



**PORT OF OLYMPIA SOLICITATION – No. 2021-1045
INFORMATION TECHNOLOGY SERVICES**

Introduction and Purpose

The Port of Olympia (Port) is soliciting Statements of Qualifications (SOQs) from professional Vendors for Information Technology Services (ITS).

The deadline for submittal of SOQs is December 1, 2021 @ 4:00 PM (PST)

The Ports' ITS department exists to support all operations of the Port. It is the expectation of the Port, and those the Port serves, that the ITS Vendor is able to perform the required duties in accordance with the laws and regulations set forth by all applicable governing entities, in a responsible and cost effective manner. As a public entity the Port's ITS Vendor is required to ensure all of the Port's operations are protected and managed securely.

The Port's enterprises include the Marine Terminal, Swantown Marina and Boatworks, Olympia Regional Airport, and several commercial and industrial properties including areas such as the New Market Industrial Campus, the Cleanwater Center and the Lacey Commercial Business Campus. In addition to operating within a complex commercial enterprise environment, the Port is subject to a variety of Federal and/or State security, regulatory, funding and public records requirements, among others. Vendors must demonstrate technical expertise, flexibility and availability to meet the multi-faceted technology needs and support demands of the Port.

The purpose of this Solicitation is to generate a list of Vendors who meet the Port's minimum qualifications and would be interested in submitting a proposal. The results of this Solicitation do not bind the Port to enter into a Contract with any of the Vendors who have submitted either an SOQ or a Proposal, if one is requested. The Port reserves the right to reopen this Solicitation for the purposes of expanding the Vendor pool at any point during this process.

Port Contact and Projected Solicitation Timeline

Questions or concerns regarding this Solicitation must be directed to the following:

Contract and Grant Administrator	
Name:	Christopher Martinez
Telephone:	360-528-8010
Email:	ChrisM@PortOlympia.com

PROJECTED SOLICITATION TIMELINE	
ITEM	DATE
Solicitation Posting Date:	November 15, 2021
Deadline for submitting SOQs:	4:00pm, December 1, 2021
Site(s) Visit (select Vendors only):	December 7, 2021
Interviews (Week Beginning):	December 13, 2021
Scope of Services and Cost Proposal Due:	January 5, 2022
Selection of Vendor:	January 12, 2022
Port Commission Advisory on Contract:	January 24, 2022
Port Commission Action on Contract:	February 7, 2022
Execution of Contract:	February 8, 2022

Scope of Work

Services provided by the Vendor are anticipated to be for a minimum of three (3) consecutive years, with the possibility, upon mutual agreement, of additional years, as will be outlined in the Contract between the Port and the Vendor. The nature of the requested service is for ongoing ITS support and coordination with Port staff to ensure proper implementation of new technology, planning for future improvements, general management and operation, along with maintenance and/or troubleshooting of, existing ITS systems. Because of the unique characteristics related to public sector services and obligations, the ideal Vendor will have experience providing ITS support to Washington State local government organizations.

The Port is requesting a managed, customer care program that could provide for a flat monthly fee for services including, but not limited to, the following:

- **ITS Design, Implementation, Maintenance and Support:** General support of the Port's ITS infrastructure, networks and file servers, including the maintenance of public sector desktop and server application software for business and office support systems (finance, human resources, public records/retention, electronic communications, office phone and voicemail system, etc.), as well as general support of the Marine Terminal, Marina/Boatworks and Airport security and access control systems.
- **Monthly Service:** Develop procedures and protocols for regular preventative maintenance of workstations and servers, including, without limitation, virus audit, Spy/Ad-ware check, hardware tests, critical security and driver updates, and double checking backup systems, including periodic tests to restoring information/systems from backup media.
- **Desktop Tech Support:** Immediate on-call troubleshooting for technology issues experienced by Port staff or commissioners, whether handled by phone, remote access, or in person/on site, during both normal work hours (currently, Monday through Friday,

from 8:00 AM to 5:00 PM) and for emergency response needs that may occur twenty-four (24) hours a day.

