External List	0
Libraries	0
Post Offices	8
External Post Offices	2
Gateways	4
External Gateways	0
Domains	8
External Domains	0
Total Mail Boxes	5469
Inactive Mail Boxes	3401
Full License Mail Boxes	1646
Limited License Mail Boxes	522
Postfix SMTP gateway	2

*Three domain references;
(DCFS.state.la.us, DCFS.louisiana.gov, DCFS.la.gov)

The DCFS server environment currently contains:

Server Count	290
Blade Chassis	4
Clusters	6
Cluster Nodes	28
NON-Cluster Nodes	164
SANs	9
SAN Storage (TB)	73.5
Physical Servers	192
zOS Hypervisor Guests	4
VMware Hypervisor Guests	61
XEN Hypervisor Guests	32
Total VM Guests	97
32 bit Systems	106
64 bit Systems	174
AIX OS	2
ESX OS	18
NAM OS	3
NetWare OS	5
OES OS	50
OpenSUSE OS	1
OSX OS	1
RHEL OS	2
SLES 9 OS	1
SLES 10 OS	82
SLES 11 OS	33
Windows 2000 OS	12
Windows 2003 OS	52
Windows 2008 OS	23

Attachment I – DCFS Locations

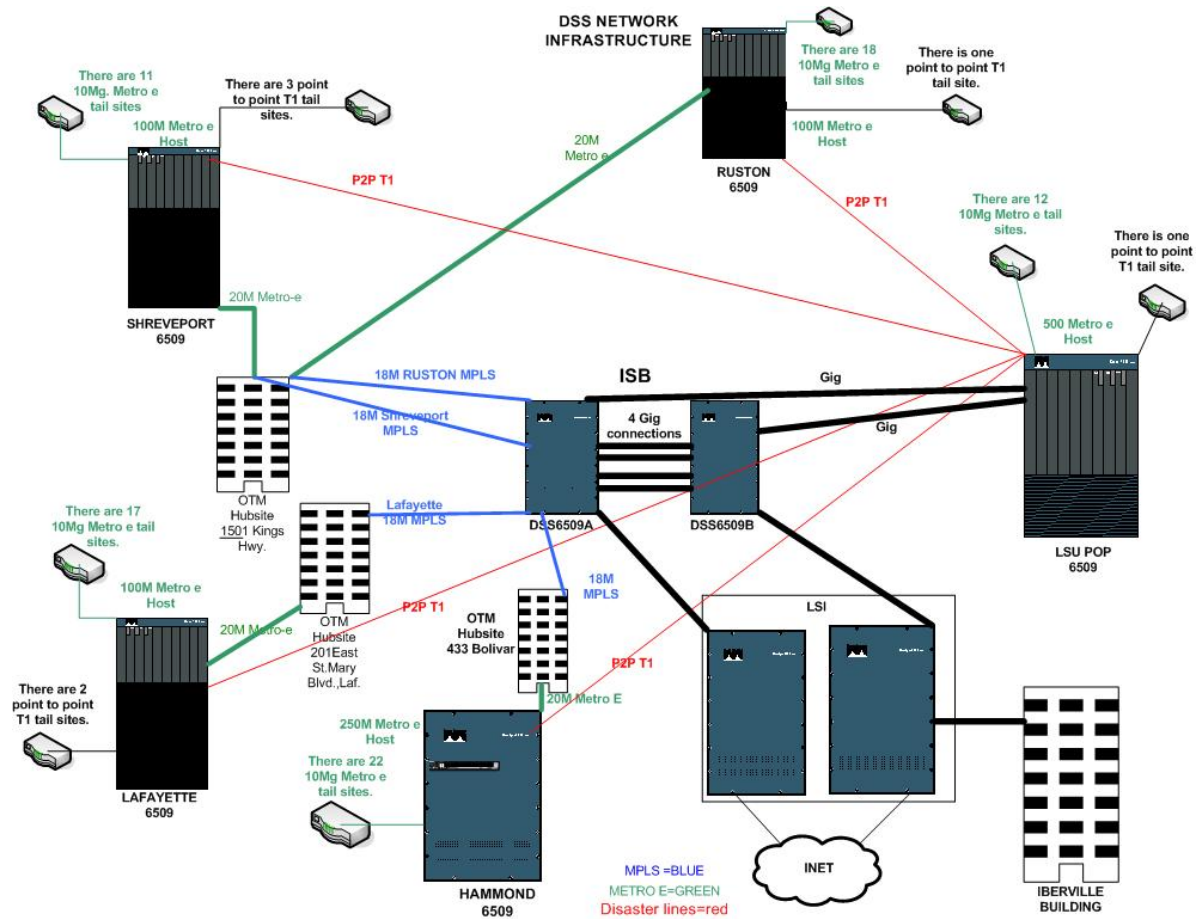
AGENCY	DIVISION	OFFICE	CITY	LATA
OCS	PARISH	CONCORDIA	FERRIDAY	MONROE
OFS	PARISH	LAFOURCHE	THIBODAUX	NEW ORLEANS
SES	LOCAL	THIBODAUX	THIBODAUX	NEW ORLEANS
OCS	PARISH	LINCOLN	RUSTON	MONROE
OCS	PARISH	UNION	FARMERVILLE	MONROE
OCS	PARISH	ORLEANS	NEW ORLEANS	NEW ORLEANS
OCS	REGIONAL	NEW ORLEANS	NEW ORLEANS	NEW ORLEANS
