

Port of Cascade Locks

The Port of Cascade Locks Commission Work Session Meeting was held Thursday, August 6, 2015 at the City of Cascade Locks Council Chambers, Cascade Locks, OR 97014.

1. **Meeting called to order/ Pledge of Allegiance:** Commission President Groves called the meeting to order at 6:05 pm.
2. **Roll Call:** Port Commissioners Groves, Caldwell and Lorang were present. Commissioners Lipps and Stipan were excused.
 - **Others Present:** IGM Paul Koch, Port Secretary Sally Moore, Marketing & Development Manager Holly Howell, Interim Economic Development Manager Don Mann, Port Attorney Tommy Brooks, Maintenance and Construction Manager Todd Mohr, Pat Albaugh, David McCurry, Tyrell Midland, Holly Wells, Jill Andrick, Merna Blagg, Margie Curtis and camera operator Betty Rush.
3. **Declaration of Potential Conflicts of Interest:** Commissioner Caldwell declared a potential conflict of interest on Item 6a.; the BOG technology report; as her husband works at the Bridge of the Gods (BOG) tollbooth.
4. **Modifications, Additions to Agenda:** IGM Koch asked to add Item 9b, a general discussion regarding land options and Native Tribal business affairs, as well as sales, leasing, and acquiring land. It was added to the Executive Session in accordance to Port Attorney Brooks Legal Counsel.
5. **Items from the floor: (Special presentations, outside resource presentations and other reports not requiring action).**
 - a. **Reports & Comments from the General Public - None**
 - b. **Reports and Comments from Government Officials – None**
 - c. **Commission Member Comments –** Commissioner Lorang stated his son went Flyboarding and thoroughly enjoyed it. CP Groves stated he and IGM Koch attended the ODOT Act meeting in Hillsboro. He is on the Act Board. At the meeting he spoke of increasing parking issues in the Gorge due to increased tourism. The ODOT ACT group has 31 members from the State of Oregon. He added the next meeting at ODOT headquarters will be on September 2, 2015, and added that any Commissioner can attend if they would like. Staff Holly Howell stated this weekend is the US National Championships for the Melges 24 Class sailing event. They come from all over the world. They will be racing Friday, Saturday and Sunday. This is the biggest event in the Park this year. There will be 40 competitive boats. CP Groves stated the County grubbed and cleaned up the County lot that the Port will purchase. It looks great. He stated

there was a car fire at Multnomah Falls last week and it was racing towards the freeway. Everyone needs to be extremely careful this summer.

- d. **Reports from sub-committees** – CP Groves thanked the Commissioners that sat in on the Joint Work Group last week. He would like ideas from citizens in CL on the Nestle project, as they are voicing their concerns. Commissioners can attend the JWGED, but cannot join in according to Port Attorney Tommy Brooks.

6. Work Session Discussion Items

- a. **Status report on options and alternatives regarding the Bridge of the Gods (BOG)** Pat Albaugh, a Port Consultant presented the reviewed, analyzed and scored two Requests for Proposals (RFP's), (Exhibit 1) the Port received for proposed bridge technology enhancements. One was from TRMI and one from Xerox. (Exhibit 2) Bridge of the Gods Technology RFP Evaluations). They both do tolling technology. TRMI cost estimates were \$94,896.23 and Xerox proposal was \$1,037,740, including a cost of 19 months of maintenance at \$10,000 per month. He stated the effort has been closely coordinated with the aging technology at the Port of Hood River. They will be upgrading their technology. Both Ports have the same engineering firm, HDR. It would be possible to link both bridges using the same technology and cut costs by using the same engineering firm. The same transponders could be used on both the Hood River Bridge and the Bridge of the Gods. The plan for implementing toll technology would be to raise tolls for non-locals to help pay for the repairs in the 10 year bridge maintenance plan. Toll would not increase for locals. By implementing toll technology, "lost revenue" through miscalculating tolls for axles would be eliminated. Commissioner Lorang discussed the pros and cons of implementation of the toll technology including a "heavy price tag". CP Groves stated the process was to raise tolls for non-locals and would raise revenue for maintenance and repair in the 10 Year BOG Plan. He likes the idea of a transponder. He has seen traffic backed up on WaNaPa in the last two weeks and stated technology will take care of this problem. Commissioner Lorang asked about the maintenance costs and life span of the technology. Commissioner Caldwell liked the idea of working symbiotically with the Hood River Bridge using the same transponder for both bridges. Pat Albaugh stated this technology can be done in phases as the Port of Hood River is working on upgrading presently. He stated there is legislation to create the same system nationally.

