

Request for Information

Los Alamos National Laboratory

Field Instruments Deployments and Operations (FIDO) Technical Services

General Statement of Work

Los Alamos National Laboratory (LANL) in support of the Department of Energy Atmospheric Radiation Measurement (ARM) program is seeking information on how an interested contractor could provide technical, personnel and logistical support services for LANL's Field Instrument Deployment Operations (FIDO) Office. The primary goals of LANL in this effort are to understand an interested contractor's ability to:

- Support instrumented fixed and mobile atmospheric research facilities located at various locations around the globe requiring on-site residential, on-site periodic and remote technical support.
- Ability to have proven expatriate, cultural and program experience in operating facilities in foreign countries.

Background

The Los Alamos National Laboratory (LANL) Field Instrument Deployments and Operations (FIDO) Office provides project management, logistical and operational support services for remote/off-site instrument field campaigns that primarily support the DOE Atmospheric Radiation Measurement (ARM) Program's fixed and mobile ARM Climate Research Facilities (ACRF). Additional information about the ARM program can be found on the web at <http://www.arm.gov/about>. The FIDO office is responsible for facilities in the Tropical Western Pacific (TWP), including sites in Darwin Australia, Manus Island, Papua New Guinea, the Eastern North Atlantic (ENA) Graciosa Island, The Azores, Portugal, and the ARM Mobile facility which is relocated on an approximately yearly basis to selected locations on the globe (currently in Cape Cod, MA USA but is soon to be relocated to Manaus, Brazil)

In order to manage these facilities, it is necessary for FIDO to coordinate complex technical support functions and remote personnel resources. In doing so FIDO manages a wide variety of Foreign Contract Agreements with various entities that provide support for infrastructure and facility operations in their respective countries. These in-country contracts are augmented by the need for a dependable and well-coordinated technical support services contract that supports the facilities main function in securing high levels of instrument and data availability and reliability.

General Tasks

On-Site Facility Coordination and Liaison

Foreign technical on-site residential and on-site periodic support necessitates communication with in-country stakeholders and interest groups. This may include local service providers, institutional representatives, government officials and general public. While the FIDO office is the prime point of contact and responsible for liaison and project management activities, the Technical Services Team (technicians) when on-site will be required to autonomously conduct their duties and be cognizant of the need to be a local point of contact and representative of the program. As the program carries significant international responsibility, this aspect of the technical support function is weighted as extremely important.

Technical Services

Instrument Availability and Reliability

Provide full-time technical service support of the facilities including 24hr full-time remote monitoring, and response within four hours. The ARM Mobile Facility and the fixed sites in Darwin Australia and Graciosa Island, Portugal require on-site residential technical support. The fixed site on Manus Island in Papua New Guinea requires on-site periodic support through preventative and remedial maintenance visits.

Document and Facility Management

While primarily administered by the FIDO office, the facilities and associated on-site technical housekeeping functions including instrumentation document management, spares inventory and property controls remain within the purview of the Technical Services Team.

Engineering and Evaluation

Continual improvement of the facility infrastructure, instrument systems and operations is essential. On-site technical team members will be required to assess and make recommendations on facility and systems improvements.

Remote technical Support and Subject Matter Expert Coordination

The prime off-site support is to be from the Technical Services Contractor and its Technical Service Team. Additional support will be provided externally to the contractor through the FIDO office and from subject matter and instrument experts. The on-site Technical Services Team will be required to determine the most appropriate and efficient use of available support resources.

Administrative and Logistical Support

Personnel Support

The Technical Service Contractor will be required to provide administrative and logistical support for the Technical Team members to ensure adequate site coverage and performance including the coordination of personnel, housing, transportation, travel and training as required by the FIDO Office.

Additional Facilities and Intensive Operations Periods (IOPs)

The Technical Service Contractor will be required to tailor its support of a variable scope of work. This may include the ability to acquire additional technical team personnel to support planned activities in new locales and to address additional resource requirements for intensive operations periods.

Ongoing Training and Instrument Suite Adaption

The Technical Services Contractor will be required to tailor and ensure competency of technical team personnel in the event of the addition of new or supplemental instrumentation.

Logistics

The Technical Services Contractor will be required to procure goods and services to support tasking which will be defined in each statement of work and provide detailed invoices for services and items rendered. The on-site Technical Services Team will be required to prepare and receive freight and maintain tracking and inventory of equipment in the FIDO Operations Status System (OSS) and Shipping/Receiving Tracking System (SRTS)

Qualifications

Technical Services Contractor shall have proven competency in:

- Managing Technical Services Teams in remote locations and or foreign countries
- Providing necessary support to ensure technical support members safety, travel and competency

Technical Services Team will require demonstrated technical maintenance competence in the following:

- Formal qualified training in the maintenance of technical instrumentation.
- UNIX and Microsoft OSs and file manipulation, diagnostics, performance, basic system administration tasks, and file transfers.
- Electronic hardware diagnostic and repair such as troubleshooting electronic systems or circuits to the board or component level, performance of electronic test procedures, and use of electronic troubleshooting equipment.

- Computer systems experience, electrical equipment and scientific instrument hardware installation, replacement and repair such as installation of computer systems, data networks, scientific instrument testing and calibration, data acquisition or repair of computer systems or scientific instruments.
- Personal and virtual computer based data acquisition systems such as automated data collection using virtual, personal and networked personal computers.

Instrument and Facility Descriptions

The Technical Services Contractor will be required to provide a Technical Services Team that have proven experience in maintaining and operating meteorological, radiometric and atmospheric Instrument systems. Details on the instrument types can be found at <http://www.arm.gov/instruments>. The Technical Services Team will be required to maintain and or oversee the maintenance of facilities infrastructure including diesel power generation, solar power generation, grid transfer switching, power distribution systems, hydrogen generation and instrument sea-container maintenance.

Responses are required no later than March 8, 2013 to the following **Point Of Contact:**

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