

# REQUEST FOR INFORMATION RELATED TO THE LOUISIANA DSNAP PROGRAM

*February 7, 2014*

This Request for Information (RFI) is for planning purposes only and should not be construed as a Request for Proposal (RFP). This is not a solicitation for offers. This information will be reviewed and discussed by the state agency and may result in the advertisement of a formal and competitive Request for Proposal for the services included in the RFI.

## **Background**

The Louisiana Department of Children and Family Services (DCFS) is responsible for assisting individuals, children, and families to achieve self-sufficiency and promote their well-being. Among its numerous programs, DCFS is responsible for the Emergency Support Function #6 (ESF-6), which includes responsibility for Mass Care, Emergency Assistance, Housing and Human Services for citizens affected by disasters that exhaust the resources available to local jurisdictions. Part of this function is to administer a Disaster Supplemental Nutrition Assistance Program (DSNAP) when authorized by the United States Department of Agriculture (USDA) Food and Nutrition Service (FNS).

DCFS automated its DSNAP program in 2009, providing it with the ability to bring its technology to its DSNAP sites, anywhere in the state on 72-hour notice. Whether the FNS declaration be “full coastal” (requiring DSNAP operations in each of the parishes that are below or contiguous to the Interstate 10/12 corridor) or “regional”, DCFS must have the ability to deploy its systems, service its clients, determine client eligibility, and issue benefits from its DSNAP sites.

## **Purpose of the Request for Information**

This Request for Information is issued by the DCFS Office of Emergency Preparedness for the purpose of collecting information from qualified companies which can show a demonstrated capacity to design and maintain a technology deployment, maintenance, and stand-down solution, as described in *Attachment I: Scope of Services*.

DCFS welcomes all responses to this RFI, which will be utilized to learn of potential interest of contracting for these solutions. The knowledge gained from these responses may be used to formulate a Request for Proposal (RFP) for the services requested herein.

## **RFI Coordinator**

RFI responses must be directed to the RFI coordinator:

Ricky Montet  
Emergency Preparedness Deputy Director  
Dept. of Children and Family Services  
P.O. Box 3776  
Baton Rouge, LA 70821-3776  
Phone: 225-342-1306  
Fax: 225-219-5471  
Email: [Ricky.Montet@la.gov](mailto:Ricky.Montet@la.gov)

All communications relating to this RFI must be directed to the DCFS RFI Coordinator named above. All communications between respondents and other DCFS staff members concerning this RFI will be strictly prohibited.

### **Schedule of Events**

DCFS reserves the right to revise this Schedule of Events.

<b>Schedule of Events</b>	
Public Notice of RFI	February 7, 2014
Deadline for Respondent Inquiries	February 14, 2014 2:00 PM CST
Deadline for DCFS Response to Inquiries	February 21, 2014 2:00 PM CST
Deadline for Receipt of RFI Responses	March 10, 2014 4:00 PM CST

### **Proposal Preparation Cost**

DCFS will not pay for the preparation of any information or response submitted in reference to this RFI, nor will it pay for any use of response information. The respondent assumes sole responsibility for any and all costs and incidental expenses associated with the preparation and reproduction of any proposal submitted in response to this RFI.

### **Proprietary and/or Confidential Information**

Pursuant to the Louisiana Public Records Act (La. R.S. 44:1 et.seq.), all public proceedings, records, contracts, and other public documents relating to this RFI shall be open to public inspection. Respondents should refer to the Louisiana Public Records Act for further clarification, including protections sought for proprietary and/or trade secret information. Respondents are reminded that any material within a response to this RFI identified as confidential or proprietary must be clearly marked. Any response marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

### **Written Inquiry / Response Process**

Respondents may submit written inquiries to the RFI Coordinator via email according to the Schedule Events herein.

DCFS shall provide responses to all written inquiries, according to the Schedule of Events, in the form of an RFI addendum, posted to the LaPAC at <http://www.doa.louisiana.gov/osp/lapac>.

## **Proposal Submission**

Proposals, which must include one hard-copy and one digital (CD or DVD) copy, must be submitted via U.S. Mail, courier, or hand-delivered to:

### **If courier mail or hand-delivered**

#### **Ricky Montet**

Emergency Preparedness Deputy Director  
Dept. of Children and Family Services  
Iberville Building  
627 North 4<sup>th</sup> St.  
Baton Rouge, LA 70802

### **If delivered by U.S. Mail**

#### **Ricky Montet**

Emergency Preparedness Deputy Director  
Dept. of Children and Family Services  
P.O. Box 3776  
Baton Rouge, LA 70821-3776

All proposals must be received by the due date and time indicated on the Schedule of Events. Proposals received after the due date and time will not be considered. It is the sole responsibility of each respondent to assure that its proposal is delivered at the specified location prior to the deadline. Proposals which, for any reason, are not so delivered will not be considered.

