



METROPOLITAN
KNOXVILLE
AIRPORT
AUTHORITY

Request for Qualifications
Network Integrator Services
for the
Metropolitan Knoxville Airport Authority

Issue Date:
November 18, 2022

Proposal Due Date:
December 12, 2022

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY
P.O. Box 15600
Knoxville, TN 37901
Phone: (865) 342-3001

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY

NETWORK INTEGRATOR SERVICES

REQUEST FOR QUALIFICATIONS

Contents

I. Notice (Advertisement)..... 3

II. Scope and Qualifications..... 4

 Scope of work 4

 Qualifications..... 5

III. Submission Contents and Procedure 6

 Submission Contents 6

 Submission Procedure 6

IV. Selection Timeline and Evaluation Criteria 10

 Selection Timeline 10

 Evaluation Criteria 10

V. Terms and Conditions; Contract Requirements 11

 DBE Program 11

 Title VI Solicitation Notice..... 11

 Response Costs 11

 Right to No Award or Partial Award..... 11

 Rejection of Responses / Cancellation of RFP..... 12

 Explanation by Addendum Only; Questions and Clarifications..... 12

 No-Contact Policy..... 13

 Insurance 13

 Contract Requirements 14

VI. Addendum - Questions 15

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY

NETWORK INTEGRATOR SERVICES

REQUEST FOR QUALIFICATIONS

I. Notice (Advertisement)

The Metropolitan Knoxville Airport Authority (MKAA) is accepting “Request for Qualifications” for Network Integrator Services. The vendor will provide support and upgrade services for the MKAA Network supporting the McGhee Tyson (TYS) and Downtown Island (DKX) Airports.

A Request for Qualifications (RFQ) package can be obtained online at www.flyknoxville.com under the “Do Business @ TYS” tab or by emailing at Michael.Giles@tys.org.

The proposal must be submitted electronically in PDF format to bids@tys.org no later than 4:00 PM local time on December 12, 2022.

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY

NETWORK INTEGRATOR SERVICES

REQUEST FOR QUALIFICATIONS

II. Scope and Qualifications

Scope of work

MKAA has built an existing technical environment and refined requirements to develop a Basis of Design narrative and associated equipment schedule. The scope of work includes a small / medium size network consisting of new core, access layer, and top of rack switches. The future network deployment is required to support a new public address, common use passenger processing systems, multi-use flight information displays, security system(s), Wi-Fi, and future Airport systems. Additionally, the Network Integrator will be required to configure all new network equipment, along with any existing network equipment, such as firewalls. The vendor will review and confirm quantities based on the needs of MKAA. The following initial counts of equipment shall be required:

Product / Service	Qty	Spare	Description
Core Switches + Service / Subscription:	2	0	C9500-24Q-A (5 Year DNA & Smartnet)
Top of Rack Service Switches + Service / Subscription:	2	1	C9300-24UX-A (5 Year DNA & Smartnet)
Public Address Switches + Service / Subscription:	4	0	C9300-24U-A (5 Year DNA & Smartnet)
Access Layer Switches + Service / Subscription:	10	1	C9300-48U-A (5 Year DNA & Smartnet)
Breakout QSFPs	24	1	QSFP-4X10G-LR-S
QSFPs	4	1	QSFP-40G-LR4-S
SFPs	26	2	SFP-10G-LR-S

The Network Infrastructure Upgrade Project should include the following phases:

- Phase 1 – Design Confirmation and Procurement
- Phase 2 – Hardware Installation & Base Configuration
- Phase 3 – Final Configuration, Verification, & Testing
- Phase 4 – System Integration of Airport Systems
- Phase 5 – Support & Maintenance

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY

NETWORK INTEGRATOR SERVICES

REQUEST FOR QUALIFICATIONS

After completing the initial stakeholder interviews and site evaluation, the Network Integrator will proceed with ordering the equipment. Upon receipt of the equipment the Network Integrator will complete a low-level design, in coordination with MKAA IT and project representatives. Due to the long lead times on multiple components within the network supply chain, the vendor will expedite, where possible, all equipment purchases to meet agreed upon timelines.