COMMISSIONER CALDWELL MADE A MOTION TO DIRECT STAFF TO NOT AWARD BIDS ON TO EITHER COMPANY BASED ON THE SOLICITATION OF THE RFP AND FURTHER DIRECT STAFF TO WORK ON NEW PROPOSALS AND CONTINUE WORKING WITH THE PORT OF HOOD RIVER. SECONDED BY COMMISSIONER LORANG. The motion was unanimous. 3-0.

- b. **Status Report regarding the Bike Pedestrian safety crossing at the BOG** – Port Engineer David McCurry has been working with the BOG and HR Bridge. Working with Pacific Crest Trail (PCT) to advance and move forward to build a ped/bike safety crossing the on BOG. He added this could be added to the 10 year BOG plan. The Port may be successful in obtaining funding for this. PCT

can bring some funding as well. The Port needs to have a much better understanding of what needs there are for Port and PCT. David McCurry recommended exploring various ways to get funding; by using DOT and applying for STIP funding from both States, David showed a graphic sketch of the project. It showed additional work needed in the future. Showed examples of drawing of what project may look like. Staff Howell commented that over the last few years, in the 10 year BOG plan, bike/ ped was not included, however by combining them this may be better plan. IGM Koch stated that first week of September, ODOT will start doing underwater inspections. There may be some changes in the 10 year plan. The Commission could adopt by policy to combine the bike/ped with the 10 year BOG plan. PCT has raised \$18,000 for this project. No action was taken.

- c. **Discuss and Plan Commissioner/Staff Annual Retreat-** The Commission has not had a strategic retreat for three or four years. Staff and Commission plan to meet to talk about the future. The Executive Tea, Staff team will participate, and it would be helpful for Port Attorney to attend. IGM Koch asked for a recommendation from the Commission whether they want to pursue this. They would go to Cooper Spur as it is in the Port District. There was Commission consensus to move forward in planning the retreat.

7) Commission Business Action Items

- d. **Action on Information Technology (IT) Request for Proposal (RFP) –** Port Consultant Pat Albaugh reported that there were four proposals received for Information Technology Services. The four firms were graded by Pat Albaugh based on the scoring criteria in the Request for Proposal (RFP). (Exhibit 1) The four criteria were price, industry experience, problem response time and experience in long range planning. The companies that responded were: RadComp (current IT provider), Network Computing Architects, eComm Business Solutions and CenturyLink Business Solutions. . RadComp, the Port's current provider scored the highest. The evaluations (Exhibit 2) showed how each company scored by on criterion. He recommended that the Port sign a new three year contract with Radcomp Computers, Inc. for 10 hours of service per month for a monthly fee not to exceed \$1,982.00 or \$23,784 per year. CP Groves asked about obtaining cloud technology through CenturyLink. CL has this ability now. . This is the second recommendation to integrate a fully fiber optic cable service. Mr. Albaugh stated the Port already has done a Cloud for email. Mr. Albaugh stated that as computers are replaced, each computer will upgrade to Office 365, as it is all Cloud based. The third recommendation from Mr. Albaugh was to have the contractor be involved and assist in the development of the new security master plan and implementation of the recently approved \$160,000 Homeland Security Grant to ensure full compatibility/

COMMISSIONER LORANG MADE A MOTION TO ADOPT THE CONSULTANT'S THREE RECOMMENDATIONS.AND GO WITH RADCOMP. SECONDED BY COMMISSIONER CALDWELL. The motion was unanimous. 3-0.

- 8) a. **Interim General Manager's Report –** IGM Koch attached the Business Park

Infrastructure Project Budget and Costs. The new infrastructure will all be paid for in cash. In the approved budget tapping into \$15000 from land sales will be used to pay for infrastructure rather than taking out bank loans. The Idea that the Port have its own water rights has come up. Tenneson Engineering employee, Larry Toll has agreed to come in and do a work session to learn what it takes to obtain water rights.

b. Interim Economic Development Report – Interim Economic Development Manager Don Mann report on new developments. The Puff Factory has not responded to any calls or correspondence. They have been in China purchasing equipment. Mr. Mann will try to reach her regarding tenant improvements to determine next steps. The County Lot has been completely cleared. The Port has received 3 estimates for appraisal and a level one environmental assessment has been approved. These should be completed by September 1, 2015. Work with Staff Howell on zone change and recommendations from Commission on marketing strategies. Has one year to fulfill obligation but can market it. The parcel of 2.25 acres was \$70,000. The next steps will be zoning process. Mr. Mann reported he has been working with TIB looking at port property on Wa Na Pa. Mr. Mann will work with co-owner Caroline Park on next steps. The next project is the ongoing work with Summitt Excavation on the new road starting on August 17, 2015. October 15, 2015 is the targeted finish date.

