

**Inquiries to the Request for Proposals For Contingency Contract for Technical Support at the
PPP- Parish Pickup Points and at the State run Shelters
September 9, 2010**

General

1. What does the state expect from the vendor in regards to preparation, planning, and exercising prior to a disaster? Please describe the Statement of Work expected from the State that is associated with activities from the vendor with regard to preparation, planning, coordination and test exercising prior to a disaster declaration?

DCFS Response: Due to our current budget reductions, we can not approve any funds that would support your company's plans to prepare, coordinate, and test any exercise prior to a disaster declaration.

2. Based upon our experience with providing these types of support services and our experience with the planning, exercising and other preparation functions required for these types of engagements to be successful, we believe it necessary to expend funds throughout the year to ensure DCFS is prepared and tested to be successful in any disaster. Would the state be willing to provide the vendor with the funding to execute a defined SOW of planning/preparation/coordination/testing to ensure this success.

DCFS Response: Due to our current budget reductions, we can not approve any funds to execute a defined SOW of planning/preparation/coordination/testing.

3. Would the state provide funding for Project Management support to drive the planning and preparation activities?

DCFS Response: Due to our current budget reductions, we can not approve any funds for Project Management support to drive the planning and preparation activities.

Section 3.1

4. DCFS stated that they would provide two (2) days of training on the EWA Phoenix System in Baton Rouge. Is the winning vendor required to support this activity? Will the vendor be able to bill for these services?

DCFS Response: The winning bidder will be required to pay expenses regarding the two-day Phoenix System training.

5. During a disaster, will the State provide housing for the deployed contractor's personnel?

DCFS Response: Housing costs associated with deployed contractor's personnel should be included in the proposal's budget.

6. Will all necessary equipment (laptops, etc.), be delivered and setup by DCFS at each PPP and shelter or is this a responsibility of the winning vendor? Who is responsible for taking down and delivering the equipment back to its original location after the disaster is declared over?

DCFS Response: The winning vendor is responsible for setting up necessary equipment and demobilizing equipment to Baton Rouge.

7. Are the vendors to assume that all PPPs and shelters listed in the RFP will be activated and needed to be staffed upon declaration of an emergency or will it depend on the declaration?

DCFS Response: Activation and staffing of shelters will depend on the declaration and location (SE La., SW La., or Full Coastal) of the evacuation.

Section 5.1

8. Are the staffing requirements listed in each area for each site a minimum requirement or a suggested staffing level?

DCFS Response: The staffing requirements listed in each area for each site is a minimum requirement.

Section 1.2 Background – 2nd paragraph - ESF-6 responsibilities are engaged when a local jurisdiction's resources are exhausted.

9. What resources will each local jurisdiction provide?

DCFS Response: Each jurisdiction will provide volunteers and some DCFS personnel.

10. Have all local jurisdictions agreed to use the EWA Phoenix system?

DCFS Response: All PPP's covered under this RFP - UPT (Orleans), Yenni (Jefferson), Alario, MSY, and Calcasieu in Lake Charles, utilize the EWA Phoenix system. Local jurisdictions utilize the EWA Phoenix system, but are self sufficient and are not covered under this RFP.

11. Will the local jurisdictions' EP plans be made available?

DCFS Response: A disk containing local jurisdictions' EP plans will be provided to the selected proposer.

12. The Governor's declaration of a disaster or emergency along with the President's declaration of the same invokes Louisiana's ESF system (State) and FEMA (Federal) to assist one or more local jurisdiction as a Team. The State's RFP seeks to contract for IT services support. Therefore, DCFS must have evaluated the capabilities of each local jurisdiction in order to plan what gaps exist relating to the ESF-6 State's responsibilities. The analysis of the results would be the building blocks of understanding needed for successful execution of DCFS's ESF-6 IT plans. The EP IT plans from each local jurisdiction paired with the State's EP IT plan would provide the details needed to diligently respond to the RFP. Will the plans be provided?

DCFS Response: DCFS's ESF-6 IT plans will be provided by disk to the selected proposer.

Section 1.3 Goals and Objectives – 1st paragraph- The contractor will augment the State's EP Staff

13. How many full time EP staff people does DCFS currently have?

DCFS Response: DCFS has twelve (12) full-time EP staff and one (1) full-time IT staff.

14. How many EP drills has each one participated in?

DCFS Response: All but two (2) full-time EP staff have participated in drills.

15. What is their work location? (City)

DCFS Response: The work location of full time EP staff is as follows: One (1) in Monroe, one (1) in Shreveport, one (1) in Alexandria, one (1) in Lafayette, one (1) in New Orleans, six (6) in Baton Rouge

16. What other job functions are they responsible for?

DCFS Response: The job functions of full time EP staff is as follows: Regional Coordinators – one (1) in Monroe, one (1) in Shreveport, one (1) in Alexandria, one (1) in Lafayette, one (1) in New Orleans. In Baton Rouge – one (1) Logistic, one (1) Budget, one (1) Deputy Director, one (1) Director, one (1) Operations, one (1) Plans, one (1) IT.

17. Is their role 100% EP?

DCFS Response: Full-time EP staffs' roles are 100% EP.

Section 5.1 Task 5.1 Description

18. First bullet point – What does “include operational details if personnel needed to input” mean?

DCFS Response: Refer to the RFP, page 15, third bullet...” Data Entry Staff will input data from manual forms or directly into Phoenix”.

Second bullet point – Troubleshoot ...

19. Satellites – Where’s the troubleshooting line to be drawn between the Satellite Vendor (Squiretech) and the contractor?

DCFS Response: The contractor will need to have knowledge of satellite systems to be able to operate.

What bandwidth testing has been done? What were the results? It has been tested with our application and used during a FEMA MSY exercise and was within their specs.

DCFS Response: No bandwidth speed test has been performed on the satellite system.

Will Video conferencing be supported over Satellite connections?

DCFS Response: Video conferencing will be supported with QOS, but not at this time.

Servers – DCFS currently has 6 EWA Phoenix servers; one that is in production running on bare metal. One VM that may be configured with Phoenix, but has not been tested. The remaining four Phoenix Laptop servers have not been tested and are running on an outdated Operating System that is not longer supported.

20. Will the contractor be responsible for troubleshooting untested, outdated servers?

DCFS Response: The contractor will not be responsible for troubleshooting untested, outdated servers. The local servers will be up-to-date by October 10, 2010.

21. Routers – Please provide further details: make, model, location, connectivity provider, installer, and documentation of each unit’s configuration. DCFS may need to evaluate the quality of Wireless routers it currently has in its EP IT inventory.

DCFS Response: The make, model, location, connectivity provider, installer, and documentation of each unit’s configuration will be provided to the winning bidder.

22. Switches – Please provide further details: Make, Model, location, installer and documentation of each unit’s configuration.

DCFS Response: The make, model, location, connectivity provider, installer and documentation of each unit’s configuration will be provided to the selected proposer. Configuration will be given upon winning.