## **Ownership of Proposal**

All proposals become the property of DCFS and will not be returned to the respondent. DCFS retains the right to use any and all ideas or adaptations of ideas contained in any proposal received in response to this solicitation. Selection or rejection of the offer will not affect this right. Once a contract is awarded, all proposals will become subject to the Louisiana Public Records Act.

## **Format of Proposal**

All proposals shall be submitted in hard-copy and digital format (pdf or Word is preferred), not to exceed 10 pages, in 10pt. Font or larger according to the following outline:

- Corporate Background and Experience:  
*Responder shall provide a brief description of the company, including a brief history, corporate structure, and organization and the number of years in business.*

- **Business Model for Contracting of Services:**  
*Responder shall describe its approach to a contract for its services should it be awarded a contract through a subsequent RFP contract. Specifically, responder should describe its requirements for readiness fees, activation fees, operational fees, etc., but without providing any cost information in its response.*
- **Approach and Methodology**  
*Responder shall describe its proposed solution for readiness, mobilization, operations, and de-mobilization.*
- **Implementation Timeframe of Solution**  
*Responder shall indicate the minimum timeframe from contract execution for full implementation of its solution, inclusive of equipment acquisition, configuration, and testing, and the development of internal mobilization, support, and demobilization procedures, etc.*

***No cost information shall be included in this RFI response.***

## ATTACHMENT I: SCOPE OF SERVICES

### Historical Reference

While each of the DSNAP events of the past decade have been in response to hurricanes and has generally impacted coastal regions and those along the Interstate 10/12 corridor, it is important to note that DSNAP declarations may be made in response to any of a number of disasters, including tornadoes, winter storms, and even oil spills similar to what occurred with the British Petroleum spill in recent years. Similarly, there is no guarantee that only coastal regions will be affected, as no region of the State is protected from all disasters.

In recent years, however, DCFS has served the following number of households in declared DSNAP events:

- Hurricane Katrina (2005): 440,116
- Hurricane Rita (2005): 250,066
- Hurricane Gustav (2008): 678,736
- Hurricane Ike (2008): 31,115
- Hurricane Isaac (2012): 385,196

DSNAP declarations are normally issued in 7-day increments, with DSNAP sites mobilizing and demobilizing according to many factors – all aimed at serving citizens that have generally been without electricity for several days. Respondents should understand that Louisiana has no way of predicting the number, the duration or magnitude of any DSNAP event in any given year; DCFS is interested in solutions that will provide DSNAP equipment and support personnel for all contingencies.

### DCFS Operational Strategy

DSNAP declarations will dictate the extent of DSNAP deployments: some disasters will be classified as “full coastal” and may require mobilization in the majority of DSNAP sites; others may be concentrated to a specific region (New Orleans, for instance) and require a majority of DSNAP equipment to be deployed at a limited number of sites. To be prepared for any and all contingencies, DCFS has entered into contractual relationships with 100 facilities across 9 DCFS Regions and the State’s 64 parishes. The list of facilities is provided in ***Attachment II: DSNAP Sites (as of January 14, 2014)***.

While impossible to predict the frequency and extent of these DSNAP deployments, DCFS has developed parameters under which its DSNAP operations must operate:

- Selected DSNAP sites must be operational within 72 hours of DSNAP declaration;

- Selected DSNAP sites must be equipped with specific number of Units<sup>1</sup> that are declared for each site;
- Selected DSNAP sites must be equipped with sufficient internet connectivity to provide each laptop with the following minimum reciprocal speeds:
  - Wireline connectivity: 1.5 mbps reciprocal per laptop
  - Wireless connectivity: 3g connectivity per laptop;
- DSNAP laptops must meet the following minimum configuration requirements to run the DCFS automated DSNAP system:
  - Windows 7
  - 4GB memory
  - Internet Explorer 8
  - 4 – 2.0 USB ports
  - External mouse and keyboard
  - Up-to-date Antivirus software;
- DSNAP laptops must be compatible with the following Card Swipe products:
  - Scan Technologies cardswipe – Model #ITS-3331-33U
  - ID Tech Minimag – Model #IDMB-334133B;
- Selected DSNAP sites must be demobilized within 24 hours of site closure.

