NEW YORK STATE
Homes &
Community
Renewal

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DIVISION OF HOUSING
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RENEWAL

HOUSING
TRUST FUND
CORPORATION

STATE OF
NEW YORK MORTGAGE
AGENCY

NEW YORK STATE
HOUSING FINANCE
AGENCY

NEW YORK STATE
AFFORDABLE HOUSING
CORPORATION

STATE OF
NEW YORK MUNICIPAL
BOND BANK AGENCY

TOBACCO SETTLEMENT
FINANCING
CORPORATION

Citrix Support – Consulting Services August 15, 2012
Request for Proposals #HIS-82012

A. Overview

This document describes the scope and extent of work to be done by an Information Technology consulting firm for NYS Homes & Community Renewal (HCR). This engagement will focus on the completion of Citrix migration of computing equipment in our NYC (25 Beaver Street) and Albany (Hampton Plaza, 38-40 State Street) offices. Consultant will provide on-going support in all areas of the migration, as well as the deliverables listed below.

A pre-analysis must be performed to determine all potential problems and to resolve any issues discovered during the system analysis and health check prior to starting the migration. Consultant should ensure that the HCR Citrix environment is fully "optimized" prior to the start of the migration. A contract will be awarded based upon "best value" when factors other than but including cost are weighted, scored and evaluated.

B. Deliverables

1) **Upgrade existing Citrix Provisioning Server to latest version.**
2) **Migrate Citrix over to vSphere 5 hypervisor**
3) **Implement Citrix Univeral Printer**
4) **Set up and implement Streaming Applications**
5) **Implement Password Manager**
6) **Upgrade Xen Desktop to 5.6 FP**
7) **Implement Branch Repeater**
8) **Implement Netscaler Configuration**
9) **Optimize EdgeSight**

C. Notes:

Consultant should research, test thoroughly, identify potential issues and schedule with staff prior to implementation of any of the deliverables listed above. Consultant is responsible for reporting the status of tasks at least once a week to HCR IT unit managers. Consultant is also responsible for providing documentation on any changes or new implementations made.

No upgrades will take place without HCR internal change control approval prior to change.

Any Citrix support calls that need to be placed are to be done so by the Consulting firm using their own resources.

Service delivery will be complete only when all deliverables have met HCR's approval.

D. Current Environment

1. Citrix versions in place (Ver. Number and Edition):
   XenApp 4.5, XenApp 6.5, XenDesktop 5.5, Provisioning Server 5.6, (All Platinum Edition)
   Citrix NetScaler Appliance 5500 NS9.3: Build 51.5

2. Physical Machines/Virtual machines and SAN storage:
   All XenApp 4.5, XenApp 6.5, XenDesktop and Provisioning servers run on ESX 4.1 hosts with plans to be brought into ESXi 5 shortly. XenApp Severs and XenDesktop images all are provisioned using Provisioning server and the vDisks are stored on the SAN. Our XenApp 4.5 environment is primarily just running for in house applications that will not install correctly in a x64 environment.

   XenApp 4,5 Servers: Windows Server 2003 x64 SP2, 2 CPUs @ 2.53 Ghz, 24gb Ram
   Windows Server 2003 x32 SP2 2 CPUs @ 2.53 Ghz, 4gb Ram

   XenApp 6.5 Servers: Windows Server 2008 R2 SP1, 2 CPUs @ 2.53 Ghz, 24gb Ram

   XenDesktop: Windows 7 x64 or x32, 2 CPUs @ 2.53GHz, 2 - 4 GB Ram

   Provisioning Server: Windows Server 2008 R2 SP1, 2 CPUS @ 2.67 GHz, 24 GB Ram

3. Applications and number of users:
   XenApp Servers: Approximately (300 users)
   - MS Office Suite 2010 (Word, Outlook, Excel, PowerPoint and Access),
   - Smarterm (terminal emulator for our mainframe),
   - Omniform Form Filler
   - MS Lync
   - Windows XP on desktops and "Thin Clients;" Windows 7 on desktops that will be running Citrix.
   - VMWare is used as the virtual server software solution
   - Adobe Reader

. There are several web applications that get accessed and published with Internet Explorer. Other applications that are installed that are published to select users (Number of users will depend on licenses available):
   - Adobe InDesign
   - Adobe Professional 9
   - Primo PDF

Several in house applications run from our XenApp 4.5 server farm as they cannot be installed in a 64 bit environment.