23. Laptop – Please provide further details: make, model, and hardware specifications.

DCFS Response:

Dell Latitude D530 Laptop Computer (Intel Core 2 Duo T7500 2.20GHz, DDR2 SDRAM 1.0GB, 80GB HDD) specifications

- **General**

- **Built-in Devices** Wireless LAN antenna , Speaker
- **Embedded Security** Trusted Platform Module (TPM 1.2) Security Chip
- **Width** 13.3 in
- **Depth** 10.7 in
- **Height** 1.4 in
- **Weight** 5.4 lbs
- **Processor**
- **Processor** Intel Core 2 Duo T7500 / 2.2 GHz
- **Multi-Core Technology** Dual-Core
- **64-bit Computing** Yes
- **Data Bus Speed** 800.0 MHz
- **Chipset Type** Mobile Intel GM965 Express
- **Cache Memory**
- **Type** L2 cache
- **Cache size** 4.0 MB
- **RAM**
- **Installed Size** 1.0 GB / 4.0 GB (max)
- **Technology** DDR2 SDRAM - 667.0 MHz
- **RAM form factor** SO DIMM 200-pin
- **RAM configuration features** 1 x 1 GB
- **Environmental Parameters**
- **Min Operating Temperature** 32.0 °F
- **Max Operating Temperature** 95.0 °F
- **Humidity Range Operating** 10 - 90%
- **Shock Tolerance** 142.0 g @ 2ms half-sine pulse (operating) / 163.0 g @ 2ms half-sine pulse (non-operating)
- **Vibration Tolerance** 0.66 g @ RMS (random) (operating) / 1.3 g @ RMS (random) (non-operating)
- **Storage Controller**
- **Storage controller type** Serial ATA
- **Storage Controller / Serial ATA Interface** Serial ATA-150
- **Storage**
- **Floppy Drive** None
- **Hard Drive** 80.0 GB - Serial ATA-150 - 7200.0 rpm
- **Storage Removable** None
- **Hard drive type** Portable
- **Optical Storage**
- **Type** CD-RW/DVD - Plug-in module
- **CD / DVD read speed** 24X
- **Optical Storage (2nd)**
- **2nd optical storage type** None
- **Display**
- **Display Type** 15.0 in TFT active matrix
- **Max Resolution** 1024 x 768 (XGA)
- **Widescreen Display** No
- **Video**
- **Graphics Processor / Vendor** Intel Graphics Media Accelerator X3100 Dynamic Video Memory Technology 4.0
- **Audio**
- **Audio output type** Sound card
- **Audio codec** STAC9205
- **Audio output compliant standards** High Definition Audio
- **Audio Input** Microphone
- **Input Device(s)**

- **Input device type** Touchpad , Keyboard
- **Keyboard localization and layout** English
- **Telecom**
- **Modem** Fax / modem
- **Max Transfer Rate** 56.0 Kbps
- **Protocols & Specifications** ITU V.92
- **Networking**
- **Networking** Network adapter
- **Networking / Wireless LAN Supported** Yes
- **Wireless NIC** Dell Wireless 1395
- **Data link protocol** IEEE 802.11b , Ethernet , Fast Ethernet , IEEE 802.11g , Gigabit Ethernet
- **Networking features** Dell HyperConnect
- **Networking standards** IEEE 802.11b , Wi-Fi CERTIFIED , IEEE 802.11g
- **Expansion / Connectivity**
- **Expansion Bays** 1.0 x Front accessible
- **Expansion Slots Total (Free)** 2.0 (1.0) x CardBus - SO DIMM 200-pin , 1.0 (1.0) x Memory - Type I/II
- **Interfaces** 1.0 x IEEE 1394 (FireWire) - S-video output - 9 pin D-Sub (DB-9) , 4.0 x Audio - VGA - Mini-phone 3.5 mm , 1.0 x Docking / port replicator - RS-232 - 7 pin mini-DIN , 1.0 x Network - Phone line - RJ-11 , 1.0 x Infrared - Input - 4 pin FireWire , 1.0 x Modem - Line-out/headphones - 15 pin HD D-Sub (HD-15) , 1.0 x Serial - Ethernet 10Base-T/100Base-TX/1000Base-T - Mini-phone stereo 3.5 mm , 1.0 x Display / video - RJ-45 , 1.0 x Display / video - 4 pin USB Type A , 1.0 x Microphone , 1.0 x Hi-Speed USB
- **Miscellaneous**
- **Features** Security lock slot (cable lock sold separately)
- **Power**
- **Power device form factor** External
- **Voltage Required** AC 120/230 V
- **Battery**
- **Technology** 6-cell Lithium ion
- **Installed Qty** 1.0
- **Battery capacity** 56.0 Wh
- **Operating System / Software**
- **OS Provided** Microsoft Windows XP SP3
- **Software** Drivers & Utilities , Cyberlink PowerDVD
- **Manufacturer Warranty**
- **Service & Support** 1 year warranty
- **Service & Support Details** Limited warranty - Phone consulting - 1 year - Pick-up and return , Technical support - Web support - 1 year , Technical support - Parts and labor - 1 year
- **Sustainability**
- **ENERGY STAR Qualified** Yes
- **EPEAT Compliant** EPEAT Silver

Dell ES5500 Latitude Laptop

Intel® Core™2 Duo Processors

Operating Systems

Genuine Windows® 7 Professional 32-Bit

Genuine Windows® 7 Professional 32-Bit with Downgrade Rights Service to Windows® XP Professional

Genuine Windows Vista® Business

Genuine Windows Vista® Home Basic

Genuine Windows Vista® Business with Downgrade Rights Service to Windows® XP Professional

Chipset

Intel® 45 Express Chipset

Displays

15.4" Premium WXGA (1280x800) Display

Memory

Dual Channel DDR2 Memory⁴

Available DIMM Slots: Two Memory slots offering up to 4GB⁵

Memory Bandwidth: 800MHz

Primary Storage

7200 RPM Free Fall Sensor Hard Drive up to 160GB¹

5400 RPM Encrypted Hard Drive up to 120GB¹

5400 RPM to 250GB¹

Optical Drives

Fixed media bay: CDRW/DVD or DVD+/-RW

Graphics Cards

Intel® 4500MHD Graphics Accelerator

Connectivity

Wired:

10/100/1000 Gigabit¹, 56K v924 Internal Modem (Optional)

Wireless LAN:

Dell Wireless 1397 (802.11g), Dell Wireless 1510 (802.11 a/g/n 2x2), Intel® WiFi Link 5100 [802.11a/g/n (1x2)]; Intel WiFi Link 5300 [802.11a/g/n (3x3)]

Bluetooth:

Bluetooth Dell Wireless 370 Bluetooth® 2.1

Security

Physical Security:

Steel-reinforced Cable Lock Slots, Media Module and Hard Drive Locks.

