

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of Contracting and Procurement



REQUEST FOR INFORMATION (RFI)

The District of Columbia Department of Human Services (DHS)
Provision and Installation of Mobile Information Technology Equipment

Part 1

General Information

1.0 GENERAL: The District of Columbia Office of Contracting and Procurement (OCP) on behalf of the Department of Human Services (DHS) (the “District”) is seeking information on how an interested contractor could perform a non-personal services contract to provide Provision and Installation of Mobile Information Technology Equipment. District shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the Contractor who, in turn is responsible to the District.

Description of Services/Introduction: **THIS IS A REQUEST FOR INFORMATION (RFI) ONLY.** This RFI is issued solely for information and planning purposes – it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This request for information does not commit the District to contract for any supplies or services whatsoever. Further, DHS is not at this time seeking proposals and will not accept unsolicited proposals. Respondees are advised that the District will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the interested party’s expense. Not responding to this RFI does not preclude participation in any future RFP, if any is issued. If a solicitation is released, it will be synopsized on the [Office of Contracting and Procurement website http://ocp.dc.gov/node/](http://ocp.dc.gov/node/). It is the responsibility of the potential offerors to monitor these sites for additional information pertaining to this requirement.

The contractor shall provide all personnel, equipment, supplies, facilities, transportation, tools, materials, supervision, and other items and non-personal services necessary to perform Provision and Installation of Mobile Information Technology Equipment as defined in this Request for Information except for those items specified as District furnished property and services.

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1.1 Background: The mission of the Department of Human Services (DHS), in collaboration with the community, is to provide temporary support and assistance to low income families and individuals while helping them maximize their potential for economic security and self-sufficiency.

DC DHS operates in both normal day-to-day modes as well as emergency response and recovery modes when necessary. In either case, agency staff and resources are commonly required to deploy to the field to execute the efficient offerings of services to the residents and visitors of the District as applicable such as coordination and activation emergency mass care, sheltering, and feeding in conjunction with our numerous support agencies. The end goal of the vehicles is to provide DHS with the capability to conduct consolidated emergency operations and management command functions from the field, provide mobile service center augmentation during inclement weather and relieve pressure of client volume during heavy service periods. As practical, the vehicle will also serve as a kiosk to clients for very basic services and a mobile training platform for agency staff unable to travel from assigned worksites.

1.2 Objectives: The Contractor shall perform the following task:

- a) Product Assessment/Design Services
- b) Delivery
- c) Installation
- d) Testing Services

1.3 Address Scope and Technical Requirements:

Can your company meet the scope & technical requirements areas identified below? Discuss and describe your company's experience and approach in addressing each of the core technical requirements as it relates to the scope.

A. SCOPE

The District of Columbia District, Office of Contracting and Procurement on behalf of the Department of Human Services (DHS) seeks a Contractor to provide consulting and installation services for the technical equipment specified in the requirements section of this document as well as other equipment, as determined by the DHS Office of Emergency Management (OEM), into two (2) Emergency Operations/Multi-use (recreational type) vehicles possessed by DHS as Mobile Command Vehicles.

Services shall include a proposed layout of information technology equipment, associated peripherals and supplies, secure storage of chairs for travel, recommended security equipment such as exterior cameras, monitors, lighting, and exterior weather protection for staff and clients such as retractable awnings.

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B. TECHNICAL REQUIREMENTS

1. Contractor shall provide necessary services for the successful configuration and installation of customized mobile technologies and all deliverables.
2. Contractor shall obtain DHS's acceptance for each deliverable prior to moving forward with the next deliverable.
3. Contractor shall provide expertise, materials, tools and support in this end-to-end solution for Mobile Command Center technologies.
4. DHS will retain the right to all data and intellectual property (i.e., reports) resulting from this engagement.
5. Contractor shall work with DHS's project team to include the following activities:

(a) Hardware, and Installation

- i. Provide the hardware, and associated components for the indoor/outdoor use.
- ii. Conduct a pre-readiness assessment for installation of mobile command center technologies.
- iii. Install, configure, component test, perform integration test and rollout of mobile command center technology.
- iv. Verify mobile command vehicle equipment is free of defects and implemented completely and fully functioning.