- **Documentation:** Work with Port staff to maintain and/or utilize automated on demand/scheduled reporting software or systems to maintain and organize documentation for: servers, workstations, routers, switches, firewalls, WI-FI equipment and printers/copiers including the maintenance of an up-to-date inventory of all programs and physical attributes at or connected to all of the Port's properties and service locations.
- **Licensing:** Maintain, organize and monitor software titles and licenses to ensure software compliance on all Port hardware and equipment, including without limitation each individual Port workstation and peripheral devices.
- **Quality Monitoring:** Monitor the quality and performance of internet bandwidth for Port properties and service locations, as requested, including the Port's main office, various commercial/industrial real estate assets, and the Marine Terminal, Marina/Boatworks and Airport facilities.
- **Spam and Virus Filtering:** Recommend and maintain filtering services for reducing spam and viruses on all Port email accounts. Installation of recommended services will occur only after written approval from the Port.
- **Network Security Monitoring:** Develop and/or maintain procedures for regular monitoring of firewall logs for hacking attempts. Report any hacking attempts to remote network administrators. Maintain internet content filters.
- **WAN Provisioning:** Maintain firewall(s), router(s) and switches, including VPNs, WANs, NAT and filters.
- **Remote Backup:** Provide "Backup" of both individual files and machine images for all Port computers, servers and hardware, and maintain the ability to turn a backup image into a working server(s) in the case of disaster for data access. Daily back-up monitoring reports shall be reviewed each day and all problems immediately reported to the Port. Provide for back-up storage offsite from the data container.
- **Hardware Sales:** Prepare specifications for the acquisition of ITS hardware including, without limitation, servers, switches, routers, workstations, phones and peripherals

Additional services the Port and Vendor may agree upon from time to time may include the following, without limitation:

- Consulting on various Port projects with a technology component, including research, evaluation and/or presentation to Port staff and/or Commission;
- Strategic planning for Port ITS systems and infrastructure, with a goal of utilizing technology to increase the efficiency of Port operations and to help control costs;
- Provide training to Port staff of various software applications, as needed or requested;
- Assist the Port in developing an annual IT budget, which may include the following: age and performance evaluation of computer workstations, recommended rotation schedule for retirement of computers, monitors and other peripherals, and project maintenance, emergency and standard operating costs of ITS infrastructure.

Minimum Required Qualifications.

The following qualifications are minimum requirements for being considered as the Port's ITS Vendor:

- The Vendor shall have at least five (5) years of documented experience maintaining and supporting software and hardware in a diverse business environment, and experience providing this service in a Washington State local government environment is strongly preferred
- The Vendor's personnel assigned to this project will be required to obtain and maintain varying levels of security clearances to perform required ITS functions.
- The Vendor's personnel assigned to this project will be subject to a background check, which must be free of issues to a standard determined by the Port and/or all applicable governing entities.
- The Vendor's personnel assigned to this project must have the ability to obtain a Transportation Worker Identification Credential (TWIC). TWIC is a credentialing program managed by the Department of Homeland Security (DHS), through the United States Coast Guard and the Transportation Security Administration. For more information on TWIC visit www.tsa.gov/twic
- The Vendor must demonstrate a willingness and ability to obtain appropriate insurance, as determined necessary by the Port during negotiation of a Contract between the Port and the Vendor.

Statement of Qualification (SOQ) Requirements

Interested Vendors are required to submit an SOQ addressing the minimum required qualifications and direct experience in providing all of the requested services outlined in this solicitation. Each SOQ must include the following information:

- A cover letter, no more than two (2) letter-sized pages long, outlining the Vendor's expression of interest in providing the requested services, and availability of the proposed Project Team and its key personnel.
- Company name, address, phone number, and email contact. Please include a company history including length of time in business, number of employees, office locations, as well as any Business Partner Certifications (i.e. Microsoft, Cisco, D-Link, Ruckus, Extron, etc).
- Identification of, and resumes for, the personnel who would be directly involved in services provided to the Port, including any certifications of said, personnel. Please include the name of the Principal-in-Charge and/or Project Manager who would be the designated Vendor contact person and directly responsible for the completion and quality of services provided to the Port.
- Experience of the Vendor providing ITS support, specifically with Washington State local government entities, including designing, maintaining, provisioning and troubleshooting ISP services, and any applicable software training, website development and programming services available.

- Description of the Vendor's approach to local government ITS support, including project management philosophy, ability and commitment to respond to short time frames with little advance notice, and the Vendor's current and projected workload that may impact services requested by the Port.
- Identify at least five (5) clients, particularly any Washington State local government entities, for whom the Vendor has performed comparable work during the last three (3) years. Provide a contact name, as well as an email address and recent telephone number for each of these clients, and a brief description of the comparable work. These clients may be contacted by the Port as a reference
- Identify the timeline in which the Vendor would be able to undertake ITS for the Port, the ability to continue providing ITS for a minimum of three (3) years, and the ability to meet and exceed Port expectations with regard to performance, meeting deadlines and staying within a budget.