User & System Security:

Fingerprint Reader (optional)

TPM 1.2

Wave Embassy Trust Suite

Network Security:

802.11 WiFi Protected Access (WPA), 802.11i (WPA2), Virtual Private Networks (VPN) 802.1x with EAP modes and compatible with CCX 4.0

Systems Management:

Dell Client Manager, DASH support

Expandability**Slots:**

PCMCIA & SD/MMC

Ports:

IEEE-1394, docking connector, USB 2.0 (x4), VGA, S-Video, RJ-11 (optional), RJ-45, Serial, headphone/speaker out, mic

Docking:

Advanced E-Port, E-Port, Legacy Port Replicator, E Flat Panel Stand, Basic Monitor Stand, E-View Notebook Stand

Chassis

Durable Polycarbonate and aluminum LCD back and Base

Weight & Dimensions:

Starting weight: 6.36 lbs/2.89 kg⁶

Width: 13.99"/355mm

Depth: 10.24"/260mm

Height: 1.48"/37.5mm

Power**Power Supply:**

90 Watt AC adapter with cord wrapping

4-cell, 6-cell or 9-cell extended life primary batteries

Please provide specific Image and software configuration details.

DCFS Response: The specific image and software configuration details will be provided to the winning bidder.

What is the current Image refresh schedule?

DCFS Response: The current image refresh schedule is once a year in February.

What QA steps are taken when EP laptop image is created and tested?

DCFS Response: After image is created or updated, EP will test to see if it all works with scanners and card swipes

Is there new laptop equipment being purchased?

DCFS Response: No new laptop equipment is being purchased this year.

What is the procedure to re-image a failed laptop in the field?

DCFS Response: To reimage a failed laptop in the field, open a ticket with user support. The Field tech has image on a jump drive to reimage laptop.

What is the procedure to change the Phoenix URL if Phoenix Laptop Server is deployed? What is the procedure if the Phoenix Server at ISB becomes unavailable and the backup Phoenix system in Bowling Green is to be used?

DCFS Response: The winning bidder will be provided information regarding the procedure to change the Phoenix URL if Phoenix Laptop Server is deployed, and the procedure if the Phoenix Server at ISB becomes unavailable and the backup Phoenix system in Bowling Green is to be used

24. Scanners – Please provide Make, Model and specifications for all scanners that are or would be deployed in an emergency.

DCFS Response:

4600g Handheld Specifications

4600G-SS Rev F 4/08

Illumination LEDs: 617nm +30nm

Aiming: 526nm +30nm

Image: VGA, 752x480. Binary, TIFF, or JPEG output.

Working Range:

4600gSR 8.3 mil Linear

(.021cm)

13 mil UPC

(.033cm)

6.6 mil PDF417

(.017cm)

10 mil PDF417

(.025cm)

15 mil PDF417

(.038cm)

35 mil MaxiCode

(.089cm)

Near 3.0 in. (7.6cm) 1.6 in. (4.1cm) 4.0 in. (10.2cm) 2.6 in. (6.6cm) 1.8 in. (4.6cm) 1.5 in. (3.8cm)
Far 7.1 in. (18.0cm) 12.7 in. (32.3cm) 5.7 in. (14.5cm) 8.5 in. (21.6cm) 9.7 in. (24.6cm) 12.5 in. (31.8cm)

4600gSF 7.5 mil Linear

(.019cm)

13 mil UPC

(.033cm)

6.6 mil PDF417

(.017cm)

10 mil PDF417

(.025cm)

15 mil Data Matrix

(.038cm)

15 mil QR Code

(.038cm)

Near 2.0 in. (5.1cm) 1.5 in. (3.8cm) 2.3 in. (5.8cm) 1.7 in. (4.3cm) 1.3 in. (3.3cm) 1.7 in. (4.3 cm)

Far 6.0 in. (15.2cm) 8.4 in. (21.3cm) 5.5 in. (14.0cm) 7.1 in. (18.0cm) 7.0 in. (17.8cm) 6.7 in. (17.0cm)

4600gHD 5 mil Code 39

(.013cm)

6 mil Code 39

(.015cm)

13 mil 100% UPC-EAN

(.033cm)

6.6 mil PDF417

(.017cm)

6.7 mil Data Matrix

(.017cm)

6.7 mil QR Code

(.017cm)

Near 1.9 in. (4.8cm) 1.7 in. (4.3cm) 1.6 in. (4.1cm) 1.6 in. (4.1cm) 2.4 in. (6.1cm) 2.3 in. (5.8cm)

Far 3.8 in. (9.7cm) 4.2 in. (10.7cm) 6.2 in. (15.7cm) 4.5 in. (11.4cm) 3.5 in. (8.9cm) 3.4 in. (8.6cm)

Skew Angle: +40°

Pitch Angle: +40°

Motion Tolerance: Standard: 4 in. (10 cm) per second

Streaming Presentation™ Mode SF: 20 in. (50 cm) per second on 100% UPC/EAN at the plane of optimum focus

Length: 5.3 in. (13.5 cm)

Height: 6.2 in. (15.7 cm)

Width: 3.2 in. (8.1 cm)

Weight: 6.5 oz. (184.3 g)

Housing: UL 94V0 grade

Power Requirements: 4.0 - 14VDC at imager

Current Draw (Typical) Input 5 V Scanning 382mA Idle 53mA

Noise Rejection: Maximum 100mV peak to peak, 10 to 100 kHz

Sealing: IP41 (Water and Dust Resistant)

Operating Temperature: 32°F to +122°F (0°C to +50°C)

Storage Temperature: -40°F to 158°F (-40°C to +70°C)

Humidity: 0 to 95%, non-condensing

Mechanical Shock: Operational after 50 drops from 6 ft. (1.8 m) to concrete

Ambient Light: 0 to 100,000 lux (full sunlight)

ESD Protection: Functional after 100 discharges at 15kV

Vibration: Withstands 5G peak from 22 to 300 Hz

Agency: International: CB scheme to IEC60950-1 & IEC60825-1 Class 1 LED. **USA:** FCC Part 15 subpart B Class A. UL listed to 60950-1. **Canada:** ICES-003 Class A. cUL listed to CSA C22.2 No. 60950-1-03. **Europe:** CE 2004/108/EC EMC Directive to EN55022 Class A, EN55024, EN61000-3-2, EN61000-3-3. 2006/95/EC Low Voltage Directive. **GS Mark:** GS marked for I.T.E. safety. **Australia/NZ:** C-Tick mark.

Laser Classification: Laser Aimer Model only: Class 2 Laser IEC60825-1. Complies with 21 CFR 1040.10 and 1040.11 with Laser Notice No. 50.