(b) IT Management Support

- i. Provide project management support, including component testing, system integration testing, user acceptance testing, deployment and post-deployment
- ii. Ensure adherence to project methodologies and project governance
- iii. Conduct planning and coordination meetings with DHS Project Manager as needed
- iv. Provide weekly reporting to identify project tasks status, identify potential bottlenecks and problems
- v. Communicate and schedule milestone check points with DHS project manager to keep the project on time and within budget
- vi. Identify skill sets, roles and responsibilities of resources assigned to support the Mobile Command Center Technology.
- vii. Manage the coordination of Mobile Command Vehicle installations, and provide input to the DHS Emergency Integration Project Schedule and Plan. Support efforts for establishing Service Level Agreements or Service Level of Objectives for the Mobile Technology.
Review supplier agreements; and provide input to resolve any issues

(c) Documentation & Knowledge Sharing Support

- i. Provide detailed information on the setup and configuration of all DHS Mobile Command Centers.
- ii. Provide information on all health check processes and procedures including resolution procedures where available

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- iii. Provide information on standard troubleshooting techniques and resolution of common issues encountered in the normal operation and maintenance of the mobile technology.
- iv. Provide knowledge sharing sessions of DHS Mobile Command Center procedures configuration information

(d)System Integration Testing and Validation

- i. Participate in developing testing strategy for the Mobile Command Center rollouts
- ii. Participate in developing testing plan
- iii. Participate in preparing test cases and test data for MCC.
- iv. Participate in the execution of comprehensive testing

(e)Security Support

- i. Support activities associated with vulnerability scanning activities as needed
- ii. Assist DHS MCC project team in security support as needed

(f)Reporting

- i. Report accurate information and analytical results to DHS Project Manager as it relates to system, component, and application availability and traffic views
- ii. MS Project will be the only Project management Tool used by the Contractor.
- iii. The contractor shall submit all documentation and electronic reports in Adobe PDF format.

(g)Ongoing Maintenance and Support

- i. Provide the necessary training, and documentation for the Mobile Command Centers.
- ii. Provide consulting time to support the DHS team on an as needed basis either by phone, email or on-site at the DHS locations with regards to long term maintenance, configuration and troubleshooting of kiosk(s).

(h) Post Implementation Support

- i. Participate in the post deployment support activities as needed
- ii. Support SME Validation post deployment
- iii. Assist with establishing service level agreement

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C. DELIVERABLES

Please indicate what frequency and how much time your company would need to provide each of the deliverables below.

CLIN	ITEM	Quantity	Delivery Time
1	Hardware/Software Installed, Configured and tested.	2	TBD
2	Weekly Status Report on the IT management support	2 copies and 1 soft copy	TBD
3	Propose layout of information technology equipment, associated peripherals and supplies, secure storage of chairs for travel, recommended security equipment, and exterior weather protection for staff and clients such as retractable awnings.	2 copies and one soft copy	TBD
4	Project Schedule for delivery of hardware, installation and testing	2 copies and one soft copy	TBD
5	Asset Management Inventory Report after Installation	2 copies and one soft copy	TBD
6	Manual and Troubleshooting Guide	TBD	TBD
7	Service Agreement	TBD	TBD

Document deliverables shall be provided using standard Microsoft office and Adobe applications

D. Time of Performance

Please provide an outline of the overall time frame for the tasks required in the scope of work, provided that the project begins 24 hours after contract award.

1. The Contractor shall start performance within 24 hours of the contract award
2. The contractor shall deliver them and install mobile technology operational on February 27, 2015.
3. No later than 14 days before the closeout of the contract, the contractor shall review with the CA all project- related materials.

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1.5 General Information

1.5.1 Recognized Holidays: The contractor is not required to perform services on holidays.

New Year's Day	Labor Day
Martin Luther King Jr.'s Birthday	Columbus Day
President's Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

1.5.2 Hours of Operation: The contractor is responsible for conducting business, between the hours of 8:00AM – 4:30PM Monday thru Friday except Federal holidays or when the District facility is closed due to local or national emergencies, administrative closings, or similar District directed facility closings. For other than firm fixed price contracts, the contractor will not be reimbursed when the District facility is closed for the above reasons. The Contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this RFI when the District facility is not closed for the above reasons. When hiring personnel, the Contractor shall keep in mind that the stability and continuity of the workforce are essential.

1.5.3 Place of Performance: The work to be performed under this contract will be performed at the contractor's facility with reasonable security to protect District vehicles and equipment during work and non-work hours.

1.5.4 PHYSICAL Security: Please discuss how the contractor will safeguard all District equipment, information and property provided for contractor use.

1.5.5. Key Control: Please discuss how the contractor will establish and implement methods of making sure all vehicle keys issued to the Contractor by the District are not lost or misplaced and are not used by unauthorized persons.