Public Citizen Margie Curtis remarked that she has almost been hit by a semi-truck going up to the toll booth because of the placement of the boulders on the road going up to the toll booth. She asked if they could be moved back as semi-trucks cannot turn properly and cross the line so they do not hit rocks. Boulders were placed there to prevent parking. Todd Mohr stated they will move them back a few feet. Commissioner Caldwell stated she has had similar problems with the boulders. The ten year plan includes making adjustments in the road and it could be done this year.

Recessed out of regular session at 7:17pm for 10 minutes

Entered into Executive Session at 7:27pm

**9 Recess into Executive Session under ORS 192.660 2 (e) Real Property Negotiation
The Commission went back into regular session at 8:16pm**

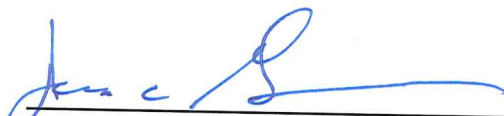
**10 Any Action as a result of the Executive Session
COMMISSIONER CALDWELL MADE A MOTION THAT WE CONTINUE WITH THE SALE AGREE WITH THE HEUKER BROS. WITH THE CHANGES IN 7D. SECONDED BY COMMISSIONER LORANG. The motion was unanimous. 3-0.**

properties and details that need to be worked out. Need to think about policies on leasing selling and which properties considered. Showed property on for an interested data center company. Need to talk about options that may or may not be available. This add to overall concept do we have polices in place to make decisions on sale lease or potential clients. Costs need to be determined on some pieces of properties. This needs to be decided so they can be marketed. NEED TO LOOK AT ALL OPTIONS AND DECIDE. CP GROVES STATED THERE MAY NEED TO BE SOME LETTTERS OF CONFIDENTIALITY WITH POTENTIAL CLIENTS.

11 Adjournment; cap Groves adjourned the meeting at 9:15pm.

Port of Cascade Locks:

Attest:



Jess Groves, President

Port Commission



Joeline Caldwell, Secretary Treasurer

Port Commission

DATE APPROVED: 9-21-15

Prepared by: Sally Moore

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Wanda J. ...

21-12-12

for Item 6a

Port of Cascade Locks Attachment B

RFP

MEETING	August 6
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DATE	1
EXHIBIT	

REQUEST FOR PROPOSAL

Bridge of the Gods Technology RFP

February 20, 2015

RESPONSES DUE: April 9, 2015@ 5:00 PM PDT

Responses must be submitted electronically to Port of Cascade Locks and three (3) hard copies received by mail or hand delivery at the following address the next business day April 10.

Port of Cascade Locks
Attn: Paul Koch
355 WaNaPa
Cascade Locks, OR 97014

WBLING

TYPE 5

DATE

EXHIBIT

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REQUEST FOR PROPOSAL

Dear Prospective Bidder:

The Port of Cascade Locks (Port) invites you to submit a proposal to provide new technology for use at the Bridge of The Gods. The Port is looking for proposals to improve efficiency, to manage, source and schedule operations so that the Bridge of the Gods can operate safely and reliably at maximum efficiency with the least costs 24-hours a day.

This Request for Proposal (RFP) is being conducted in accordance with Port Policies and Procedures, Oregon Administrative Rules (OAR's), and Oregon Revised Statutes (ORS) that govern Ports (ORS 777) and public contracting (ORS 279B).

This document contains the instructions that must be followed by any proposer submitting a proposal. Noncompliance with these instructions shall be cause for disqualification.

All questions and discussion regarding the RFP must be directed solely to Paul Koch at the Port. Mr. Koch's contact information is listed below.

CLOSING DATE AND LOCATION

Completed RFP submissions must be transmitted both (1) electronically to Paul Koch and three (3) hard copies received by mail or hand delivery in a sealed envelope are due the following business day. Electronic submissions are due no later than 5:00 PM, PDT on April 9, 2015. Three (3) Hard copies must be received by COD the following business day, April 10, 2015. The address for submission is:

Port of Cascade Locks
Attn: Paul Koch
CONFIDENTIAL – PROPOSAL
355 WaNaPa
Cascade Locks, OR 97014

The Port appreciates the time and effort involved in responding to this RFP.