XenDesktop: Not currently deployed into production. Most applications will be delivered to XenDesktop via XenApp

Current Applications Installed on HIS image:

- Heat (Help Desk Ticket System)
- VMWare Console
- Citrix AppCenter
- Wasp (Inventory system)

Current Applications Installed on Architecture Image:

- AutoCad 2004
- Google Sketch up
- AutoCad to PDF Converter

4. X64 bite compatible applications:
   The only known x64 bit program we have installed is MS Office, Professional Plus 2010. All other programs are x32 installed on the x64 XenApp Servers. Currently our software developers are working on versions of our in house applications that will work with our x64 servers.

5. Known compatibility issues with current applications and Citrix:
   The only known compatibility issues we know of is our in house applications installed in a 64 bit environment. The issue is placement of the user config.ini file that is unique to each user. We also know AutoCad 2004 will not install on in our 64 bit environment and is why we installed it into the Xendesktop image.

6. Active Directory domain versions:
   Domain function level = Windows Server 2008 R2
   Forrest function level = Windows Server 2008 R2

7. Additional automated patching solution:
   WSUS.

8. Servers and workstations at Central Office (Albany):
   28 ZenApp servers
   2-3 Thin Clients for testing Citrix
   2-3 Workstations for testing Citrix
   200+ Win XP workstations
   There are 200+ employees at Central Office.

9. Servers and workstations at other worksites:
   - JAMAICA, NY – Approximately 200+ Thin Clients, no servers, approximately 200+ employees at this location.
   - LOWER MANHATTAN – Approximately 15 workstations running Citrix, 200+ Windows 7 workstations, no servers, approximately 200+ employees at this location.

- UPPER MANHATTAN – 6 Thin Clients, no servers, 6 employees at this location.
- BROOKLYN, NY - 10 Thin Clients, no servers, 10 employees at this location.
- BRONX, NY - 8 Thin Clients, no servers, 8 employees at this location.
- SYRACUSE, NY – 10 Thin Clients, 20 workstations, no servers, 22 employees at this location.
- BUFFALO, NY - 15 Thin Clients, 12 Win XP workstations, no servers, 22 employees at this location.

The heaviest usage across the agency is in the morning as staff log-on for the day, and then again in early afternoon as lunch breaks are over.

10. Current IP addressing scheme [public subnet(s), private subnet(s) for each office:

10.66.128.1 /23	Albany Server LAN
10.66.130.1 /23	Albany North DHCP
10.66.132.1 /23	Albany South DHCP
161.11.130.64 /26	Public IP Range
10.27.96.1 /23	Jamaica Server LAN
10.27.108.1 /23	Jamaica 5fh Floor DHCP
10.27.110.1 /23	Jamaica 6th Floor DHCP
10.27.92.1 /23	Lower Manhattan Server LAN
10.27.94.1 /23	Lower Manhattan 5th Floor DHCP
10.27.104.1 /23	Lower Manhattan 6th Floor DHCP
10.27.106.1 /23	Lower Manhattan 7th Floor DHCP
10.92.220.1 /26	Syracuse Server LAN
10.116.56.1 /25	Buffalo Server LAN
10.27.110.32 /27	Brooklyn
10.27.100.64 /26	White Plains
10.27.100.128 /27	Upper Manhattan
10.27.100.192 /27	Bronx

11. The current DNS architecture at the agency:

Internal DNS Servers/DHCP/DC
albdc1.dhcrnet.local
albdc2.dhcrnet.local
albms102.dhcrnet.local
bstdc1.dhcrnet.local
bstdc2.dhcrnet.local

Forward Lookup Zones
dhcrnet.local
dhcr.state.ny.us
dhcrad.dhcr.state.ny.us

12. Current DHCP scope definitions by location:

LOWER MANHATTAN	5th flr	10.27.94.0 10.27.108.0
LOWER MANHATTAN	6th flr	10.27.104.0 10.27.110.0
LOWER MANHATTAN	7th flr	10.27.106.0
BROOKLYN		10.27100.32
WHITE PLAINS		10.27.100.64

UPPER MANHATTAN		10.27.100.128
BRONX		10.27.100.192
JAMAICA	5th	10.27.108.0
JAMAICA	6th	10.27.110.0
Cisico IP Phones		10.36.41.0
ALBANY-North		10.66.130.0
ALBANY-South		10.66.132.0
SYRACUSE		10.92.220.0
BUFFALO		10.116.56.0

13. Server naming convention:
    Albms{servername} for most server names
    XA1VM64 for Citrix server
    (Xenap Server 1 on VMWare 64 bit)