1.5.6 Key Personnel: Please list the personnel that would be considered key personnel by the Contractor for this project.

1.5.7 Contractor Travel: Please discuss the Contractor's availability to attend meetings during the performance of this contract to attend meetings.

1.5.8 Organizational Conflict of Interest: Please discuss how the Contractor will handle an event of Contractor and subcontractor personnel receiving, having access to or participating in the development of proprietary or source selection information (e.g., cost or pricing information, budget information or analyses, specifications or work statements, etc.) or perform evaluation services which may create a current or subsequent Organizational Conflict of Interests (OCI) .

1.5.9 PHASE IN /PHASE OUT PERIOD: Please describe your strategy to minimize any decreases in productivity and to prevent possible negative impacts on additional services, during the phase in period.

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1.6 INSTRUCTIONS FOR REQUESTED INFORMATION

1.6.1 Interested parties are requested to respond to this RFI with a white paper.

1.6.2 White papers in Microsoft Word for Office 2010 compatible format are **due no later than Monday, January 5, 2015 4:30 EST**. Responses shall be submitted via e-mail only to bernard.grayson2@dc.gov. Proprietary information, if any, should be minimized and **MUST BE CLEARLY MARKED**. To aid the District, please segregate proprietary information. Please be advised that all submissions become Government property and will not be returned. If any respondee does not currently have a Proprietary Data Protection Agreement (PDPA) that would permit DHS to support contractors listed below to review and evaluate white papers submitted in response to this RFI, the respondee is requested to sign PDPAs with these OCP DHS support contractors for this purpose. The following is a list of support contractor Points of Contacts who will review the responses.

Bernard M. Grayson, Jr.	(202) 671-4493	bernard.grayson2@dc.gov
Willandria D. Blount	(202) 671-4491	willandria.blount@dc.gov

1.6.3 Section 1 of the white paper shall provide administrative information, and shall include the following as a minimum:

1.6.4 Name, mailing address, overnight delivery address (if different from mailing address), phone number, fax number, and e-mail of designated point of contact.

1.6.5 Recommended contracting strategy.

1.6.6 Business type (large business, small business, small disadvantaged business, Certified Business Enterprises, small disadvantaged business, HUBZone small business, woman-owned small business, very small business, veteran-owned small business, service-disabled veteran-owned small business) based upon National Institute of Government Purchasing (NIGP) Commodity 962-46-10, AUDIO/VISUAL EQUIPMENT, INSTALLATION/REMOVAL. "Small business concern" means a concern, including its affiliates, that is independently owned and operated, not dominant in the field of operation in which it is bidding on District contracts, and qualified as a small business under the criteria and size standards in 13 CFR part 121.

1.7 Industry Discussions

OCP DHS representatives may or may not choose to meet with potential offerors. Such discussions would only be intended to get further clarification of potential capability to meet the requirements, especially any development and certification risks.

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1.8 Questions

Questions regarding this announcement shall be submitted in writing by e-mail to the Contracting Officer, email address. Verbal questions will NOT be accepted. The Government does not guarantee that questions received after Monday, December 29, 2014 will be answered. To access the center E-Commerce Central website, go to <http://ocp.dc.gov/service/ocp-customer-contact-center>. Interested parties are invited to subscribe to the OCP website to ensure they receive any important information updates connected with this RFI. To subscribe, click on <http://ocp.dc.gov/service/ocp-customer-contact-center>

1.9 Summary

THIS IS A REQUEST FOR INFORMATION (RFI) ONLY to identify sources that can provide Provision and Installation of Mobile Information Technology Equipment. The information provided in the RFI is subject to change and is not binding on the District. OCP DHS has not made a commitment to procure any of the items discussed, and release of this RFI should not be construed as such a commitment or as authorization to incur cost for which reimbursement would be required or sought. All submissions become Government property and will not be returned.

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PART 2 DEFINITIONS & ACRONYMS

2. DEFINITIONS AND ACRONYMS:

2.1. DEFINITIONS

2.1.1. **CONTRACTOR.** A supplier or vendor awarded a contract to provide specific supplies or service to the District. The term used in this contract refers to the prime.

2.1.2. **CONTRACTING OFFICER (CO).** A person with authority to enter into, administer, and or terminate contracts, and make related determinations and findings on behalf of the District.
Note: The only individual who can legally bind the District.

