

NOTICE  
REQUEST FOR PROPOSALS

INFORMATION TECHNOLOGY (IT) SUPPORT SERVICES  
DURING EMERGENCY OPERATIONS CENTER ACTIVATION

Tangipahoa Parish Government is requesting proposals from qualified, professional technology vendors for information technology (IT) support services during disaster. Upon the Parish's request the vendor will provide IT support on site at the Tangipahoa Parish EOC for the full duration of the event. Requests for qualifications will be received by Tangipahoa Parish Government at the Tangipahoa Parish Government, Gordon Burgess Building, 206 E. Mulberry Street, Amite, La 70422 (P. O. BOX 215, Amite, La. 70422) no later than 4:00 P.M., August 5, 2024.

Tangipahoa Parish Government reserved the right to reject or accept any proposals or waive any irregularities in any proposal deemed to be in the best interest of the Parish.

Interest parties are invited to secure a proposal package from Donna Domiano, Purchasing Agent, Tangipahoa Parish Government, 206 E. Mulberry St., Amite La. 70422.

Tangipahoa Parish government is an equal Opportunity employer.

Donna Domiano  
Purchasing Agent

PLEASE PUBLISH  
DAILY STAR: JULY 23, 2024

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## **I) SUMMARY**

Tangipahoa Parish Government seeks the assistance of a consulting firm to provide IT support services for its computer based technologies system. The nature of the service will be only when the Emergency Operations Center is activated.

## **II) GENERAL OVERVIEW**

The EOC acts as the communications headquarters for vital parish resources. Once activated the EOC is manned by essential personnel 24 hours a day for as long as needed.

## **III) SCOPE OF WORKS**

The successful contractor will be considered on duty at the time an emergency is declared for its duration. Specific responsibilities will include, but are not limited to, the following:

- \* Set up the EOC phones and computer and remain in the EOC until the parish is Satisfied that its information technology services are not in any threat. After notification by the parish. IT support services may leave the EOC, however, will be required to remain on call with a 30 minute response time.
- \* Support fiber and satellite internet connections.
- \* Support the mobile command unit.
- \* Should be familiar with Hurrivac and Slosch modeling software.
- \* Troubleshoot hardware and software problems used by the EOC.
- \* Perform necessary repairs and maintenance of the EOC network
- \* Assist EOC users with operational problems.
- \* Perform general maintenance on all EOC software packages.
- \* Coordinate problems-solving with software vendors, contact support hotlines, to Resolve problems.
- \* Install hardware, software, and peripherals needed by EOC.

## **IV) SUBMISSION OF PROPOSALS**

Qualified consultants must submit four copies of their proposals. Proposals must be submitted in a sealed envelope labeled:

Tangipahoa Parish Government  
Post Office Box 215  
Amite, Louisiana 70422  
RFP- Disaster Information Technology Services 2024-2026  
THIS CONTRACT MAY BE EXTENDED FOR FOR ONE YEAR (1 YEAR 2027)  
IF ALL PARTIES AGREED.

Faxed and/or email proposals will not be accepted. Proposals must contain the following:

**Approach and Methodology** - a description of how the Consultants will complete the scope of work described in the RFP document.

**Work Plan and Availability** - details on approach to the support Required, how staff will be assigned, etc.

**Profile** - a profile of the consulting firm, including a brief Description of business history and objectives.

**Project Staffing** - identification of the qualifications and experience of key staff who will be directly involved.

**Fees** - provide an appropriate rate schedule that would be utilized to carry out the required scope of work. Include hourly rate schedule and applicable fees, if any.

**Statement of Material Litigation** - provide a statement on whether or not the company is currently involved with any material litigation, arbitration, or bankruptcy proceedings, or has been within the past three years, either directly or indirectly.

**Compliance with General Terms and Conditions** - as a point of information, the successful contractor will be required to meet the following conditions for a contract award: Certificate on Insurance for Liability and Workman's Compensation Insurance.

## V) SELECTION CRITERIA

The following weighted criteria will be utilized to select the consultant awarded this contract.

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Firm Qualifications	25
Qualifications on Similar Projects/Familiarity with Parish	25
Key Staff Project Understanding and Approach	25
Cost Proposal	<u>25</u>
<b>TOTAL</b>	<b>100</b>

## VI) REVIEW OF PROPOSALS

The Parish will review the proposals received and might also recommend an oral interview. The Parish of Tangipahoa, Louisiana reserves the right to reject any and all proposals, waive formalities, technical requirements, and/or deficiencies and irregularities, or solicit new proposals, if such action is deemed reasonable and in best interest of the Parish of Tangipahoa.

## VII) CONTACT INFORMATION

Questions concerning this RFP document may be directed to Donna Domiano (985)-748-3211.