The Vendor shall install all hardware and accessories which may include but not limited to all stacking parts, SFP modules, expansion modules, and fiber jumpers required to connect the devices.

After a successful installation and testing of the equipment, the Vendor shall stage, verify, apply, and test all data plane configuration such as routing protocols, switching protocols and any security policies according to MKAA best practice.

After successfully installing the infrastructure equipment, the Vendor will be required to integrate the airport systems listed in the SOW into the network and provide proof of successful operation. Network Integrator will be expected to work with MKAA and conduct the necessary activities and stakeholder engagement meetings to understand the exact details of the systems being integrated back into the network to ensure a smooth transition of services from the old infrastructure to new.

Support for the newly installed infrastructure and existing infrastructure will need to be completed and maintained by the qualifying Network Integrator responding to the RFQ. The Network Integrator will be expected to work with MKAA's stakeholders to identify all included systems/equipment and to produce a schedule for management and touch maintenance, including help-desk support, as needed, along with on-going on-site support where required.

Qualifications

- At least 5 years of experience in Network Integrator Services
- Experience in the aviation industry preferred
- Knoxville, TN MSA location preferred, but not required
- Willingness to work with MKAA to incorporate strategic plan and to work with external partners

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY

NETWORK INTEGRATOR SERVICES

REQUEST FOR QUALIFICATIONS

III. Submission Contents and Procedure

Submission Contents

All submittals must include a cover letter indicating the Respondent's name, address, telephone number, and email address. An authorized representative of the firm must sign the submittal in ink or digital signature, if applicable.

Submittals shall contain all required information outlined in the RFQ.

Submission Procedure

Proposals shall be submitted no later than 4:00PM EST time on December 12, 2022.

If your firm is interested in providing Metropolitan Knoxville Airport Authority (MKAA) with the Network Integrator Services described above, please submit electronically in PDF format to bids@tys.org no later than 4:00 PM local time on December 12, 2022.

A. Submittals shall include the following:

1. The document shall be organized as specified below with the exception of Submitter's financial statement, which shall be provided in a separate PDF labeled with Company Name, RFQ title, and identification of information enclosed. Pages of the Submittal shall be 8.5" x 11" sheets, double-sided and double-spaced. Bid Forms included as an Attachment(s) at the end of this document should be included at the front of the document:

- (a) Form of Non-collusion Affidavit
- (b) Indemnification form
- (c) Equal Opportunity Report Statement
- (d) Certification of Nonsegregated Facilities
- (e) Trade Restriction Clause
- (f) Certification Regarding Debarment, Suspension, etc.
- (g) Insurance Provisions

TAB 1 - Cover Letter: The Submitter shall provide a cover letter with the name of the Submitter, address, telephone number, email address, and contact person, and a listing of subcontractors and/or consultants that may be hired by the Submitter for the project. The Submitter's office indicated shall be the location of the office through which services would be conducted under the Contract. The Cover letter shall also be accompanied by a summary of contents contained in the Submittal.

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY

NETWORK INTEGRATOR SERVICES

REQUEST FOR QUALIFICATIONS

TAB 2 – Qualifications: Each Submitter shall submit qualifications as outlined in the Qualifications section below.