Sincerely,

Paul Koch

IMPORTANT DATES

This estimated schedule of events may be modified, at the sole discretion of the Purchasing Project Manager, in order to accommodate unexpected events.

Activity	Date
RFP Issued	February 20, 2015
Request for Clarification/Request for changes to contract terms; protest of contract terms	Feb. 20 to April 8, 2015
Proposals Due/ Closing Date	April 9, 2015
Proposal Evaluation	April 30, 2015
Recommendation to Management/Approval	April 30, 2015
Notification of Award	May 15, 2015
Deadline for protest of award	May 30, 2015
Start date of Agreement (approx.)	January 12, 2016

Request for Clarification; Request for Changes to Contract Terms; Protest of Contract Terms

Proposers may submit a written request for clarification of RFP provisions, request for changes to contract terms, including the statement of work, or a protest of contract terms, including the statement of work, no later than the "Deadline for Requests for Change." Any proposal taking exception to the contract terms or other RFP provisions may be deemed non-responsive and may be rejected. Envelopes for requests for clarifications, requests for change, and protests shall be marked "Request for Clarification/Request for Changes/Protest and shall be sent to the following RFP contact:

Port of Cascade Locks
Attn: Paul Koch
355 WaNaPa
Cascade Locks, OR 97014
Re: Request for Clarification/Request for Changes/Protest

Amendments to RFP

The Port will issue any amendment to the RFP in the form of an addendum. Any one intending on submitting a proposal should contact Paul Koch at the Port and request to

be added to the list of proposers that will receive information and any amendments to the RFP. Notice of any addendum will be emailed to those proposers that have contacted Paul Koch.

Cancellation of RFP

The Port may cancel this RFP at any time upon its finding that it is in the public interest to do so, in its sole discretion.

Rejection of Proposals

The Port may reject a particular proposal or all proposals upon its finding that it is in the public interest to do so.

Intent to Award

The Port will provide written notice to any apparent successful proposers. Identification of "apparent successful proposers" is procedural only and creates no right of the named proposers to award of the contracts.

Protest of Intent to Award Selection

Every proposer who submits a proposal shall be notified of its selection status. A proposer who claims to have been adversely affected or aggrieved by Port's failure to select it as an apparent successful proposer shall have seven (7) calendar days after receiving notification to submit a written protest. To be adversely affected or aggrieved, the proposer must demonstrate that but for Port's incorrect evaluation of its proposal, proposal would have been eligible for selection. Port shall not consider any protest(s) submitted after the deadline established in this Section. Written protests shall be marked as follows and sent to the following contact person:

Port of Cascade Locks
Attn: Paul Koch
355 WaNaPa
Cascade Locks, OR 97014
Re: Request for Clarification/Request for Changes/Protest

Award

After expiration of the seven (7) calendar day intent-to-award protest period and resolution of all protests, the Port will proceed with final award.

SCOPE AND INTENT

SCOPE OF WORK

The Port is issuing this RFP to enter into an agreement with a firm to propose, design develop, construct and provide support for new technology for the Bridge of the Gods. The Port is looking for proposals to improve efficiency, to manage, source and schedule operations so that the Bridge of the Gods can operate safely and reliably at maximum efficiency with the least costs 24-hours a day. A successful proposer will describe in detail how to make the Port's operation of the bridge more efficient.

A winning proposer will be required to enter into an Agreement with the Port for the design, development, construction and potential management of the Bridge of the Gods technology system.

The winning proposer must meet the highest standards prevalent in the industry.

This RFP may be cancelled by Port at any time. Port may reject any or all proposals in accordance with ORS 279B.100.

INTENT

The intent of this RFP is to obtain proposals on how best to improve technology and operations on the Bridge of the Gods to provide safe and reliable operations to serve the public. The Port seeks suggestions from proposers for improvements to productivity, new technologies, improved costs, efficiencies, or other observations for continuous improvements. Responsive Proposals shall be evaluated against criteria set forth in this RFP by an evaluation team consisting of representatives from the Port.

GENERAL CONDITIONS

DEBARMENT AND SUSPENSION OF PROPOSERS

Port may debar a proposer for any of the reasons specified in ORS 279B.130 after notice and reasonable opportunity to be heard.