14. Net/BIOS name, model, IP address, virtual, comment:

albc2blade1.dhcrnet.local	PowerEdge M610	DHCR-HPL	VMware ESXi 4.1.0 build-348481
albc2blade10.dhcrnet.local	PowerEdge M610	DHCR-HPL	VMware ESXi 4.1.0 build-348481
albc2blade11.dhcrnet.local	PowerEdge M610	DHCR-HPL	VMware ESXi 4.1.0 build-348481
albc2blade12.dhcrnet.local	PowerEdge M610	DHCR-HPL	VMware ESXi 4.1.0 build-348481
albc2blade13.dhcrnet.local	PowerEdge M610	DHCR-HPL	VMware ESXi 5.0.0 build-702118
albc2blade14.dhcrnet.local	PowerEdge M610	DHCR-HPL	VMware ESXi 5.0.0 build-469512
albc2blade2.dhcrnet.local	PowerEdge M610	DHCR-HPL	VMware ESXi 4.1.0 build-348481
albc2blade3.dhcrnet.local	PowerEdge M610	DHCR-HPL	VMware ESXi 5.0.0 build-469512
albc2blade4.dhcrnet.local	PowerEdge M610	DHCR-HPL	VMware ESXi 4.1.0 build-348481
albc2blade5.dhcrnet.local	PowerEdge M610	DHCR-HPL	VMware ESXi 4.1.0 build-348481
albc2blade6.dhcrnet.local	PowerEdge M610	DHCR-HPL	VMware ESXi 4.1.0 build-348481
albc2blade7.dhcrnet.local	PowerEdge M710	DHCR-HPL	VMware ESXi 4.1.0 build-348481
albc2blade8.dhcrnet.local	PowerEdge M710	DHCR-HPL	VMware ESXi 4.1.0 build-348481
albc2blade9.dhcrnet.local	PowerEdge M610	DHCR-HPL	VMware ESXi 5.0.0 build-469512

15. The Operating Systems in use on workstations:
    A mixture of Windows XP and Windows 7 are installed agency-wide.

16. Application software ALWAYS installed on all workstations:
    - MS Office Suite
    - Omniform Form Filler
    - Adobe Reader
    - Smarterm (terminal emulation)

17. Application software installed on SOME workstations (this does not cover ALL applications used at HCR):
    - OHM
    - PIMS
    - Section 8
    - ESB
    - EIS
    - Abobe Pro
    - Crystal Reports
    - HDS

- Project
- Visio
- Nuance PDF Convertor Pro 5-8
- Adobe Pro 7-10
- WordPerfect Suite
- HardCopy Pro
- HotDocs
- OmniPage Pro
- OmniForm
- Dragon Naturally Speaking 10
- Adobe PageMaker
- Adobe Creative Suite
- Adobe InDesign
- MIPS
- ADP
- Auto CAD
- Map Info
- Livelink
- Acroplot PDF
- Google Sketch-Up
- WASP
- Manager Assistant

18. Other considerations:
    - Group Policy is used to lockdown workstations as well as Citrix servers.
    - Roaming profiles are only used for Citrix. Citrix Profile manager v 3.2 is being used to manage profiles.
    - DHCR has a VPN solution in place.
    - The required deliverables may impact on all applications but most likely especially MS Internet Explorer and MS Office programs.
    - A Citrix Access gateway will be implemented through Citrix NetScaler.
    - No automated software deployment solutions are in place. Most software is deployed using Active Directory.
    - Antivirus solution is McAfee Enterprise.
    - There are no WINS architecture servers.
    - The agency's user account naming convention is first name initial last name.
    - The agency's workstation naming convention is serial number-user name.
    - The agency's password policy is MS default complex policy.

E. Response

Consulting firm's statement of work (response) should be complete and detailed, providing the means, procedures and schedules to complete the list of deliverables as previously outlined.

Consultant will provide resumes of staff working on this project as well as corporate/government references based upon similar work done with other state agencies and firms. HCR requires a minimum of 3 years documentable technical experience with Citrix

applications/systems and technical experience with at least one other state agency or corporate engagement of a similar complexity and size to HCR's network environment

This RFP is defined as a fixed cap deliverable project not to exceed $50,000.