OCS	PARISH	TERREBONNE	HOUMA	NEW ORLEANS
OFS	PARISH	TERREBONNE	HOUMA	NEW ORLEANS
OCS	PARISH	WASHINGTON	BOGALUSA	NEW ORLEANS
OFS	PARISH	MOREHOUSE	BASTROP	MONROE
OFS	PARISH	NATCHITOCHES	NATCHITOCHES	SHREVEPORT
OCS	PARISH	JEFFERSON DAVIS	JENNINGS	LAFAYETTE
OCS	PARISH	ASCENSION	GONZALES	BATON ROUGE
OFS	PARISH	ASCENSION	GONZALES	BATON ROUGE
OFS	PARISH	ASSUMPTION	NAPOLEONVILLE	NEW ORLEANS
OCS	PARISH	ST. MARTIN	ST. MARTINVILLE	LAFAYETTE
OCS	PARISH	RICHLAND	RAYVILLE	MONROE
OCS	PARISH	EVANGELINE	VILLE PLATTE	LAFAYETTE
OFS	PARISH	EVANGELINE	VILLE PLATTE	LAFAYETTE
OFS	PARISH	TANGIPAHOA	AMITE	NEW ORLEANS
DSS	POP SITE	DSSMON	MONROE	MONROE
OCS	REGIONAL	MONROE	MONROE	MONROE
OCS	PARISH	WEBSTER	MINDEN	SHREVEPORT
OCS	PARISH	CATAHOULA	JONESVILLE	MONROE
OCS	PARISH	EAST FELICIANA	CLINTON	BATON ROUGE
OCS	PARISH	ST. LANDRY	OPELOUSAS	LAFAYETTE
OFS	PARISH	ST. LANDRY	OPELOUSAS	LAFAYETTE
OFS	PARISH	BIENVILLE	ARCADIA	SHREVEPORT
OFS	PARISH	CATAHOULA	JONESVILLE	MONROE
OFS	PARISH	OUACHITA	MONROE	MONROE
D.A.	PARISH	NEW ORLEANS	NEW ORLEANS	NEW ORLEANS
OCS	PARISH	OUACHITA	MONROE	MONROE
OFS	PARISH	ST. CHARLES	PARADIS	NEW ORLEANS
OFS	PARISH	WINN	WINNFELD	MONROE
OCS	REGIONAL	THIBODAUX	THIBODAUX	NEW ORLEANS
SES	LOCAL	CALCASIEU	LAKE CHARLES	LAFAYETTE