DISCUSSIONS BETWEEN PROPOSERS AND THE PORT

Only the Port employee listed on this RFP (Paul Koch), or his designated representative, is authorized to provide an explanation or interpretation of language included in the RFP. All interpretations, clarifications, or modifications deemed acceptable by the Port shall be issued as Revisions to the RFP and will be sent to all potential proposers recorded as having received the RFP.

EXAMINATION OF RFP DOCUMENTS

It is a proposer's responsibility to read each question or requirement statement carefully to ensure a complete understanding of the requested information. Failure to do so shall be at the proposer's own risk. Each question should be restated as a heading to the response so that it is clear which question is being addressed.

REQUIRED INFORMATION

In order to be considered responsible, acceptable, and eligible for evaluation; proposals must contain all requested information and shall be in sufficient form and detail to enable a comprehensive understanding and analysis by Port.

It is a proposer's responsibility to ensure that the Port representative listed on this RFP has received all information necessary to determine a proposer's capability to meet the requirements of the RFP. The Proposal shall be submitted in accordance with the structure, format, and content requirements described herein. Failure to comply with these requirements may cause a proposal to be rejected without further consideration.

PRODUCT SUBSTITUTIONS

For any proposed technology, Proposers shall quote the exact model(s) and part number(s) by the manufacturer(s) indicated in the technical specifications.

Based upon each proposer's submitted information, Port will determine whether each proposal meets the criteria of the specifications required by this RFP. Port shall not be obligated to interpret vague or incomplete information. Port reserves the sole and final right to determine whether any or all proposals meet the requirements of this RFP.

RECEIPT OF PROPOSALS AND CONFIDENTIALITY

Proposals must be received strictly in accordance with the deadline (time and place) for submission, as stated in this RFP. Late proposals shall be rejected. Notwithstanding ORS 192.410 to 192.205, proposals are not required to be open for public inspection until after the notice of intent to award a contract is issued. Port may withhold from disclosure to the public any materials that are exempt or conditionally exempt from disclosure under ORS 192.501 to 192.501. The fact that proposals may be opened or discussed at a public meeting does not make the contents of the proposals subject to disclosure.

Proposals are confidential until they are opened on the Closing date. After opening, the opened proposals may be available for public inspection under Oregon Public Records Law, ORS 192-410-192.505. Application of the Oregon Public Records Law shall

determine if any information claimed to be exempt from disclosure is, in fact, exempt. Proposers shall include material designated as confidential on separate sheets of paper clearly marked as "Confidential," which shall be readily separable from the remainder of the proposal. In the event of a public records request, a proposer will be notified prior to release of any information submitted by the proposer.

SUBMISSION OF PROPOSAL

Proposers shall complete and return all the information requested in the RFP by the stated Due Date and Time as specified in the "Closing Date and Location." Proposals in response to this RFP must be submitted as follows:

- o It is proposer's responsibility to transmit the electronic RFP to be delivered by the required Due Date and Time (it is suggested that the proposer send a follow-up e-mail confirming that the proposal has been transmitted to insure that the size of the files transmitted are not stripped off by Port's email security measures).
- o One electronic file must be sent by e-mail to the address specified in "Closing Date and Location."
- o In addition, all of the above documents must be mailed or hand-delivered to Port's address the following business day.

PROTESTS AND JUDICIAL REVIEW

If a proposer feels it has been aggrieved by an award decision as provided in ORS 279B.410, the proposer may appeal the decision through the following administrative process:

- o A protest must be in writing, signed by an authorized representative of the proposer and submitted within seven (7) calendar days after A Notice of Intent to Award to the Port's General Manager at the Port's current place of business.
- o The Port will consider the merits of the protest as presented in the written documentation and make a decision in a timely manner. Port will issue a written notice to the proposer of Port's decision.
- o The Decision will be final and no further administrative remedies shall be available to the proposer.
- o Judicial review is available as provided in ORS 279B.405.

Signature Required; Proposer Affirmations

The proposal must be signed in ink by an authorized representative of the proposer. Proposer's signature and submission of a signed proposal in response to the RFP constitutes proposer's affirmation that:

- (a) Proposer has completely read and understands all the provisions of this particular RFP;
- (b) The proposal submitted is in response to the specific language contained in the RFP, and proposer has made no assumptions based upon either verbal or written statements not contained in this RFP or any other previously issued RFP, if any;
- (c) The proposal was prepared independently from all other proposers and without collusion, fraud, or dishonesty;
- (d) Port shall not be liable for any claims or be subject to any defenses asserted by proposer based upon, resulting from, or related to proposer's failure to comprehend all requirements of the RFP;
- (e) Port shall not be liable for any expenses incurred by proposer in either preparing and submitting its proposal or in participating in the proposal evaluation/selection or contract negotiation process, if any;
- (f) Proposer accepts and agrees to be bound by the terms and conditions of the RFP and any negotiable terms and conditions it offers for negotiation to the extent accepted by Port in the negotiation process. Proposer further accepts and agrees to be bound by all the terms and conditions of the contract awarded and to provide all services required to be provided thereunder.