1mW max output, 650 nm

MTBF: per MIL-HDBK-217F Ground Benign exceeds 70,000 hours

Cleaners Approved for Use with Disinfectant-Ready

Housing:

Sani-Cloth® HB, Sani-Cloth® Plus, CaviWipes™, Virex® 256, 409® Glass and Surface Cleaner, Windex® Blue, Clorox® Bleach (100%)

2 Dimensional: PDF417, MicroPDF417, MaxiCode, Data Matrix, QR Code, Aztec, Aztec Mesas, Code 49, and EAN•UCC Composite

Linear: Codabar, Code 39, Interleaved 2 of 5, Code 93, Code 128, UPC, EAN, RSS, Codablock F, BC412*, and ISBT 128 Concatenation*

*available to licensed users

Postal (SR/SF Only): Postnet, Planet Code, British Post, Canadian Post, Japanese Post, KIX (Netherlands) Post

OCR Fonts (SR/SF Only): OCR-A, OCR-B

Interfaces: All popular PCs and terminals via keyboard wedge, keyboard replacement/direct connect, USB, TTL level RS-232, wand

emulation (primary interface only) mode, TTL level Serial Wedge, and IBM 46XX retail terminals.

Warranty: 5 years

Automation and Control Solutions

Honeywell

Imaging and Mobility

700 Visions Drive

PO Box 208

Skaneateles Falls, NY 13153-0208

How old is the scanner hardware?

DCFS Response: The scanner hardware is four (4) years old.

Please provide setup and troubleshooting documentation for scanners.

DCFS Response: Setup and troubleshooting documentation for scanners will be provided to the winning bidder.

Who will be responsible for updating scanner drivers when updated?

DCFS Response: DCFS Field Staff will be responsible for updating scanner drivers.

What QA process is in place to ensure functionality for drills, exercises, training, or actual event?

DCFS Response: A QA process to ensure functionality for drills, exercises, training, or actual event is currently under construction.

25. Card Swipes– Please provide make, model and, specifications for all scanners that are or would be deployed in an emergency.

DCFS Response:

Magtek Specifications
OPERATING

Reference Standards:
ISO, ANSI, CDL and AAMVA

Power Input:
From USB

Recording Method:
Two-frequency coherent phase (F2F)

Message Format:
Vendor defined emulation

Card Speed:
3 to 50 IPS

MTBF:
Electronics: 125,000 hours
Head: 1,000,000 passes

MECHANICAL

Dimensions:
Length: 3.94" (100mm)
Width: 1.28" (32,5mm)
Height: 1.23" (31,3mm)

Weight:
Reader with cable: 5.8 oz. (1,65g)

Connector:
USB
ENVIRONMENTAL

Temperature:
Operating: 32°F to 131°F (0°C to 55°C)
Storage: -22°F to 158°F (-30°C to 70°C)

Humidity:
Operating: 10% to 90% noncondensing
Storage: Up to 100% noncondensing

How old is the scanner hardware?

DCFS Response: Scanner hardware is four (4) years old.

Please provide setup and troubleshooting documentation for scanners.

DCFS Response: The information regarding setup and troubleshooting documentation for scanners will be provided to the winning bidder.

Who will be responsible for updating scanner drivers when updated?

DCFS Response: DCFS Field staff will be responsible for updating scanner drivers.

What QA process is in place to ensure functionality for Drills, exercises, training, or actual event?

DCFS Response: A QA process to ensure functionality for drills, exercises, training, or actual event is currently under construction.

26. Metro E – Where is Metro E installed?

DCFS Response: Metro E is installed at the UPT and Accent locations.

Is it up year around?

DCFS Response: At this time, Metro E is not up year round.

Who is the carrier?

DCFS Response: The carrier for Metro E is AT&T.

What is the up and down bandwidth specifications for each subscription?

DCFS Response: The up and down bandwidth specifications for each subscription Metro E - 2M.

Where is the D-mark at each location where it is installed?

DCFS Response: The D-mark is located on the first floor of each location except for UPT; it is on the second floor.

Please provide contact information for each carrier and locality?

DCFS Response: The contact information for each carrier and locality is AT&T.

What QA process is in place to ensure functionality and stability?

DCFS Response: DCFS has a communication section that monitors the data lines.

27. T1 lines – Same as Q26 for Metro E

DCFS Response: 1.5M

28. DSL – Same as Q26 for Metro E. - What bandwidth testing has been performed? What were the results?

DCFS Response: We are not utilizing DSL.

29. Wireless Networks – What locations have Wireless Networks supplied by local jurisdiction?

DCFS Response: City of Lake Charles has Wireless Networks supplied by local jurisdiction.

What testing has been done?

DCFS Response: We have conducted three (3) drills in Lake Charles along with disaster food stamps issuance.

What were the results? Is the wireless signal strong enough to support all registration and manifesting stations for a given location?

DCFS Response: The tests in Lake Charles indicated the city wireless needs help but the hard wire connection works fine.

Is the wireless network secured? If so, what type of encryption is used? What is the encryption key for each location?

DCFS Response: The wireless network is secured. The type of encryption used and the encryption key for each location will be provided to the winning bidder.

For all DCFS supplied wireless access points, please provide the same information, plus where the planned installation location will be.

DCFS Response: Information regarding encryption, encryption key, and planned installation location will be provided to the winning bidder.

30. Will the wireless access paired with Satellite will be used?

DCFS Response: If needed, the wireless access paired with Satellite be used.

If so, how and where?

DCFS Response: Wireless access paired with satellite will be used if needed and where needed.

31. Air cards – How many does EP have?

DCFS Response: EP has sixty-eight (68) air cards.

What make and model?

DCFS Response: The air cards are AT&T, model 881.

What connectivity/bandwidth measurements were recorded during testing?

DCFS Response: The connectivity/bandwidth measurements were tested but not recorded.

Was testing completed at each physical location where evacuation/sheltering will be located?

DCFS Response: Testing was completed at each physical location with the exception of the SOS in Homer (Claiborne Parish).

Was there good connectivity where each station for registration and manifesting will be?

DCFS Response: There was good connectivity where each station's registration and manifesting will be.

Does each laptop have air card software/driver installed?

DCFS Response: Each laptop has air card software/driver installed.

What documentation exists for configuration and setup?

DCFS Response:

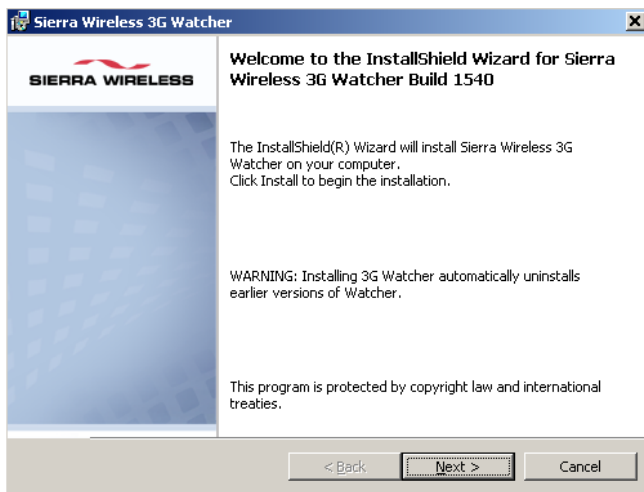
Installing Sierra Wireless 3G Watcher Application