## Scope

The focus of this RFI is to learn of innovative approaches and methodologies of operating DSNAP in any contingency, as well as the contracting structure that respondent would propose should a contract be awarded to it through a subsequent RFP.

The Approach and Methodology section of the response should include provide for the following:

- Ability to mobilize within 72 hours of DSNAP declaration;
- Ability to deploy up to 200 DSNAP Units across as many as 100 DSNAP sites, meeting the configuration requirements listed in the DCFS Operational Strategy section herein
  - Up to 5,000 laptops
  - Up to 200 sets of peripherals, as noted in the DCFS Operational Strategy herein;
- Ability to provide minimum network speeds per laptop, as listed in the DCFS Operational Strategy section herein;
- Ability to provide Card Swipe devices, as specified in the DCFS Operational Strategy section herein;
- Ability to provide 2 webcams per site;
- Ability to provide video conferencing at each site;
- Ability to demobilize from each site within 24 hours of site closure;
- Additionally, respondent should provide for the following personnel commitments:

---

<sup>1</sup> Units consist of a large bin that includes 25 laptops and accessories to support 25 users. Accessories include 15' and 20' network cables, 5 surge protectors, 5 extension cords (25' and 50' in length) and connectors and 1 50' network cable.

- One or more Emergency Operations Center (EOC) Liaisons for 24 hour coverage throughout the entirety of operations;
- One or more Technical Support personnel at each DSNAP site throughout the entirety of operations at that site (assuming 10-18 hours of operation per day)
  - DCFS requires respondent to provide 1 Technical Support personnel for each Unit deployed at a site, but understand that this personnel commitment may preclude some respondents from submitting an RFI proposal. Therefore, respondents are instructed to indicate the number of Technical Support personnel it can provide to DSNAP sites (up to the Unit deployment total for each site) with the understanding that the State may augment respondent staff to meet Technical Support requirements.
- Ability to participate in at least 1 DSNAP Drill in Louisiana to demonstrate that respondent can provide the level of service indicated in this response.

## ATTACHMENT II: DSNAP Sites (as of January 14, 2014)

Orleans Region 1	
Parish	Sites
Jefferson	<b>Alario Center</b> 2000 Segnette Bldg, Westwego, La
	<b>Leo Kenner Multi-Purpose Complex</b> 4917 City Park Dr, Lafitte, La 70067
	<b>Grand Isle Multiplex</b> 3101 Hwy 1, Grand Isle, LA
Orleans	<b>SUNO</b> 6400 Press Dr., New Orleans, LA 70126
	<b>UNO Lake Front Arena</b> 6801 Franklin Ave., New Orleans, LA
	<b>Household of Faith</b> 9300 I-10 Service Rd, New Orleans, La 70127
	<b>Guste Homes</b> 1301 Simon Bolivar New Orleans, La 70113
	<b>Tall Timbers Mall</b>
Plaquemines	<b>St. Patrick's Catholic Church</b> 28698 Hwy 23, Port Sulphur, LA 70083
	<b>Exceleration Church</b> 202 Woodland Highway, Belle Chase, LA 70037
St. Bernard	<b>Christian Fellowship Church</b> 5816 E. Judge Perez Dr, Violet, LA 70092
Baton Rouge Region 2	
Parish	Sites
East Baton Rouge	<b>Healing Place Church</b> 19202 Highland Rd., Baton Rouge, LA
	<b>Mount Pilgrim Baptist Church</b> 9700 Scenic Hwy., Baton Rouge, LA
	<b>Gloryland Baptist Church</b> 2575 Michelli Dr., Baton Rouge, LA 70805
	<b>Miracle Place Church</b> 2080 Main St., Baker, LA 70714
	<b>F.G. Clark Activity Center</b> 798 Harding Blvd., Southern University, Baton Rouge, LA