The Consultant must provide in their response a list of the employee(s) being proposed to work on this project, the employee(s)' job classification title(s), the hourly rate for job classification(s), and the number of hours needed to complete the part in this project for the proposed job title(s). Rates must be able to be deemed as "reasonable." Rates quoted must INCLUDE all auxiliary costs, such as working non-business hours and INCLUDE costs for Travel, Meals and Lodging. Provisions to work additional hours as required to satisfy the project requirements must be accommodated. However, the Consultant will not be compensated for any overtime because projects which are priced "By Deliverable" are not affected by overtime. The cost of this project cannot exceed the total dollar value quoted in the Consultant's response.

The award will be made on the basis of best value weighted 60% on technical expertise and 40% on cost for proposals meeting all the requirements outlined in this project scope.

This RFP also includes NYS Division of Housing "Network Diagram" and a flowchart titled "Active Directory Topology."

The due date for proposals is August 22, 2012. Electronic responses will be accepted: kford@nyshcr.org

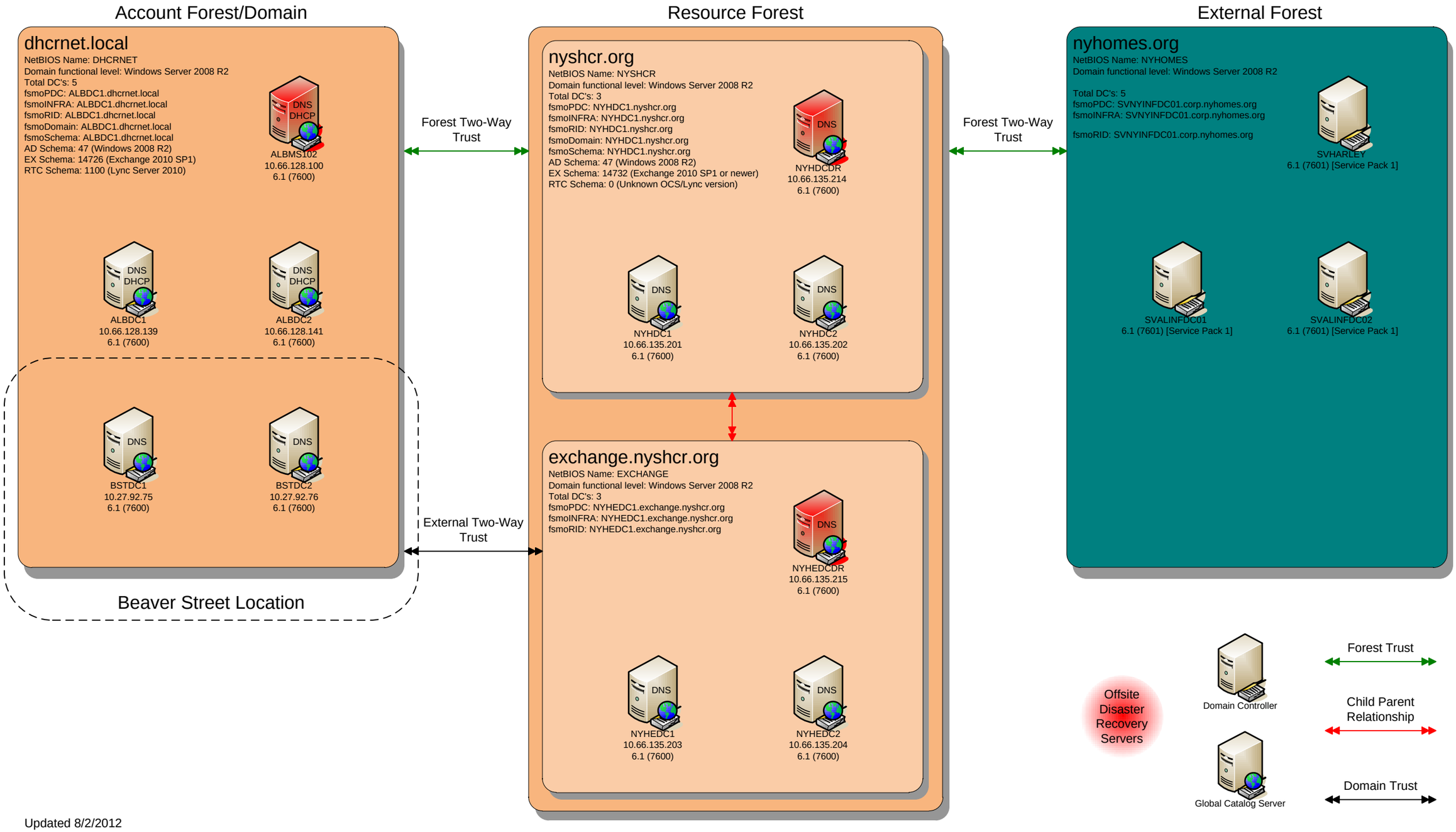
Note: Some forms may be required to be provided as signed "originals" after an award is made to a responsive and responsible vendor.