Proposals Constitute Firm Offers

Submission of a proposal constitutes proposer's affirmation that all terms and conditions, including pricing, constitute a binding offer that shall remain firm for a period of ninety (90) days from the Closing Date.

EVALUATION OF PROPOSALS

EVALUATION PROCESS AND SCORING

The Port evaluation team will evaluate the written proposals submitted against the nine (9) evaluation criteria, as described below. A score from 0 to 100 will be assigned to each criterion. A total score will then be computed for each proposal by adding the score of each criterion and a competitive range shall be established. Negotiation of proposals in the competitive range shall continue until Port determines the most advantageous acceptable proposal(s). As such it is Port's strong desire to negotiate and enter into one Agreement for all items requested with one proposer. If it is not possible to negotiate a single Agreement, the Port may enter into more than one

Agreement. Port reserves the right to make a single award, multiple awards, or to make no award as a result of this solicitation.

Port may choose to incorporate information learned during presentations, as well as information learned through its own due diligence when evaluating and ranking Proposals. It is always in the best interest of each proposer to provide informative, concise, well-organized technical and business information relative to the requirements in the initial Proposal and in any subsequent submittals in response to subsequent requests for information or clarification by Port.

Port reserves the right, in addition to the evaluation team, to investigate the qualifications and facilities of any proposer.

EVALUATION CRITERIA

Port will use the following criteria to evaluate each proposal. Port will rank proposals based solely upon the information submitted in response to this RFP. Port will evaluate the following criteria

- o Total Price (taking into account the total cost of the new technology and improvements and method of Port payment, including but not limited to any proposed down payment, lease terms, mortgage terms, and interest rate)
- o Warranty, maintenance, repair and response time (both routine and emergency)
- o Installation schedule and final date
- o Training for Port Staff and back office support / training
- o Options for Port to purchase or lease all or portions of the technology proposed
- o Value added services
- o Depth and proven reliability of relevant technology
- o Industry experience of proposer/references
- o Proposed contract terms

A score from 0 to 100 will be assigned to each criterion. A total score will then be computed for each proposal by adding the score of each criterion and a competitive range shall be established.

Evaluation Criterion 1 – PRICE

The price evaluation will be based on a combination of the total cost of the new technology and improvements, and the options presented to the Port for payment (including any applicable down payment, term, interest rates, financing costs, lease terms).

Evaluation Criterion 2—WARRANTY, MAINTENANCE AND REPAIRS

Proposers should include a detailed description of any warranty on equipment and technology, any maintenance plan, and proposal for maintenance, including repair and response times in both routine and emergency situations.

Evaluation Criterion 3—INSTALLATION SCHEDULE AND DUE DATE

Proposers should include a description of the installation process and due date. Proposers should include progress benchmarks with corresponding dates for completion.

Evaluation Criterion 4—TRAINING

Proposers should include a description of a training program for Port Staff and back office support, training and troubleshooting.

Evaluation Criterion 5—OPTION TO PURCHASE OR LEASE

Proposers should include a description of the terms and conditions applicable to the Port's option to buy the system, or specific lease terms, or both, whichever is applicable to the proposal.

Evaluation Criterion 6--VALUE ADDED SERVICES

In determining which proposer submits the best proposal, Port will consider any value-added service that will lower the cost to Port and make operations more efficient.

Value added services include:

- Support services
- Automated reporting of Income / Expenses
- Automated reporting of toll operations (vehicle count by type)
- Other reporting capabilities
- Any other services available

Evaluation Criterion 7-- DEPTH AND PROVEN RELIABILITY OF RELEVANT TECHNOLOGY

All offers must include a narrative that discusses the overall quality of a proposer's technology and equipment and applicability for use on the Bridge of the Gods. Special attention should be paid to discussing any special or unique technology, equipment or products that proposer may use to ensure enhanced performance.

Evaluation Criterion 8—INDUSTRY EXPERIENCE

Proposers should include a summary of experience in the industry, with examples of services and products provided to demonstrate experience on similar projects. The Port is requesting a minimum of three (3) references be submitted with your company's bid proposal.