Insert CD into Laptop

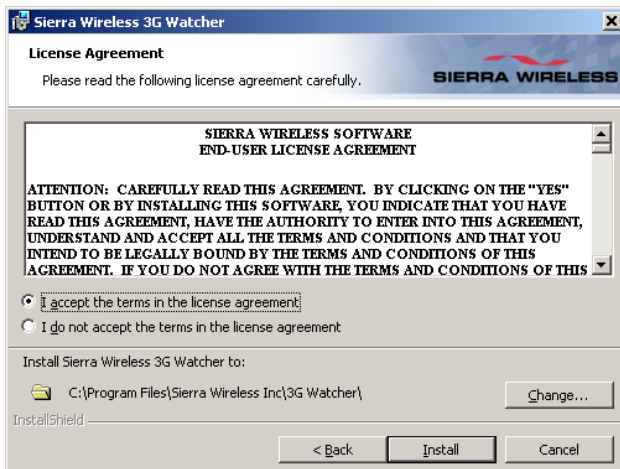
Launch 3G Watcher Install from the CD



Select Run if you see above Warning

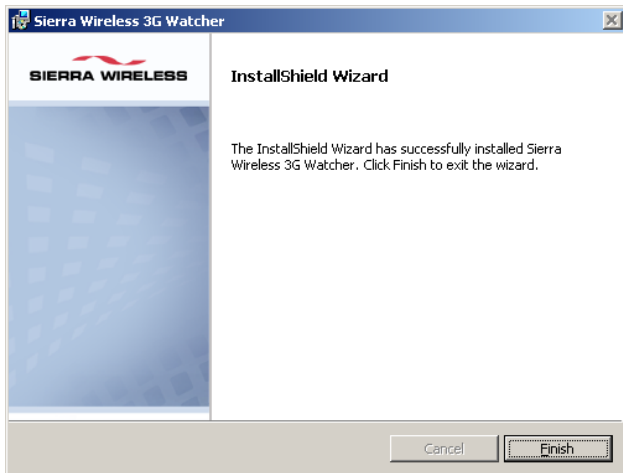
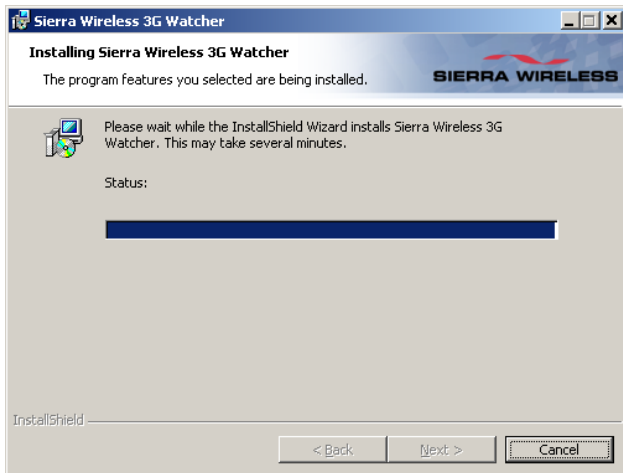


Select Next



Select "I accept the terms in the license agreement"

Select Install



Select Finish

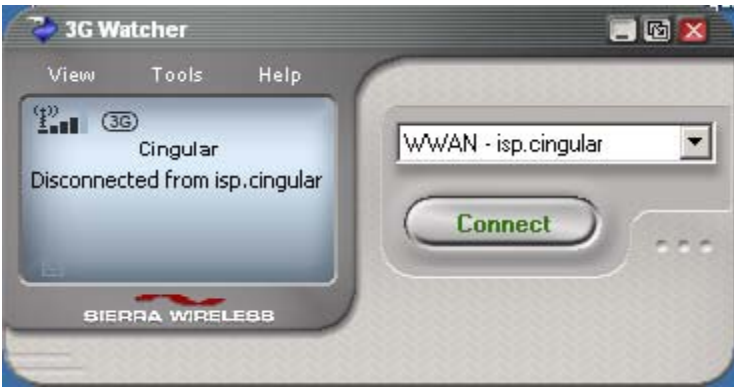
The following are needed to configure the AT&T AirCards for the first time use. These settings are necessary for best performance of your AirCard.

