

TASK ORDER REQUEST FORM

Complete all applicable sections and e-mail to: doataskorders@alaska.gov

REQUESTING AGENCY INFORMATION

Department: 25 - Transportation Public Facilities
 Division/Section: Ted Stevens Anchorage International Airport
 Billing Contact: Trudy Wassel Ph #: 907-266-2545 E-mail: Trudy.Wassel@alaska.gov
 CC / LC: 24416811 and 24417048 *How 7-8-2013*

TASK ORDER INFORMATION

Solicitation Type: **Best Value** **Low Price**
Cost Type: **Fixed Fee** **Time & Materials: 2080 est # of hours**
Response Deadline:

All TOPS Requests will be in circulation for a minimum of 5 business days.

Project Title: Expert Network-Systems Technician
 Project Manager: Marilyn Burdick Ph #: 907-266-2547 E-mail: marilyn.burdick@alaska.gov
 Category: 2: Mid-range Systems Support
 Start Date: 7/1/2013 Project Estimate: \$250,000.00 **NTE**
 End Date: 6/30/2014
 Location of Work: Anchorage **No Preference**

IT STANDARDS

All work on any contract awarded as a result of this Task Order must be in compliance with state and federal requirements, including but not limited to the state information technology and telecommunication security policies and Technology Management Council (TMC) standards.

The State telecommunication and information technology security policies can be located at:
security.alaska.gov

The TMC standards can be located at:
www.state.ak.us/local/akpages/ADMIN/info/plan/standards.shtml

Both can be downloaded by any authenticated state employee.

DEPARTMENT APPROVAL

I, George Crowder, represent that I am authorized to and do bind the Department to this request and certify that this Task Order is in compliance with the Department's IT Plan, the Statewide IT Plan and the IT Standards, and is in the best interest of the state.



BACKGROUND

The Ted Stevens Anchorage International Airport (TSAIA) IT staff maintains a large number of dedicated application, routing, control and security systems that are used for everything from access control and video displays to passenger boarding and public Wi-Fi systems.

The IT staff supports an extensive Cisco Ethernet/MPLS/Wireless infrastructure that serves scores of airlines and retail tenants as well as hundreds of staff via a Common Use Backbone.

Additionally IT staff support numerous business applications, database and file and print services as well as PCs, Windows servers (Cisco blades and Dell rack servers), VMware hosts, Citrix XenDesktops and NetApp centralized storage.

Some of the key applications include: AMAG physical security control, CUPPs for flexible, multi-tenant self-boarding equipment, a work order management system, CCTV for security and MUFIDS for flight displays.

Most of the infrastructure's LAN and WAN environment uses Cisco routers and switches. It directly supports: users, applications, VMware virtualized servers, NetApp storage, Cisco blade servers and Citrix virtualized desktop and mobile users. The WAN and LAN components as well as the centralized server and storage hardware and software require on-going, coordinated maintenance and changes based on vendor best practices. The LAN and WAN maintenance and changes require a breadth of technical and security knowledge and experience as well as: planning, change control and communication skills.

SCOPE / STATEMENT OF WORK

The Information Technology (IT) Department at the Ted Stevens Anchorage International Airport (TSAIA) wants to contract for one full time expert level technician to maintain and support VMware, Windows and Citrix servers, NetApp Storage, Dell servers, Cisco blade servers and associated WAN/LAN infrastructure at TSAIA. This position will focus on deployment of VMware virtual machines running ANC and FAI Windows servers and applications on a FlexPod (Cisco blades and Nexus switch attached to a NetApp Filer) Citrix XenApp, XenDesktop and Xen Mobile as well as Citrix NetScalers. This resources will assist in other TSAIA-IT areas as needed or directed.

SPECIAL EXPERTISE & EXPERIENCE

The technician must be experienced in the following areas: latest VMware vSphere, Citrix XenApp and Xen Desktop, Cisco routing and switching products including Nexus, Cisco blade servers, Cisco/NetApp FlexPod referenced architectures for VMware and Citrix, NetApp storage and Microsoft Windows 2008R2.-

Familiarity with airport procedures, work flows, industry oriented applications and systems in use at airports in general and at TSAIA in particular. TSAIA has to maintain continuous support for a number of complex, critical systems. It is very important to minimize learning curves and on-site training for new technicians to ensure continuity of operations and responsiveness.