Mailing address:
NYSHCR, attn: Kenneth J. Ford, Contracts and Procurement Unit, 38-40 State Street, Albany, NY 12207

Questions should be directed to:

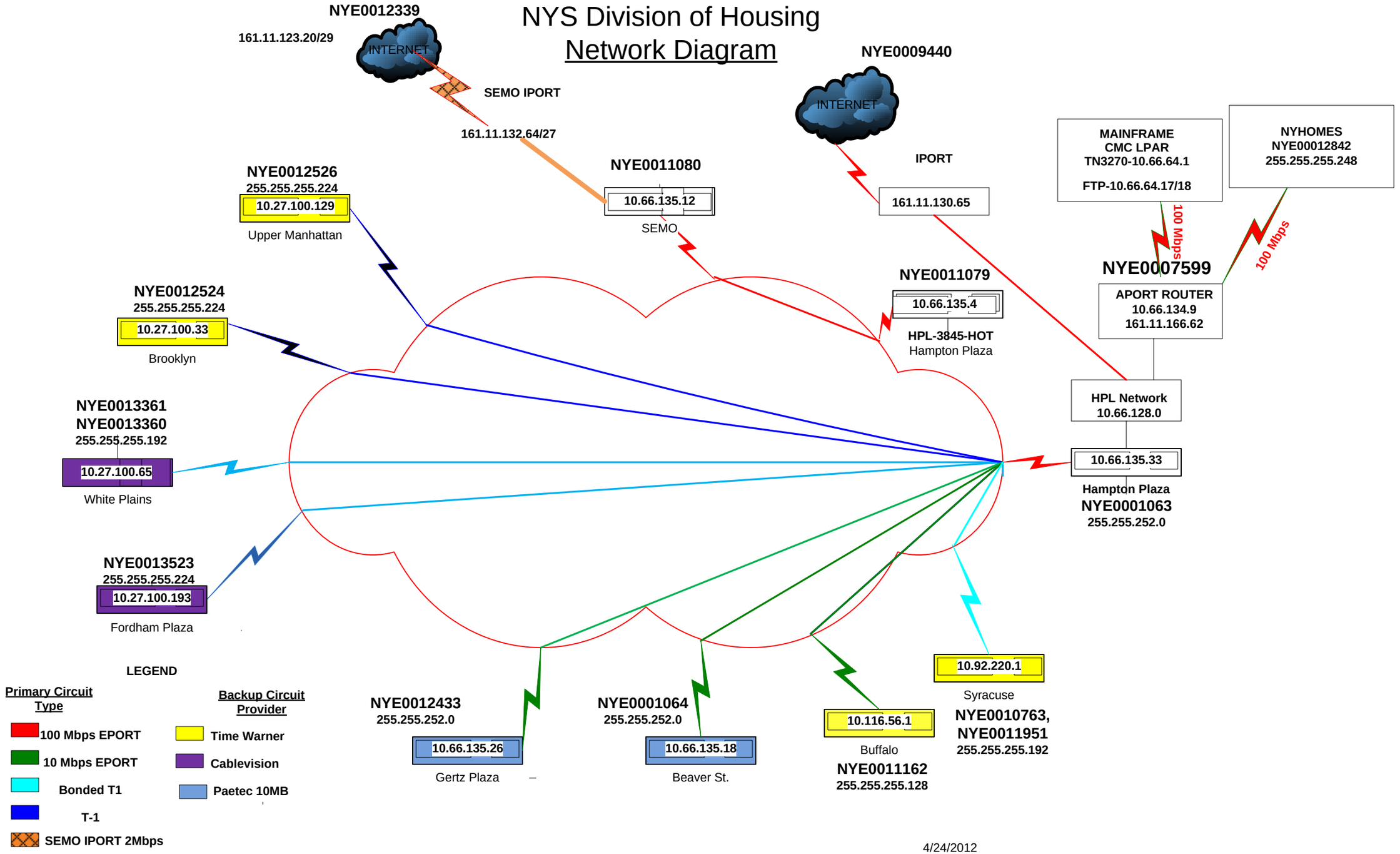
Kenneth J. Ford
kford@nyshcr.org
518.474.6434