Launching the 3G Wireless Application for the first time

***** You must first insert the AT&T Wireless Air Card into your Laptop *****

Launch 3G Watcher



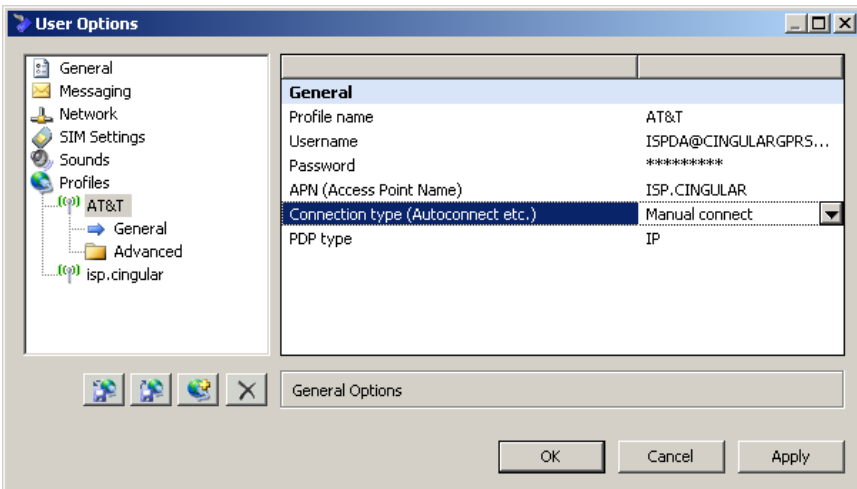


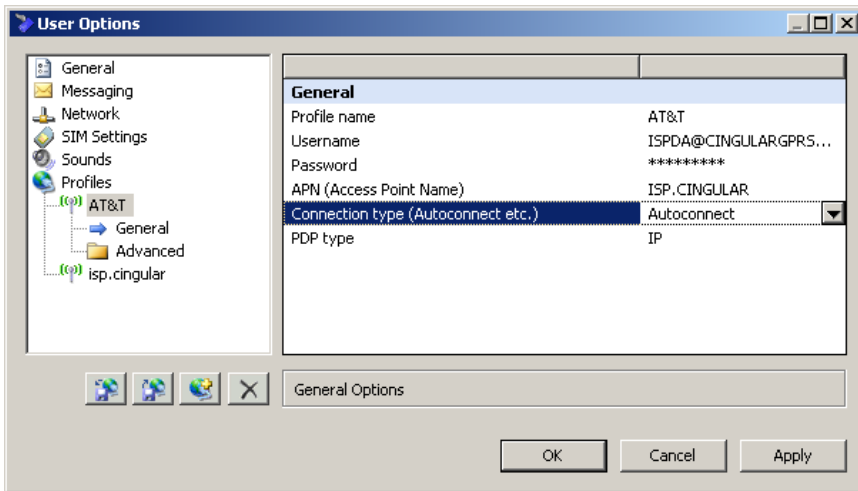
Select Tools, Connections



Change AT&T Profiles and isp.cingular profile (if available),

Change Connection Type to from Manual Connect to Autoconnect





After the above settings have been set on your Aircard

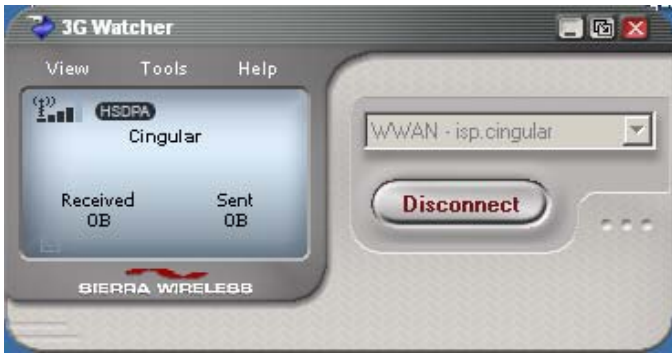
The following are screen shots of what to expect when the Aircard is inserted and the 3G Watcher Application is started

Launch the 3G Watcher Application



Select Connect to access AT&T wireless network





Once you are finished using the AT&T wireless Network, select “Disconnect” and remove the Wireless AirCard.

What QA process is there when new laptop equipment is introduced?

DCFS Response: When new laptop equipment is introduced, DCFS tests the new laptop, adds EP software, then gives to EP to test to make sure scanners, card swipe, and air cards work with the Phoenix program

32. Please provide air card vendor contact information.

DCFS Response: DCFS OTM Coordinator contact information will be provided to the winning bidder.

What testing has been done to ensure air card, card reader, and scanner will function together?

DCFS Response: DCFS has tested and upgraded the software to ensure air card, card reader, and scanner will function together.

What if another device is connected? For example: printer, thumb drive, mouse, webcam, or tethered handheld.

DCFS Response: If another device is connected, there should be no effect. You can change the com port within ID Cypher on the fly that way the scanner will work with the Phoenix program

Do laptops have enough USB ports to support the required functions that may be needed depending on how it is deployed?

DCFS Response: The Dell laptops D530 and ES5500 each have 4 USB ports which can be utilized depending how it is deployed.

33. Printers – What make and models?

DCFS Response: The printers are Lexmark 420, 520 HP 4000

How much life is remaining on printer based on duty cycle?

DCFS Response: The amount of life remaining on printer based on duty cycle is unknown at this time.

Who will supply consumables?

DCFS Response: Regional Coordinators and Lead area managers will supply consumables.

Are printers network printers?

DCFS Response: Some printers are network printers.

If not, how will they interface with laptops?

DCFS Response: Network printers will interface with laptops via USB to C36 IEEE-1284 parallel adapter

How many printers will be deployed for a given location?

DCFS Response: Printers will be deployed at follows: two (2) for PPP and one (1) at Shelter.

Where will they be located per site?

DCFS Response: The locations of the printers for a given location is not known at this time.

34. Webcam – How will webcam be used?

DCFS Response: Webcam will be used for interpretation for the deaf /signing and foreign language. DCFS has a contract for a vendor Deaf Services Center, LLC to provide the service at each State run shelter. There is one (1) camera at each shelter. We could also use it to take pictures of the evacuees and upload it into Phoenix.

How many webcams does DCFS EP have?

DCFS Response: DCFS EP has thirty-five (35) webcams.

What make/model are they?

DCFS Response: The webcams' make and model are Logitech Quickcam Pro 9000

What backend infrastructure will be used if needed?

DCFS Response: No backend infrastructure will be used.

Who will support the backend infrastructure? Do the laptops have the required software/driver for webcam?

DCFS Response: Required software/driver for webcam is already installed, but there is software that has to be downloaded from the Deaf Services Center website upon activation of their interpretation contract in order to use that service.

Do designated laptops have enough USB ports?

DCFS Response: Designated laptops have enough USB ports.

What testing has DCFS done regarding uses of webcam?

DCFS Response: Deaf Services Center came to DCFS and tested webcams from inside DCFS network to outside connecting with Salt Lake, Dallas, and Philadelphia.

What were the results of tests?

DCFS Response: The results of the webcam tests were positive.

35. Video Conferencing – How will DCFS use video conferencing?

DCFS Response: Video conferencing will not be utilized at this time.

Have bandwidth tests been completed during evacuation exercises/drills, sheltering?

DCFS Response: No bandwidth tests have been completed during evacuation exercises/drills, or sheltering

Has testing been completed using all the connectivity options of Metro E, T1, DSL, Air cards, wireless? What were the results?

DCFS Response: Testing has been completed using all the connectivity options of Metro E, T1, Air cards, wireless, and we have connectivity at all PPP and Shelters. We are not utilizing DSL this year.

36. 2-way Radios – I am assuming you are referring to the 700MHZ

How many radios will be supported?

DCFS Response: Fifty-eight (58) radios will be supported.

What is make and model?

DCFS Response: The make and model of the radios are Motorola XTS 5000R and EF Johnson 51SL model II.

Have all radios been upgraded?

DCFS Response: All radios have been upgraded except ten (10); they are at GOHSEP now being upgraded.

Have they been tested during EP exercise/drill?

DCFS Response: All radios have been tested during EP exercise/drill.

How will they be used during an event?

DCFS Response: During an event, each region has four (4) radios. Each region has their own channel to use as a backup communication from region to region or to State office. They also have the capability of getting to each of parish EOC's and each parish has 4 channels used.

Note: DCFS has 8 – Motorola Talkabout 2-way radios, model#: EM1000R per shelter for local communication within the shelter and 18 in region 1 in support of the PPP

37. Who will be issued radios?

DCFS Response: Radios will be issued as follows: Regional Coordinators, Lead Area Managers, one (1) per shelter, a few EP staff, and Executives.

How many channel options will be supported?

DCFS Response: All channels will be supported.

What is the maximum coverage per frequency?

DCFS Response: State wide maximum coverage per frequency is 700mhz system

Was there any interference during testing at each location where they will be deployed?

DCFS Response: We have experienced some problems during testing while traveling on the interstate (moving) but problems were resolved upon stopping.

Has testing been completed with State law enforcement and Federal FEMA radios also deployed?

DCFS Response: Testing has been done with all DCFS radios and to the parishes. None have been done with Federal FEMA radios.

Third bullet point – Data Entry ...

38. What periodical reports will be requested?

DCFS Response: Periodical reports will include the number of people processed in each location.

How often?

DCFS Response: Periodical reports will be required every 2-4 hrs.

What information will be requested?

DCFS Response: Executive will request needed information.

How will the reports be communicated?

DCFS Response: Reports will be communicated via email and phone.

How will they be requested?

DCFS Response: Reports will be requested via email and phone.