East Feliciana	<b>Jackson Civic Center</b> 2084 Hwy 10, Jackson LA
Iberville	<b>Carl F. Grant Civic Center</b> 24700 J Gerald Verrett Blvd, Plaquemine LA
	<b>St. Gabriel Community Center,</b> 1400 Gordon S LeBlanc Dr St. Gabriel LA
	<b>American Legion Post 167</b> 24050 Hwy 1South, Plaquemine, LA
Pointe Coupee	<b>Pointe Coupee Multi-Use Facility</b> 1400 Major Parkway, New Roads, LA
West Baton Rouge	<b>Westgate Church</b> 1622 Court St. Port Allen, LA
	<b>Louis Mouch Jr. Multi-Purpose Center</b> 152 Turner Rd. Port Allen, LA
West Feliciana	<b>Independence Community Center</b> 10498 Hwy 965, St. Francisville, LA
<b>Covington Region 3</b>	
<b>Parish</b>	<b>Sites</b>
Livingston	<b>Amvets</b> 26890 Hwy 42, Springfield, LA
	<b>Livingston Parish Parks/Recreation</b> 320 Martin Luther King Dr., Denham Springs, LA
St. Helena	<b>St. Helena Fire Station</b> 8352 Hwy 37, Greensburg, LA
	<b>St. Helena Visitors Center</b> 8140 Hwy 10, Greensburg, LA 70441
	<b>St. Helena 64 Vol. Fire Dept.</b> 300 Strickland Land, Greensburg, LA
St. Tammany	<b>John Slidell Park</b> 105 Robert Blvd., Slidell, LA
	<b>N. Cross United Methodist</b> 311 Hwy 21, Madisonville, LA 70447
	<b>Church of the King</b> 22205 Little Creek Rd, Mandeville, LA
	<b>Pearl River Gym</b> 67835 Hwy 41, Pearl River, LA 70452
Tangipahoa Primary Site	<b>Kentwood Lions Club</b> 814 Avenue C, Kentwood, La.

	<b>Eagle Height's Community Church</b> 47318 Rufus Bankston Rd. Tickfaw, LA 70466
	<b>Oak Tree Life Center</b> 43052 Yokum Rd., Hammond, LA 70403
Washington	<b>American Legion Post 24</b> 63613 Lakeview Road, Bogalusa, LA 70427
	<b>Franklinton Reception Hall</b> 1004 Bene St., Franklinton, LA
<b>Thibodaux Region 4</b>	
<b>Parish</b>	<b>Sites</b>
Ascension	<b>Lamar Dixon Expo Center</b> 9030 S. Landry Rd., Gonzales, LA
	<b>Household of Faith</b> 10469 Airline Hwy, Gonzales, LA
	<b>Lemann Center</b> 1100 Clay Street, Donaldsonville, LA
Assumption	<b>Community Worship Center</b> 6688 Hwy 70 Spur North, Plattenville, LA 70301
	<b>Bayou L'Ourse Rec District 1</b> 1213 Hwy 662, Morgan City, LA 70380
Lafourche	<b>Peltier Park</b> 151 Peltier Park, Thibodaux, LA 70301
	<b>Lafourche Parish Library</b> 16241 East Main, Cut Off, LA
St. Charles	<b>Mount Airy Baptist Church</b> 13635 Old Spanish Trail, Boutte, LA
	<b>Purpose Life Fellowship</b>
St. James	<b>St. James Reception Hall</b> 2455 Hwy 18, Vacherie, LA 70070
St. John	<b>New Wine Christian Fellowship</b> 1929 Airline Hwy, LaPlace, LA
Terrebonne	<b>Bayou Black</b> 3688 Southdown Mandalay Rd, Houma LA 70360
	<b>Rec District No. 11 Gym</b> 126 Boundary Rd, Houma LA 70363
	<b>American Legion Post 31</b> 602 Legion Ave., Houma LA 70364

	<b>East Houma Bingo Hall</b> 425 Grand Caillou Rd, Houma, LA
<b>Lafayette Region 5</b>	
<b>Parish</b>	<b>Sites</b>
Acadia	<b>Rayne Civic Center</b> 300 Frog Festival Drive Rayne, LA
Evangeline	<b>Mamou Teen Center</b> 303 First Street, Manou, LA 70554
Iberia	<b>South LA. Community College</b> 908 Ember Dr. New Iberia
Lafayette	<b>Cajundome and Convention Center</b> 444 Cajundome Blvd, Lafayette, LA 70506
St. Landry	<b>South Park Teen Center</b> 1524 Market Street Opelousas, La 70570
St. Martin	<b>Sterling Alexander Center</b> 800 Isadore Dr, St. Martinville, LA 70582
	<b>Magnolia City Recreation</b> Bldg 100, N. Side Park, St. Martinville, LA 70582
St. Mary	<b>Franklin Recreation Center</b> Everette Fouquier Street, Franklin, LA 70538
	<b>Patterson Civic Center</b> 116 Cotton Road, Patterson, LA
Vermilion	<b>First Baptist Church</b> 210 N. St. Charles, Abbeville, LA 70510
<b>Lake Charles Region 6</b>	
<b>Parish</b>	<b>Sites</b>
Allen	<b>Allen Parish Civic Center</b> 609 Tiger Lane, Oberlin, LA 70655
Beauregard	<b>American Legion Dr. O.S. Holliday Post # 27</b> 176 Hwy 112, Deridder, LA 70634,
Calcasieu	<b>Lake Charles Civic Center</b> 900 Lakeshore Dr. Lake Charles, LA 7060
Cameron	<b>Grand Lake Fireman Center</b> 957 Hwy 384 Grand Lake, LA 70607
Jefferson Davis	<b>First Baptist Church</b> 1001 Carey Ave., Jennings, LA 70546