Active Directory Topology

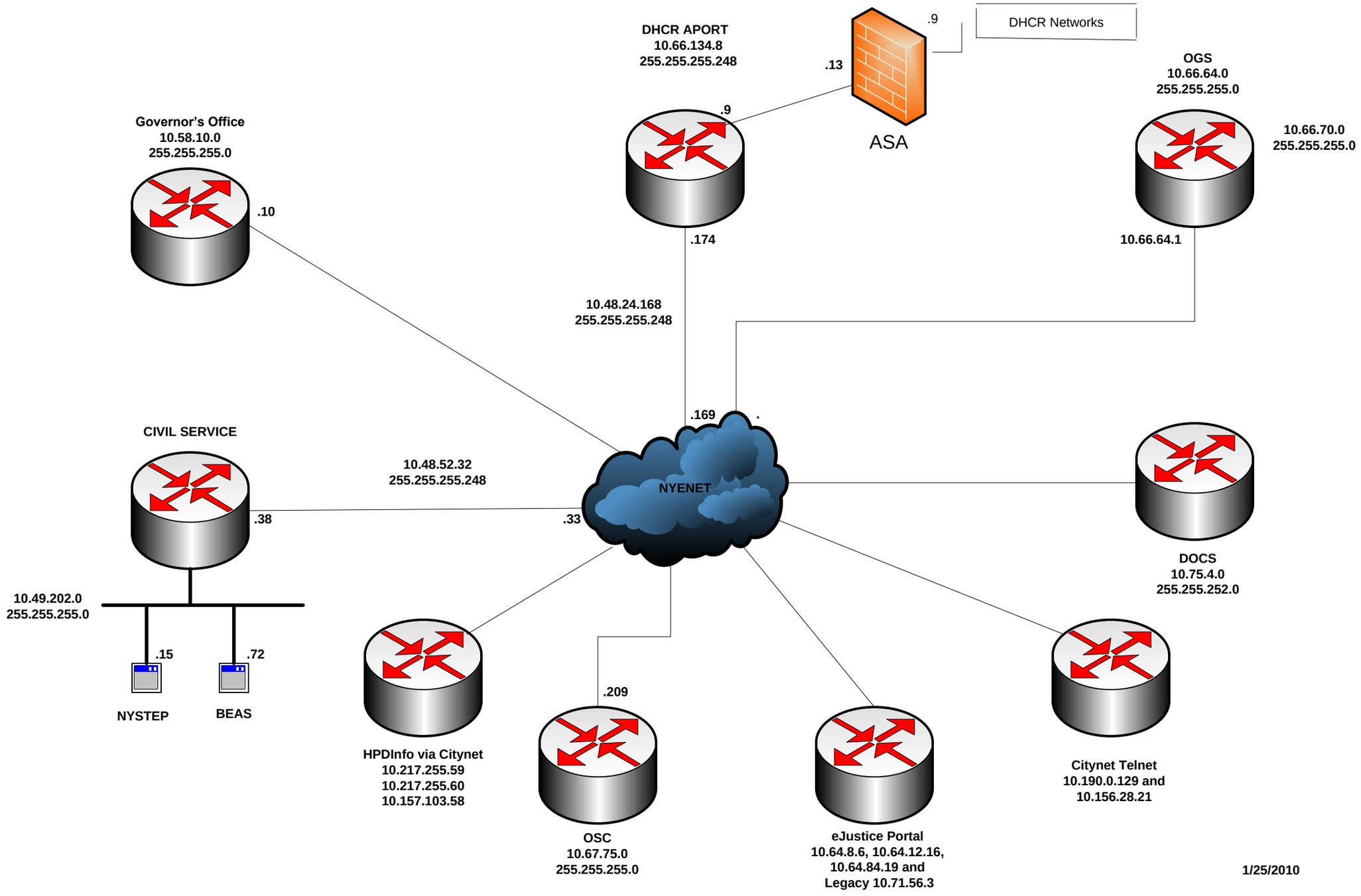


Updated 8/2/2012

NYS Division of Housing
Network Diagram



4/24/2012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.9
.13
ASA
DHCR Networks
OGS
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255.255.255.0
Governor's Office
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NYENET
CIVIL SERVICE
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DOCS
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NYSTEP
BEAS
HPDInfo via Citynet
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OSC
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255.255.255.0
eJustice Portal
10.64.8.6, 10.64.12.16,
10.64.84.19 and
Legacy 10.71.56.3
Citynet Telnet
10.190.0.129 and
10.156.28.21
1/25/2010