Forth bullet point – Union Passenger Terminal Station - Sub bullet point – Twenty MC70's

39. Have the MC70's been setup and configured for:

- Phoenix Mobile application?
- **DCFS Response:** Yes
- Have they been assigned in Phoenix?
- **DCFS Response:** No
- Wireless networking?
- **DCFS Response:** No
- Secure Wireless?
- **DCFS Response:** Yes
- Are they charged and ready presently?
- **DCFS Response:** Yes
- Do they have a dock for each handheld?
- **DCFS Response:** No
- Do they have an extra battery for each handheld?
- **DCFS Response:** This information has been requested from the City of New Orleans.
- Is the extra battery charged?
- **DCFS Response:** This information has been requested from the City of New Orleans.

- When is the last time the handhelds were exercised?
- **DCFS Response:** These are in the City of New Orleans' possession and have never been exercised.

Sub bullet point – T1 line for data, Metro E

40. Does UPT have both T1 and Metro E?

DCFS Response: UPT has Metro E (Refer to Q16 for additional information to be requested)

41. **Note:** UPT – What backup communication will be in place if the primary fails?

DCFS Response: If the primary fails, backup communication will be as follows: Satellite, Air cards, and Secured Wifi hot spots with 2 different providers

Fifth bullet point – Yenni Building - Sub bullet point – Five (5) MC70 wireless scanners

42. Who will supply the MC70 Handheld devices?

DCFS Response: DCFS will supply the MC70 Handheld devices.

When and how will they be transported from Baton Rouge to Yenni?

DCFS Response: The Baton Rouge tech will take the MC70 Handheld devices when they go to New Orleans.

Sub bullet point – Fifteen (15) MC9090 wireless scanners

43. Who will supply the MC9090 Handheld devices?

DCFS Response: DCFS will supply the MC900 Handheld devices.

When and how will they be transported from Baton Rouge to Yenni?

DCFS Response: The Baton Rouge tech will take the MC70 Handheld devices when they go to New Orleans.

Sub bullet point – T1 line for data, Metro E

44. Does Yenni have both T1 and Metro E? If not, which one does it have? (Refer to Q16 for additional information to be requested)

DCFS Response: Yenni has T1 P2P.

Sub bullet point – Satellite for backup com

45. Who, how, and when will Satellite be delivered to Yenni?

DCFS Response: How and when satellite will be delivered to Yenni has yet to be determined, but DCFS IT intends to contract with a driver to deliver, secure, and return.

Will IT have DCFS personnel that will stay with Satellite? If so, what will their duties be? If not, who is responsible for securing?

DCFS Response: Personnel information regarding Satellite is not available at this time.

Has a spot for the Satellite been designated at Yenni?

DCFS Response: A spot for the satellite has been designated on the west side of the building at Yenni, but it has not been tested.

Sub bullet point – 700mhz radios

46. Section 5.1; Second bullet point specifies 800/700 MHz Radios, but each location specifies 700 Mhz. Does this indicate the radios need to be upgraded?

DCFS Response: Each location has 700mhz radios which do not need to be upgraded.

If not, then why is 800 Mhz mentioned?

DCFS Response: 800 Mhz is mentioned because we do have 10 radios that are currently at GOHSEP being upgraded to 700mhz.

Sixth bullet point – Alario Center - Sub bullet point – Five (5) MC70 wireless scanners

47. Please refer to question Q28 - DSL – Same as Q26 for Metro E.

DCFS Response: We are not utilizing DSL.

Metro E – Where is Metro E installed?

DCFS Response: Metro E is installed at UPT and Accent.

Is it up year around?

DCFS Response: Metro E is not up year round at this time

Who is the carrier?

DCFS Response: The carrier is AT&T.

What is the up and down bandwidth specifications for each subscription?

DCFS Response: The up and down bandwidth specifications for each subscription T1 P2P.

Where is the D-mark at each location where it is installed?

DCFS Response: The D-mark at each location is on the first floor except for UPT; it is on the second floor.

Please provide contact information for each carrier and locality?

DCFS Response: Each carrier and locality is AT&T.

What QA process is in place to ensure functionality and stability?

DCFS Response: DCFS has a communication section that monitors the data lines to ensure functionality and stability.

48. Please refer to question Q29 - Wireless Networks – What locations have Wireless Networks supplied by local jurisdiction?

DCFS Response: The Alario location has Wireless Networks supplied by local jurisdiction.

What testing has been done?

DCFS Response: The wireless network at the Alario location is not secured and only will be used if everything else fails.

What were the results?

DCFS Response: The test at Alario showed the wireless network is not stable

Is the wireless signal strong enough to support all registration and manifesting stations for a given location?

DCFS Response: The wireless signal is not strong enough to support all registration and manifesting stations for a given location.

Is the wireless network secured?

DCFS Response: The wireless network is not secured.

For all DCFS supplied wireless access points, please provide the same information, plus where the planned installation location will be.

DCFS Response: Each Shelter and PPP will have a secured wireless access point.

Sub bullet point – T1 lines for date, Metro E

49. Please refer to question Q30 - Will the wireless access paired with Satellite be used?

DCFS Response: If needed, the wireless access paired with Satellite will be used.

If so, how and where?

DCFS Response: The wireless access paired with Satellite will be used wherever the satellite is needed.

Sub bullet point – Satellite for backup com

50. Please refer to question Q31- Air cards – How many does EP have?

DCFS Response: Emergency Preparedness has sixty-eight (68) air cards.

What make and model?

DCFS Response: The make and model of these air cards: AT&T model 881.

What connectivity/bandwidth measurements were recorded during testing?

DCFS Response: The connectivity/bandwidth measurements were tested but not recorded.

Was testing completed at each physical location where evacuation/sheltering will be located?

DCFS Response: The testing was completed at each physical location with the exception of Homer.

Was there good connectivity where each station for registration and manifesting will be?

DCFS Response: There was good connectivity where each station for registration and manifesting will be.

Does each laptop have air card software/driver installed?

DCFS Response: Each laptop has air card software/driver installed.

What documentation exists for configuration and setup?

DCFS Response: Refer to response to question 31 on page 14 for information regarding configuration and setup.

Seventh bullet point – Lake Charles Civic Center- Sub bullet point – Five (5) MC70 wireless scanners

51. Please refer to question Q28

DCFS Response: We are not utilizing DSL.

What bandwidth testing has been performed? What were the results?

DCFS Response: Q26. Metro E.

Where is Metro E installed?

DCFS Response: Metro E is installed at UPT and Accent

Is it up year around?

DCFS Response: At this time, it is not up year round.

Who is the carrier?

DCFS Response: AT&T is the carrier.

What is the up and down bandwidth specifications for each subscription?

DCFS Response: The up and down bandwidth specification for each subscription is T1 P2P.

Where is the D-mark at each location where it is installed?

DCFS Response: The D-mark is located on the first floor of all locations, with the exception of UPT – which is located on the second floor.

Please provide contact information for each carrier and locality?

DCFS Response: The carrier is AT&T.

What QA process is in place to ensure functionality and stability?

DCFS Response: DCFS has a communication sections that monitors the data lines to ensure functionality and stability .