The Submitter is required to submit information regarding a minimum of three (3) reference projects of equivalent size. Individual project descriptions shall not exceed a single page. The sites should be for airports of a similar size in terms of the number of ticket counters, gate counters, gates, passenger counts, baggage throughput, and flight operations. If Airports are not available, then similar facility types will be accepted. All reference sites shall include:

- 1) Facility name and location
- 2) Facility operator
- 3) Contact name, telephone number and email address
- 4) Description of Project
- 5) Start date of project and date system operational
- 6) Submitter's Team members involved in the project
- 7) Specific systems installed by the Submitter at the site
- 8) Description of other systems integrated by the Submitter
- 9) Support and Maintenance service by the Submitter
- 10) Systems warranty provider and warranty description

Technical Staffing Qualifications:

- a. The Submitter shall identify all team members with whom the Submitter will associate to complete the Project. The Submitter shall provide a description of all team members involved in the project. At a minimum the description shall include information as required for Key Personnel and specified below:
 - 1) Project Manager
 - 2) Sr. Solution Architect
 - 3) Sr. Network Engineer
 - 4) Sr. Network Security Engineer
 - 5) Network Technician
- b. Individuals identified as Key Personnel and accepted for this contract are expected to remain dedicated to this contract. However, in the event that it becomes necessary for the Submitter to replace any of the individuals designated as key personnel, the Submitter shall request such substitutions in accordance with this RFQ. Substitutions of Key Personnel will be considered under the following circumstances:
 - 1) All substitutes shall have qualifications at least equal to those of the person being replaced.

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY

NETWORK INTEGRATOR SERVICES

REQUEST FOR QUALIFICATIONS

- 2) All appointments of Key Personnel shall be approved in writing by the Owner and no substitutions of such personnel shall be made without the advance written approval of the Owner.
- c. The Submitter shall provide a staffing plan showing the organizational structure of the maintenance and support staff. It shall include the procedures for back-up support for on-site staffing during vacations, etc. and be intended for both the installation / configuration phase as well as the post installation and warranty period.
- d. Submitter shall provide resumes addressing the relevant qualifications for all key personnel proposed to work on the project. The resumes shall include a brief description of each individual's education, experience, employment, training, and certifications. Provide a brief description of each key personnel's duties and roles for this project.
- e. Where subcontractors will be used to meet the requirements, they must be included as Contractor personnel but separately identified as a subcontractor. The Submitter shall describe any work which will be accomplished by a subcontractor. The Submitter shall provide a description of the subcontractor's experience applicable to the work which will be performed by the subcontractor on this project, including information on similar tasks completed by the subcontractor for other clients.
- f. The Submitter shall have a local resource availability presence within 100 miles of the Airport. There is a strong preference for local resources.
- g. The Submitter shall provide the Airport with their current Cisco Partner levels and roles:
 - 1) Levels:
 - a. Gold
 - b. Premier
 - c. Select
 - 2) Roles:
 - a. Developer
 - b. Integrator
 - c. Provider
 - d. Advisor
- h. As a minimum (or as otherwise specified in the solicitation), resumes of all key personnel shall include the following:
 - 1) Name of person
 - 2) Functional responsibility
 - 3) Education (including, in reverse chronological order, colleges and/ or technical schools attended (with dates), degree(s)/ certification(s) received, major field(s) of study, and approximate number of total class hours)

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY

NETWORK INTEGRATOR SERVICES

REQUEST FOR QUALIFICATIONS

4) Experience including, in reverse chronological order for up to ten years, area(s) or work in which a person is qualified, company and title of position, approximate starting and ending dates (month/ year), concise descriptions of experience for each position held including specific experience related to the requirements of this contract

5) Certification of the information contained in the resume is correct and accurate (signature of key person and date signed, and signature of the supervisor or higher authority and date signed will be accepted as certification)

i. Experience and Qualifications: Submitters must meet or exceed the following minimum qualifications for this RFQ:

- i. Cisco CCNP Security
- ii. Cisco CCNP Enterprise

3. **TAB 3 - Technical Approach:** Each Proposer shall submit a detailed technical approach based on the sample scope of work described below. The Proposer's Technical Response shall be used to determine the technical proficiency of the Proposer.