DSS	POP SITE	DSSSH	SHREVEPORT	SHREVEPORT
OCS	PARISH	CADDO	SHREVEPORT	SHREVEPORT
OCS	REGIONAL	SHREVEPORT	SHREVEPORT	SHREVEPORT
OFS	PARISH	CADDO	SHREVEPORT	SHREVEPORT
OFS	REGIONAL	SHREVEPORT	SHREVEPORT	SHREVEPORT
D.A.	PARISH	JEFFERSON	HARVEY	NEW ORLEANS
OCS	PARISH	EAST BATON ROUGE	BATON ROUGE	BATON ROUGE
OFS	PARISH	ST. JAMES	LUTCHER	BATON ROUGE
SES	LOCAL	TALLULAH	RICHMOND	MONROE
OFS	PARISH	CALCASIEU	LAKE CHARLES	LAFAYETTE
OFS	PARISH	N.O.-MIDTOWN	NEW ORLEANS	NEW ORLEANS
OFS	PARISH	EAST CARROLL	LAKE PROVIDENCE	MONROE
OFS	MISC	JOB READINESS	LAKE CHARLES	BATON ROUGE
OCS	PARISH	MADISON	RICHMOND	MONROE
OFS	PARISH	MADISON	RICHMOND	MONROE
OCS	PARISH	NATCHITOCHES	NATCHITOCHES	SHREVEPORT
SES	LOCAL	NATCHITOCHES	NATCHITOCHES	SHREVEPORT
DSS	POP SITE	DSSBR	BATON ROUGE	BATON ROUGE
OCS	PARISH	BEAUREGARD	DERIDDER	LAFAYETTE
OFS	REGIONAL	BATON ROUGE	BATON ROUGE	BATON ROUGE
OFS	PARISH	BEAUREGARD	DERIDDER	LAFAYETTE
OCS	PARISH	POINTE COUPEE	NEW ROADS	BATON ROUGE
OCS	PARISH	CALCASIEU	LAKE CHARLES	LAFAYETTE
OFS	PARISH	EAST BATON ROUGE (SOUTH)	BATON ROUGE	BATON ROUGE
OCS	PARISH	SABINE	MANY	SHREVEPORT
OFS	PARISH	TENSAS	ST. JOSEPH	MONROE
OFS	PARISH	LINCOLN	RUSTON	MONROE
DSS	POP SITE	DSSNO	HAMMOND	NEW ORLEANS
D.A.	PARISH	LAFAYETTE	LAFAYETTE	LAFAYETTE
OCS	PARISH	ALLEN	OAKDALE	SHREVEPORT
OFS	PARISH	ALLEN	OBERLIN	LAFAYETTE
OCS	PARISH	JEFFERSON (WEST)	HARVEY	NEW ORLEANS
OFS	PARISH	JEFFERSON (WEST)	HARVEY	NEW ORLEANS
OFS	PARISH	WEBSTER	MINDEN	SHREVEPORT
SES	LOCAL	ORLEANS	NEW ORLEANS	NEW ORLEANS
OCS	PARISH	IBERVILLE	PLAQUEMINE	BATON ROUGE
OFS	PARISH	IBERVILLE	PLAQUEMINE	BATON ROUGE
D.A.	PARISH	EAST BATON ROUGE	BATON ROUGE	BATON ROUGE
OFS	PARISH	FRANKLIN	WINNSBORO	MONROE
OFS	PARISH	JACKSON	JONESBORO	MONROE
OCS	PARISH	VERMILLION	ABBEVILLE	LAFAYETTE
OFS	PARISH	EAST BATON ROUGE (NORTH)	BATON ROUGE	BATON ROUGE
OCS	PARISH	LIVINGSTON	LIVINGSTON	BATON ROUGE