Sub bullet point – T1 line for data City of Lake Charles is providing

52. Will the city keep the line available year around?

DCFS Response: The city of Lake Charles will keep the data line available year round.

What is the Up/Down bandwidth?

DCFS Response: The Up/Down bandwidth is T1.

Note: Wireless in the Civic Center didn't have a strong enough signal to use during 2010 EP drill.

Noted that there will be satellite backup, air cards, and secured wifi hot spot in no specific order

Proposal Parameters (Page 18 of RFP)

53. General – What will be expected of Contractor if an “Accelerated Timeline” is invoked?

DCFS Response: DCFS it will assist the Contractor with setup if an “Accelerated Timeline” is invoked.

Second bullet point – Mobilization / Readiness Phase:

Third sub bullet point – At H-60, Parish Pickup Points ... Contractor will make sure all equipment is up and functional and to assist with data entry.

Note 1: H-72 to H-60 (12 hrs) is the time needed to setup and prepare for evacuation given all the equipment is in good working order. It is not enough time to configure, troubleshoot and replace equipment that has not been prepared or is damaged. Therefore, to have equipment in good working order requires periodic preparation, testing, maintenance, updates (anti-virus), and manufacture's warranty execution for hardware defects.

54. How will DCFS EP IT ensure the equipment is in a “ready” state before H-72? (They currently don't have the manpower to accomplish this. They rely on DCFS IT field staff and an exercise or drill to exercise the equipment. Proper planning, execution, and QA are not in place to ensure pre-staged equipment is in a “ready” state.

DCFS Response: To ensure the equipment is in a “ready” state before H-72, open a ticket with DCFS Help Desk and request someone from IT perform these tasks weekly/monthly.

Note 2: Phoenix has to be configured for a particular event. (Event Name, users, transportation resources, sex offender database loaded, etc.)

55. Who will prepare and when will the Phoenix application be ready for a particular event?

DCFS Response: In preparation of a particular event, DCFS Emergency Preparedness and IT have already input all of the shelters and evacuation vehicles in the Phoenix application.

Note 3: Pre-staged EP equipment is generally located at a DCFS office located within the city where the evacuation / shelter reside.

56. How will the equipment get from the storage location to the evacuation site or shelter before H-72? What if the contractor is onsite before the required H-72 and has no equipment to setup?

DCFS Response: Prior to H-72, the vendor can contact DCFS to take responsibility of the equipment in order to setup early.

Third bullet point – Demobilization Phase: First sub bullet – ... transport out of the evacuation zone to Baton Rouge to be readied for re-deployment between H-24 and H-12.

57. If equipment was originally located at a local office, why is it being brought back to Baton Rouge?

DCFS Response: Equipment will be brought back to Baton Rouge because DCFS staff may not be able to get back into some buildings to retrieve equipment. Additionally, we cannot leave equipment in an area that could flood.

What does “be readied” actually mean?

DCFS Response: “Be readied” means the equipment has been inventoried.

Where will it be re-deployed?

DCFS Response: It is possible that the equipment will be re-deployed if Louisiana experiences another event; ex: back-to-back hurricanes.

For what function?

DCFS Response: Re-deployment is possible for evacuation and registration or possible deployment to a Host State

DCFS Response: Re-deployment is possible for another evacuation and registration like back to back Hurricanes or possible deployment to a Host State.

Who will be doing the redeployment?

DCFS Response: Contract staff will make sure the equipment is readied. DCFS staff will be readied for Host State deployment.

Section 6.1 Task 5.2 Description - First bullet Point – Assist in maintaining the Phoenix Tracking software

58. Isn't EWA Phoenix contracted to maintain the Phoenix Tracking software? If not, then what are all the specific maintenance items the contractor will assist with?

DCFS Response: EWA Phoenix will maintain the Phoenix Tracking Software.

Second bullet – Troubleshoot ...Please refer to questions Q9 through Q24 and apply them to this section.

9. What resources will each local jurisdiction provide?

DCFS Response: Each jurisdiction will provide some DCFS personnel.

10. Have all local jurisdictions agreed to use the EWA Phoenix system?

DCFS Response: Jurisdictions involved with this RFP (UPT(Orleans), Yenni (Jefferson), Alario, MSY, and Calcasieu (Lake Charles)) have agreed to use the EWA Phoenix system.

11. Will the local jurisdictions EP plans be made available?

DCFS Response: The winning provider will be provided with a CD containing local jurisdictions EP plans. The document is too large to email.

12. The Governor's declaration of a disaster or emergency along with the President's declaration of the same, invokes Louisiana's ESF system (State) and FEMA (Federal) to assist one or more local jurisdiction as a Team. The State's RFP seeks to contract for IT services support. Therefore, DCFS must have evaluated the capabilities of each local jurisdiction in order to plan what gaps exist relating to the ESF-6 State's responsibilities. The analysis of the results would be the building blocks of understanding needed for successful execution of DCFS's ESF-6 IT plans. The EP IT plans from each local jurisdiction paired with the State's EP IT plan would provide the details needed to diligently respond to the RFP. Will the plans be provided?

DCFS response: Details will be provided to the winning bidder, but most local jurisdictions/ City of New Orleans and Parishes are available on their websites.

Below Second bullet – The Contractor will consider the following shelter to be an extension of the DCFS network to be maintained as Priority 1, just like any other DCFS office.

59. Please define “Priority 1” in detail. Note: DCFS has indicated the Phoenix application is not a Tier 1 application.

DCFS Response: While during an event Phoenix will be given Priority 1 status there are varying degrees of Priority 1 applications at DCFS. Phoenix application would receive top priority for restoration should we find ourselves involved with an event while experiencing an outage. **DCFS OSAS OE has already created a VM for Phoenix.**

RFP Page 20 (Continuation of Section 6.1)

Second sub bullet – IF activated the Contractor will dispatch ... The contractor will retrieve pre-staged computer equipment ...

60. Who will keep equipment in ready state?

DCFS Response: DCFS IT and Emergency Preparedness staff will keep the equipment in ready state.

First bullet – Demobilization Phase:

Second sub bullet – Staffing requirements for demobilization at the Shelters will be one (1) IT Support per shelter for one (1) 12-hour shift (day or night).

61. No backup person?

DCFS Response: The minimum requirement for the winning bidder is one (1) IT Support per shelter for one (1) 12-hour shift (day or night).

What if someone gets sick or injured?

DCFS Response: If the IT support person gets sick or injured, the Contractor will provide another IT support person.

Additional Requirement (RFP Page 20) -

a. Contactor must maintain all records ...

62. Can someone please provide detailed specifics regarding what records will be required for auditing purposes?

DCFS Response: For auditing purposes, the After Action Report (AAR) inventory paperwork for picking up and delivering equipment will be required.

b. Accessibility Compliance – All material ...

63. What material might be published to DCFS Web Sites? Please be specific.

DCFS Response: Data from PPP and shelter counts might be published to DCFS Web Sites.