Evidence of experience and familiarity with similar infrastructure and environments will include information on resumes and, if requested by TSAIA-IT, interviews. Relevant information might include VMware, Citrix, Microsoft NetApp or Cisco and other vendor certifications as well as years of experience with relevant technologies applicable to TSAIA environments, protocols, applications and environments.

Knowledge of and experience with a broad range of Cisco routing and switching protocols including MPLS. Knowledge of and experience with best practices for security, redundancy and failover technologies. Knowledge and ability to plan, design, operate, monitor, secure, tune, document and troubleshoot.

Ability to plan for and integrate collaboration or other services such as teleconference, telepresence, VoIP and other WAN or LAN technologies generally used in airport services.

SPECIAL CONSIDERATIONS OR CONSTRAINTS

Personnel assigned to the project must successfully complete a fingerprint based criminal history records check and a Security Threat Assessment, per Transportation Security Administration regulations (49 CFR part 1542.209 and SD 1542-04-08G). In addition, applicants must qualify and meet the Alaska Public Safety Information Network (APSIN) certification requirements and successfully clear the APSIN fingerprint based criminal history records background check. Candidates must also clear Customs as outlined in 19 CFR 122.181.188, and obtain an Airport badge. Resource must be fluent in written / spoken English language.

It is desirable that the technician have a VMware VCP certification, NetApp NCP certification, a Cisco CCNA certification, a Citrix CCA certification for XenApp and XenDesktop. Resource must have some experience with operational and security procedures at international airports.

TASK ORDER REQUEST FORM INSTRUCTIONS

HEADER INFORMATION

The Task Order # will be assigned by the Task Order Manager. Please do not otherwise assign your own number to this form.

REQUESTING AGENCY INFORMATION

Enter agency-specific information as required.

1. Department: Select your department from the dropdown box.
2. Division/Section: Your division and section names.
3. Billing Contact: The name and contact info that invoices related to this Task Order will go to.
4. CC/LC: The collocation/ledger code that the task order will be billed against.

TASK ORDER INFORMATION

Enter information regarding this task order.

1. Solicitation Type: Select which solicitation method to use for this Task Order.
 - **Best Value** will be awarded to the responsive and responsible vendor with the most advantageous response, considering project approach and risk assessment, experience and qualifications, Past Performance Information (PPI), and cost. Each of these four evaluation criteria are weighted equally at 25%.
 - **Low Price** will be awarded to the responsive and responsible vendor with the lowest price after the price has been reduced by a percentage equal to the vendor's PPI score for evaluation purposes. Response Forms are required under this Solicitation Type.
2. Cost Type: Flat Fixed Fee or Time & Materials. If Time & Materials, must enter estimated number of hours needed. This will be used by the vendors in their Cost Proposal.
3. Response Deadline: All TOPS Requests will be circulated for a minimum of 5 business days. This is a minimum and a later date may be entered.
4. Project Manager: Enter the agency Project Manager name and phone number. This will be the point of contact for all project-specific inquiries.
5. Category: Select the Category number that this Task Order generally falls into. Category definitions can be found at: <http://doa.alaska.gov/ets/taskorder/>
6. Start/End Dates: Enter the anticipated start and end dates for the Task Order.
7. Project Estimate: Enter the estimated cost of the project. If "NTE" (Not to Exceed) is checked, any cost proposals above this amount will be rejected.
8. Location of Work: Indicate where work should take place. Check "No Preference" if remote work is allowable. All work must be performed within the United States or Canada.

VENDOR SELECTION

ALL TOPS Requests will be submitted to all vendors in the TOPS Vendor Pool.

DEPARTMENT APPROVAL

Indicate your department's approval (IT, fiscal, and procurement) by entering the final approver's name and checking the box. **It is your agency's responsibility to ensure all internal approvals are obtained prior to submitting this form to the Task Order Manager.** Neither the Task Order Manager nor the Department of Administration assume any responsibility for an agency's failure to obtain proper internal approval.