OFS	PARISH	LIVINGSTON	LIVINGSTON	BATON ROUGE
OCS	PARISH	ST. TAMMANY	COVINGTON	NEW ORLEANS
OFS	PARISH	ACADIA	CROWLEY	LAFAYETTE
OFS	PARISH	VERNON	NEWLLANO	LAFAYETTE
OFS	PARISH	WASHINGTON	BOGALUSA	NEW ORLEANS
OCS	PARISH	VERNON	NEWLLANO	LAFAYETTE
D.A.	PARISH	TERREBONNE	HOUMA	NEW ORLEANS
SES	LOCAL	VILLE PLATTE	VILLE PLATTE	LAFAYETTE
OFS	PARISH	JEFFERSON (EAST)	METAIRIE	NEW ORLEANS
OFS	PARISH	ST. HELENA	GREENSBURG	BATON ROUGE
OCS	REGIONAL	COVINGTON	COVINGTON	NEW ORLEANS
OFS	PARISH	N.O.-ALGIERS	NEW ORLEANS	NEW ORLEANS
OFS	REGIONAL	SOUTHEAST (METAIRIE)	METAIRIE	NEW ORLEANS
OCS	PARISH	BOSSIER	BOSSIER CITY	SHREVEPORT
D.A.	PARISH	TANGIPAHOA	AMITE	NEW ORLEANS
OCS	REGIONAL	LAKE CHARLES	LAKE CHARLES	LAFAYETTE
OCS	PARISH	ST. JOHN	LAPLACE	NEW ORLEANS
OFS	PARISH	ST. JOHN	LAPLACE	NEW ORLEANS
OCS	PARISH	MOREHOUSE	BASTROP	MONROE
MISC	MISC	DISABILITY DETERMINATION	BATON ROUGE	BATON ROUGE
SES	REGIONAL	BATON ROUGE	BATON ROUGE	BATON ROUGE
OCS	PARISH	ACADIA	CROWLEY	LAFAYETTE
OCS	PARISH	GRANT	COLFAX	MONROE
OCS	PARISH	TANGIPAHOA	AMITE	NEW ORLEANS
SES	LOCAL	AMITE	AMITE	NEW ORLEANS
OFS	PARISH	AVOYELLES	MARKSVILLE	MONROE
OCS	PARISH	ST. MARY	FRANKLIN	LAFAYETTE
OFS	PARISH	CLAIBORNE	HOMER	SHREVEPORT
OCS	PARISH	WINN	WINNFELD	MONROE
OFS	PARISH	WEST CARROLL	OAK GROVE	MONROE
OCS	PARISH	IBERIA	NEW IBERIA	LAFAYETTE
OFS	PARISH	IBERIA	NEW IBERIA	LAFAYETTE
OFS	PARISH	ST. TAMMANY	COVINGTON	NEW ORLEANS
DSS	POP SITE	DSSRUSTON	RUSTON	MONROE
OFS	PARISH	CALDWELL	COLUMBIA	MONROE
OCS	PARISH	DESOTO	MANSFIELD	SHREVEPORT
OFS	NEIGHBORHOOD	ZWOLLE	ZWOLLE	SHREVEPORT
OCS	PARISH	JEFFERSON (EAST)	HARAHAN	NEW ORLEANS
OCS	REGIONAL	JEFFERSON	HARAHAN	NEW ORLEANS
MISC	MISC	DEPT.OF PUBLIC SAFETY	BATON ROUGE	BATON ROUGE
DSS	POP SITE	DSSLAF	LAFAYETTE	LAFAYETTE
OCS	PARISH	LAFAYETTE	LAFAYETTE	LAFAYETTE

OCS	REGIONAL	LAFAYETTE	LAFAYETTE	LAFAYETTE
OFS	PARISH	LAFAYETTE	LAFAYETTE	LAFAYETTE
OFS	REGIONAL	LAFAYETTE	LAFAYETTE	LAFAYETTE
OCS	REGIONAL	BATON ROUGE	BATON ROUGE	BATON ROUGE
OCS	PARISH	RAPIDES	ALEXANDRIA	SHREVEPORT
OCS	REGIONAL	ALEXANDRIA	ALEXANDRIA	SHREVEPORT
OFS	PARISH	RAPIDES	ALEXANDRIA	SHREVEPORT
SES	LOCAL	ALEXANDRIA	ALEXANDRIA	SHREVEPORT
OFS	NEIGHBORHOOD	MANY	MANY	SHREVEPORT
OFS	PARISH	RED RIVER	COUSHATTA	SHREVEPORT
D.A.	PARISH	RAPIDES	ALEXANDRIA	SHREVEPORT
OCS	PARISH	AVOYELLES	MARKSVILLE	MONROE
SES	LOCAL	SHREVEPORT	SHREVEPORT	SHREVEPORT
SES	LOCAL	MONROE	MONROE	MONROE
OFS	PARISH	EAST FELICIANA	CLINTON	BATON ROUGE
OFS	PARISH	LASALLE	JENA	MONROE
DSS	POP SITE	DSSLSU	BATON ROUGE	BATON ROUGE

Attachment J – DCFS Network



Attachment K – DCFS Video