Alexandria Region 7	
Parish	Sites
Avoyelles	<b>Mansura Middle School</b> 1869 St. Jean St., Mansura, LA
Catahoula	<b>National Guard Armory</b>
Concordia	<b>Jr High School Gym</b> 211 Florida Ave Ferriday, LA
Grant	<b>Grant Parish Civic Center</b> 420 Richardson Dr, Colfax, LA
LaSalle	<b>Jena Fair Barn</b> 1265 Fairground Dr, Jena, LA
Rapides	<b>Rapides Parish Coliseum</b> 5600 Coliseum Blvd. Alexandria, LA
Vernon	<b>First Baptist Church</b> 1400 Nolan Trace Dr, Leesville, LA
Winn	<b>Laurel Heights Baptist Church</b> 1001 San Padro St., Winnfield, LA 71483
Shreveport Region 8	
Parish	Sites
Bienville	<b>Bienville Depot</b> 2440 Hazel Street, Arcadia, LA 71001
Bossier	<b>Bossier Parish Community College (BPCC)</b> 6220 East Texas Street, Bossier City, LA 71111
Caddo	<b>LA Technical College</b> 2010 N. Market Shreveport, LA
Claiborne	<b>Vo-Tech</b> 3960 Hwy 79 Homer, LA
DeSoto	<b>Louisiana Technical College – Mansfield Campus</b> 943 Oxford Rd., Mansfield, LA 71052
Jackson	<b>Fain Building</b> 320 6th St., Jonesboro, LA 71251
Natchitoches	<b>Louisiana Technical College</b> 6587 Highway 1 Bypass, Natchitoches, LA 71457
Red River	<b>Coushatta Community Center</b> 423 Wilkinson St., Coushatta, LA,
Sabine	<b>Zwolle Fiesta Grounds</b> 1100 South Main, Zwolle, LA 71486

	<b>Many Fire Station</b> 1710 San Antonio, Many, LA
Webster	<b>NWLTC – Tech College</b> 9500 Industrial Dr., Minden, LA 71055
<b>Monroe Region 9</b>	
<b>Parish</b>	<b>Sites</b>
Caldwell	<b>American Legion Post 162</b> 315 Hwy 850, Columbia, LA 71418
East Carroll	<b>East Carroll Parish Council on Aging</b> 600 1st Street, Lake Providence, LA 71254
Franklin	<b>River of Life</b> 127 Ellis Lane Winnsboro, LA 71295
Lincoln	<b>Help Agency Complex</b> 307 N. Homer Street, Ruston, LA 71270
Madison	<b>Village of Richmond City Hall</b> 598 Wood Street, Richmond, LA 71282
	<b>City of Tallulah Community Center</b> 800 Beach Street, Tallulah, LA 71282
Morehouse	<b>Dotson Park Gym</b> 200 Dotson Street, Bastrop, LA 71221
Ouachita	<b>NE LA Tech College (Delta)</b> 609 Vocational Parkway, West Monroe, LA 71292
Richland	<b>Rayville Civic Center</b> 827 Louisa Street, Rayville, LA 71269
Tensas	<b>St. Joseph Community House</b> 501 Levee Street, St. Joseph, LA 71366
	<b>Tensas Parish Community Center</b> 107 Arts Drive (Hwy 65) St Joseph La 71366
Union	<b>Willie Davis Jr. Recreation Center</b> 116 Cox Ferry Road, Farmerville, LA 71241
West Carroll	<b>Oak Grove Jaycees</b> 420 James Street., Oak Grove, LA