Evaluation Criterion 8—PROPOSED CONTRACT TERMS

Proposers should include a proposed contract that incorporates all of the salient terms of the proposal. Notwithstanding any requirements in this RFP making each proposal a firm offer, the proposed contract terms shall be a non-binding portion of the offer and the Port and the successful proposer will enter into a final agreement that may differ from the proposed contract terms.

4814-9704-0161, v. 1

Bridge of the Gods Technology RFP Evaluations

July 23, 2015

Summary

Two proposals were received for the Bridge of the Gods Technology RFP. The Revenue Markets, Inc. (TRMI) and Xerox are both highly qualified companies who have installed and maintained tolling systems throughout the country. Either company could provide a system and program that would work well for the Bridge of the Gods. TRMI scored slightly higher than Xerox based on the evaluation criteria in the RFP. Pricing and total cost of ownership were the largest contributing factors to TRMI's favorable assessment.

Neither vendor recommended or had an option for phasing in their systems below what they have proposed.

This is an evaluation of the RFP responses only.

Below is a brief summary of the evaluation criteria and how they scored:

Evaluation Criterion #1 - Price

The price evaluation will be based on a combination of the total cost of the new technology and improvements, and the options presented to the Port for payment (including any applicable down payment, term, interest rates, financing costs, & lease terms).

TRMI (85 points): TRMI proposed a total price of \$949,896.23.

Xerox (70 points): Xerox proposed a base price of \$1,037,741 plus 19 months of maintenance at \$9,828/mo for a total cost of \$1,224,473.

Other: TRMI offered an option for two year financing at 5% interest. That cost is not included in this review (other financing options discussed below).

TRMI did not offer maintenance fee costs in the proposal. They said the first year is included and maintenance after can be negotiated based on the first year's needs. Maintenance agreement could fall anywhere in the range of \$1,500 to \$5,000 per month.

Total cost of ownership is less with TRMI.

These prices do not include any contingency or resources required to be provided by the Port such as civil engineering, IT consultants, and project management.

Evaluation Criterion #2 – Warranty, Maintenance and Repairs

Proposers should include a detailed description of any warranty on equipment and technology, any maintenance plan, and proposal for maintenance, including repair and response times in both routine and emergency situations.

TRMI (40 points): One year warranty on equipment and software after final acceptance with manufacturer's warranty on equipment after the first year.

Xerox (35 points): 90 day warranty on software and manufacturer's warranty on equipment.

Other: TRMI's proposal did not specify their warranty terms. The terms listed above came from telephone conversations. My personal impression from both companies was "set it and forget it". They both indicated they don't have warranty issues once their systems are in place other than computer and network hardware failure. Those would be IT functions handled by Port IT resources and vendor guidance.

Evaluation Criterion #3 – Installation Schedule and Due Date

Proposers should include a description of the installation process and due date. Proposers should include progress benchmarks with corresponding dates for completion.

TRMI (90 points): Seven months proposed with flexible start and end dates.

Xerox (90 points): Seven months proposed with flexible start and end dates.

Other: Both companies promised to be flexible and accommodating including shorter installation times. Installation experience including operational disruption will be discussed with references. An item that came up during this evaluation is the need for the Port to provide civil engineering oversight during installation (not included in proposed price).

Evaluation Criterion #4 – Training

Proposers should include a description of a training program for Port Staff and back office support, training and troubleshooting.

TRMI (50 points): "Train as long as it takes" philosophy.

Xerox (50 points): "Train the trainer" philosophy.

Other: The training proposed by both companies would be considered "user" training even though they would also train system administrators. It is not possible to train for database management, report writing, and IT infrastructure in the amount of time proposed. It is expected that the Port would have its own IT expertise. They are both willing to have Port IT staff participate in the installation so they know how it all works.

Xerox's philosophy is to train a few Port staff to be experts so they can make sure the rest of the staff is adequately trained. TRMI divides training into categories (administrators, supervisors, plaza operations, finance & audit, toll collectors, and maintenance). Their philosophy is to train until the client is comfortable. Both companies would make sure Port staff is trained in day-to-day administration and use.

Evaluation Criterion #5 – Option to Purchase or Lease

Proposers should include a description of the terms and conditions applicable to the Port's option to buy the system, or specific lease terms, or both, whichever is applicable to the proposal.

TRMI (25 points): Financing option – 2 years at 5% interest.