2.1.3. **CONTRACTING ADMINISTRATOR (CA)** An employee of the U.S. District appointed by the contracting officer to administer the contract. Such appointment shall be in writing and shall state the scope of authority and limitations. This individual has authority to provide technical direction to the Contractor as long as that direction is within the scope of the contract, does not constitute a change, and has no funding implications. This individual does NOT have authority to change the terms and conditions of the contract.

2.1.4. **DEFECTIVE SERVICE.** A service output that does not meet the standard of performance associated with the Performance Work Statement.

2.1.5. **DELIVERABLE.** Anything that can be physically delivered, but may include non-manufactured things such as meeting minutes or reports.

2.1.6. **KEY PERSONNEL.** Contractor personnel that are evaluated in a source selection process and that may be required to be used in the performance of a contract by the Key Personnel listed in the PWS. When key personnel are used as an evaluation factor in best value procurement, an offer can be rejected if it does not have a firm commitment from the persons that are listed in the proposal.

2.1.7. **PHYSICAL SECURITY.** Actions that prevent the loss or damage of District property.

2.1.8. **SUBCONTRACTOR.** One that enters into a contract with a prime contractor. The District does not have privity of contract with the subcontractor.

2.1.9. **WORK DAY.** The number of hours per day the Contractor provides services in accordance with the contract.

2.1.10. **WORK WEEK.** Monday through Friday, unless specified otherwise.

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2.2. ACRONYMS:

CA	Contract Administrator
COTS	Commercial-Off-the-Shelf
FAR	Federal Acquisition Regulation
HIPAA	Health Insurance Portability and Accountability Act of 1996
CO	Contracting Officer
OCI	Organizational Conflict of Interest
ODC	Other Direct Costs
PIPO	Phase In/Phase Out
POC	Point of Contact
PRS	Performance Requirements Summary
PWS	Performance Work Statement
TE	Technical Exhibit

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**PART 3
DISTRICT FURNISHED PROPERTY, EQUIPMENT, AND SERVICES**

3. DISTRICT FURNISHED ITEMS AND SERVICES:

3.1 TASK I – Design Services

3.1.1 The Contractor shall describe the layout of all tasks associated with the installation of the equipment listed below.

3.1.2 The Contractor shall install the following equipment as well as any other recommended and agreed upon security equipment, and exterior weather protection such as retractable awnings.

OEM Mobile Command Vehicle	
Equipment	Description
Projector	Epson Model VS230
Projector Mount	
Projector Screen	Da-Lite Model B 57"x77" Projector Screen (96" diagonal) Model 74650
Wireless Access Point	Cisco Aironet 2602e AIR-CAP2602E- A-K9
Laptop Locks	Kensington Microsaver Retractable - Cable Lock - K64538US
Blu-ray DVD player	Samsung D-F5100 Blu- ray Disc Player
32 inch LED TV	Samsung N32F5500 32- Inch 1080p 60Hz Slim Smart LED HDTV
UPS (Battery Back Up)	APC Power-Saving Back- UPS Pro 1300 BR1300G
Fax/Copier/Printer/Scanner	HP Photosmart Premium All-in-One Printer (CD055A#ABA)

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3.1.3 Equipment The District will provide:

OEM Mobile Command Vehicle	
Equipment	Description
Projector	Epson Model VS230
Projector Mount	
Projector Screen	Da-Lite Model B 57"x77" Projector Screen (96" diagonal) Model 74650
Wireless Access Point	Cisco Aironet 2602e AIR-CAP2602E- A-K9
Laptop Locks	Kensington Microsaver Retractable - Cable Lock - K64538US
Blu-ray DVD player	Samsung D-F5100 Blu- ray Disc Player
32 inch LED TV	Samsung N32F5500 32- Inch 1080p 60Hz Slim Smart LED HDTV
UPS (Battery Back Up)	APC Power-Saving Back- UPS Pro 1300 BR1300G
Fax/Copier/Printer/Scanner	HP Photosmart Premium All-in-One Printer (CD055A#ABA)

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PART 4 CONTRACTOR FURNISHED ITEMS AND SERVICES

4. CONTRACTOR FURNISHED ITEMS AND RESPONSIBILITIES:

4.1 General: The Contractor shall furnish all supplies, equipment, facilities and services required to perform work under this contract that are not listed under Section 3 of this RFI.

4.2. Materials: The Contractor shall furnish all materials required to perform work under this contract that are not listed under Section 3 of this RFI.

4.3. Equipment : The Contractor shall furnish all equipment, required to perform work under this contract that are not listed under Section 3 of this RFI.

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Attachment C - Picture of RV