1. Provide a detailed technical description of the Proposed solution and how it will effectively meet the Scope of Work outlined in this RFQ.
2. Implementation Plan. This section shall include a design summary, as an abstract to provide design diagram, detailed integration and integration functionality descriptions, configuration interface details. The Implementation plan and technical approach shall define the tasks and their relationships to one another and showing how all work required can be completed successfully within **sixteen (16) months** from the Notice to Proceed. Along with the above the Implementation Plan shall also include the following:
 - a. Steps taken to gather necessary data for complete system configuration. e.g., protocols, network specifics, policies, other
 - b. Plan for roll back.
 - c. Plan for co-habitation of existing systems.
 - a. Horizontal & backbone cabling is not a requirement for this project, but rack and device connection wiring will be.
3. Innovation Approach and Key Differentiators – Proposer shall outline the specific innovations that will be brought to MKAA to support the implementation and on-going support of the network. This shall include both technical and process innovations which will support an efficient and forward looking deployment, and best-in-class service to MKAA over the term of the agreement.

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY

NETWORK INTEGRATOR SERVICES

REQUEST FOR QUALIFICATIONS

IV. Selection Timeline and Evaluation Criteria

Selection Timeline

Notice Publication Dates	November 18 thru December 9, 2022
Last Day for Questions	December 2, 2022, by 2:00 PM
Proposals Due	December 12, 2022, by 2:00 PM
Interview Sessions	December 15 thru January 20, 2022
Estimated Start Date	March 1, 2023

Evaluation Criteria

The selection considers all documents submitted to the RFQ and all other relevant information. Award of the RFQ will be based on the following criteria:

- Cover Letter – 5 Points
- Qualifications – 60 Points
- Technical Approach – 35 Points

The committee's selection will be those Respondents which, in the committee's sole opinion, are best able to provide the services according to the MKAA's needs.

V. Terms and Conditions; Contract Requirements

DBE Program

Firms shall comply with MKAA approved DBE Program (available at www.flyknoxville.com) to ensure disadvantaged business enterprises as defined in 49 CFR Part 26 have the maximum opportunity to participate in the performance of contracts and subcontracts and shall not be discriminated against on the basis of race, color, national origin, disability, or sex in the award and performance of DOT assisted contracts or other contracts defined by MKAA.

Title VI Solicitation Notice

The Metropolitan Knoxville Airport Authority (MKAA), in accordance with the provisions of Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 USC §§ 2000d to 2000d-4) and the Regulations, hereby notifies all bidders or offerors MKAA will affirmatively ensure any contract entered into pursuant to the advertisement, [select disadvantaged business enterprises or airport concession disadvantaged business enterprises] will be afforded full and fair opportunity to submit bids in response to the invitation and will not be discriminated against on the grounds of race, color, or national origin in consideration for an award.

Response Costs

All costs incurred in preparing the response to the Request for Qualifications (RFQ), participating in the RFQ process, and negotiating with MKAA, whether or not an award is granted, shall be solely the responsibility of the Respondent. All materials and documents submitted by the Respondent in response to the RFQ will become the property of MKAA and shall not be returned to the Respondent.

Right to No Award or Partial Award

Award will be made to the Respondent(s) with the most qualified and/or responsive proposal which may or may not be the lowest cost (if applicable), if awarded. MKAA reserves the right to reject all responses, reject portions of any response, or accept the response(s) deemed most advantageous to MKAA. In addition, MKAA reserves the right to modify the terms of the RFQ at any time. MKAA will provide the Respondents with written notice of cancellation or modification.

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY

NETWORK INTEGRATOR SERVICES

REQUEST FOR QUALIFICATIONS

Rejection of Responses / Cancellation of RFP

MKAA reserves the right to reject any or all responses to the RFQ, including, but not limited to, any response containing exceptions to the minimum requirements and/or specifications or fails to meet the minimum requirements and/or specifications in whole or in part. Responses containing terms and conditions other than those specified herein may be considered nonresponsive. Partial or incomplete responses may be rejected. MKAA reserves the right to reject responses or penalize Respondents who do not follow the requirements of the RFQ and, likewise, to waive any informalities, technicalities, or omissions therein. Responses having any erasures or corrections shall be initialed in ink by the Respondent. Unsigned responses will be considered nonresponsive.