Evaluation of Qualifications.

The Port will evaluate each Vendor's SOQ to ensure the requested services and minimum qualifications described in this solicitation are met. The Port, at its sole discretion, will determine which of the Vendor(s) meet the level of standards for this Solicitation, and reserves the right to accept or reject any Vendor based on the responses they provide in their responses to this solicitation. The Port may request additional information from any/all Vendors during its evaluation process. Vendor SOQs will be evaluated based on the following:

- Professional qualifications, technical expertise and competence in ITS, including education, registration and years of experience of individuals who will be assigned to work with the Port, as well as those individuals' availability and demonstrated ability to work as a member of a collaborative team with the Port.
- Documented experience maintaining and supporting software and hardware in a networked environment in a diverse business environment, particularly for a Washington State local government.
- Documented years of experience with any applicable software and hardware systems intended for the proper functioning of a networked business, including a list of software and hardware the Vendor could/is considered an expert in providing ITS for.
- The Vendor's ability to undertake the work immediately upon execution of the Contract, to continue for a minimum of three (3) consecutive years, and to dedicate the necessary personnel and resources to meet the anticipated work schedule
- The Vendor's demonstrated ability in meeting client objectives on schedule and within budget.

The Port will select up to three (3) Vendors who demonstrate significant proficiency and compliance with requested services and minimum requirements outlined in this SOQ to participate in the selection process described below.

Selection Process

Selection of a Vendor will follow the process described below.

- **Site visit:** The Port will select up to three (3) Vendors who demonstrate significant proficiency and compliance with the requested services and minimum requirements outlined in this SOQ to attend a mandatory site visit to review each of the Port's physical locations, enterprise/business functions and ITS infrastructure. Attendance at the site visit is mandatory and failure to do so will result in the Port rejecting any SOQ from a Vendor choosing to not participate in the site visit. The Port may choose to select other Vendors having timely submitted their SOQ, in the event one or more of the original top three (3) Vendors chooses to not attend the mandatory site visit.
- **Proposal:** Following the mandatory site visit, Vendors will provide a detailed scope of services and cost proposal for providing the requested services to the Port. In addition to the submitted SOQ, the Vendor's proposal will be used as the basis for the Contract for services entered into between the Port and the Vendor.
- **Interviews:** The Port may choose to conduct interviews with Vendors attending the mandatory site visit and submitting proposals to further discuss their qualifications, detailed scope of services and cost proposals. The intent of the interviews is for the Port to become acquainted with the Vendors, to ask questions regarding the project, and to aid the Port in making a selection.

Submitting an SOQ.

SOQ's shall be limited to ten (10) letter sized (8.5 x 11) pages, not counting the cover letter, and shall be submitted in electronic (PDF) format via email to the Contract and Grant Administrator, as identified in the **Port Contact and Projected Solicitation Timeline** section, above. Please include "**Port of Olympia Solicitation – No. 2021-1045 Information Technology Services**" in the subject line of the email transmitting the SOQ to the Port.

The deadline for submittal of SOQs is December 1, 2021 @ 4:00 PM (PST)

The Port will acknowledge timely submitted SOQs via replay email. If Vendors do not receive an acknowledgement email, it is Vendor's responsibility to contact the Port's Contract and Grant Administrator, as identified above, to confirm/ensure timely submittal of their SOQ.

Additional Awards

The Port reserves the right, during the resulting Contract term, to make additional Contract awards to Vendors who provided an SOQ or Proposal, but who were not initially awarded a Contract. Such awards would be on the same or substantially similar terms and conditions, and would be designed to address an awarded Vendor vacancy (e.g., an awarded Vendor is terminated or goes out of business), respond to additional Port's needs, or be in the best interest of the Port.

Confidential Materials and Public Disclosure

All SOQs submitted to the Port by the Vendor under this solicitation shall be public records subject to disclosure under the Washington State Public Records Act RCW 42.56 and/or other any other applicable laws requiring disclosure or discovery of Public entity records. The applicability or exercise of any exemption to redact or withhold a record is in the Port's sole and absolute discretion, and the Port is not liable for a good faith production of records under RCW 42.56.060.