Also, MKAA reserves the right to reject any response when a parent, subsidiary, affiliate, or predecessor in interest of the Respondent has pending litigation or claims with MKAA, or if any response includes a proposed subcontractor or supplier having pending litigation or claims with MKAA, if MKAA determines, in its sole discretion, such litigation or claims may adversely affect the ability of the parties to work efficiently and effectively under any purchase order resulting from the RFQ, or for any other reason as determined by MKAA. MKAA further reserves the right to cancel the RFQ process at any time.

Explanation by Addendum Only; Questions and Clarifications

Every request for interpretation, questions, or additional information regarding the RFQ shall be made in writing to Tony Clark (Information Technology Manager) via email at tony.clark@tys.org. All inquiries must be received before November 4, 2022 by 2:00 PM EST. Questions by phone will not be accepted.

All questions and answers will be available to all interested firms on December 5, 2022 as an Addendum to the RFP. To receive this information, please send an email to Tony Clark or online at www.flyknoxville.com under the "Do Business @ TYS" tab.

The Metropolitan Knoxville Airport Authority is not responsible for any electronic communication failures or material delivery delays. MKAA reserves the right to reject all submittals without cause.

Should an Addendum be issued, the Respondent must acknowledge receipt.

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY

NETWORK INTEGRATOR SERVICES

REQUEST FOR QUALIFICATIONS

No-Contact Policy

The Chairman of the Board of Commissioners of MKAA has imposed a no-contact policy on the selection process. The no-contact policy is intended to prohibit any potential proposer from engaging in any direct or indirect lobbying of any Board Member, MKAA staff member, other persons or organization who may be involved in the RFQ process. The no-contact policy is effective between the date the RFQ is issued and the date of the approval of the Service Agreement by the Board of Commissioners. Questions submitted in writing for clarifications of the information contained in the RFQ are not prohibited by the policy.

Insurance

The Respondent shall furnish and keep in force for the life of any agreement resulting from this RFQ insurances policies requested by MKAA, including, but not limited to, Workmen's Compensation Insurance for all workers employed on the job. The Respondent shall provide certificate of insurance as required by the Metropolitan Knoxville Airport Authority. All insurance companies must be licensed to do business in Tennessee and the MKAA, its commissioners, its officers, and its employees must be added as additional insured on all policies.

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY

NETWORK INTEGRATOR SERVICES

REQUEST FOR QUALIFICATIONS

Contract Requirements

Choice of Law. The laws of the State of Tennessee must govern the operation and enforceability of any resulting Agreement from this Request for Proposal. Any action or legal proceeding arising out of or related to any resulting Agreement from the Request for Proposal must be brought in the state courts of Knox County, Tennessee, or in the federal court in the district where the Airport is located.

Indemnification. MKAA cannot indemnify the selected Respondent in any resulting Agreement from this Request for Proposal with respect to any matters.

Confidentiality. MKAA cannot agree to confidentiality provisions in any resulting Agreement from the Request for Proposal due to open records laws.

Federal Aviation Administration Provisions. The selected Respondent must agree to comply with Civil Rights provisions and any other applicable Federal Aviation Administration requirements in any resulting Agreement from the Request for Proposal.

Written Agreement Required. The selected Respondent will be required to enter into a written agreement with the Metropolitan Knoxville Airport Authority to provide all services required in the RFP.

Procurement and Ethics Requirements. The Respondent must agree to comply with all normally accepted procurement and ethics standards.

METROPOLITAN KNOXVILLE AIRPORT AUTHORITY

NETWORK INTEGRATOR SERVICES

REQUEST FOR QUALIFICATIONS

VI. Addendum - Questions