Xerox (20 points): No purchase or lease option in the proposal. Only option is to convert to a software subscription fee if the Port wants to change vendors in the future.

Other: Xerox has a division called Xerox Financial Services (XFS) that could provide some financing options but they did not put anything in their proposal. I spoke directly with the Sr. Vice President of XFS, Scott Baschrum, and he indicated they could provide financing options that would be competitive if not cheaper than any option available to the Port. He did not provide specifics and could not commit to financing through a per transaction basis. He did say they can be creative and details are negotiated after acceptance of their proposal. My impression from Xerox was they would go out as far as five years. TRMI did not have any other option other than the one they proposed.

Financing the system could be done a variety of ways outside of the vendor options including traditional bank financing or general obligation or revenue bonds.

Evaluation Criterion #6 – Value Added Services

In determining which proposer submits the best proposal, Port will consider any value-added service that will lower the cost to Port and make operations more efficient. Value added services include: support services, automated reporting of income and expenses, automated reporting of toll operations (vehicle count by type), other reporting capabilities, any other services available.

TRMI (75 points): Customer web portal. TRMI also has experience in park management including RV parks.

Xerox (80 points): Customer web portal and options to convert to local/state/national system.

Other: The value added services outlined in the proposals would come at additional costs. Most of them are customer service enhancements and don't necessarily result in lower costs for the Port. Their proposals outlined a few value added services but in discussions there are many other options including cameras, license recognition, speed recording, and many others.

Evaluation Criterion #7 – Depth and Proven Reliability of Relevant Technology

All offers must include a narrative that discusses the overall quality of a proposer's technology and equipment and applicability for use on the Bridge of the Gods. Special attention should be paid to discussing any special or unique technology, equipment or products that proposer may use to ensure enhanced performance.

TRMI (80 points): TRMI has installations that have not been upgraded in decades and they are still working.

Xerox (75 points): Xerox estimates an eight to ten year life span on the system.

Other: Both systems are proven technologies and have been in use for a relatively long period of time. Xerox's claim of an 8-10 year life span is an important fact that needs to be considered. Operating systems, servers, and other hardware have similar life spans regardless of the platform.

Evaluation Criterion #8 – Industry Experience

Proposers should include a summary of experience in the industry, with examples of services and products provided to demonstrate experience on similar projects. The Port is requesting a minimum of three references be submitted with your company's bid proposal.

TRMI (80 points): 35 years dedicated to tolling and other similar projects.

Xerox (75 points): Xerox is the largest supplier of technical services to state and local governments in the US. The tolling and transportation operation has 23 years of experience but has only been a part of Xerox for 4 years.

Other: Both companies have a long history in tolling. Xerox is a very large company that is involved in many industries. At present they have access to more resources than TRMI but their relatively short ownership of the tolling operation is viewed with caution. TRMI has been in the field longer and concentrates on the transportation and tolling systems.

Both proposers provided positive references that would choose to work with them again. An example would be Chesapeake Bay Bridge-Tunnel. They have worked with a large number of tolling vendors and they recently decided to bypass an RFP process to replace their existing system. They have been pleased with TRMI's products and service and have chosen to contract directly with them for a "refresh" of their existing systems.

Evaluations are based on proposal reviews, reference interviews, and conference calls with proponents (Xerox: Douglas Chastain, Gerald Jameison, Vito Masotti, James Perkins, John Kelly, Mark Cantelli, Karen Caruso, Arvinder Sawhney and Scott Baschrum. TRMI: Henry Kroll, Jason North, and Joe Kubiak).

EXHIBIT _____

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DATE 8-6-15

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MEETING

Attachment 

Port of Cascade Locks

RFP

REQUEST FOR PROPOSALS

INFORMATION TECHNOLOGY SERVICES

February 20, 2015

RESPONSES DUE: March 20, 2015 at 5:00 PM PDT

Responses must be submitted electronically to Sally Moore at the following email address: smoore@portofcascadelocks.org. In addition, 3 hard copies must be received by mail or hand delivery at the following address the next business day:

Mail To:

Port of Cascade Locks
Attn: Sally Moore
PO Box 307
Cascade Locks, OR 97014

Hand Delivery:

Port of Cascade Locks
Attn: Sally Moore
427 NW Portage Road
Cascade Locks, OR 97014

RELATION TO THE STRATEGIC BUSINESS PLAN: N/A

RELATION TO THE 2015-16 BUDGET PRIORITIES: N/A: Although not directly mentioned in the adopted budget priorities, the computer system and necessary IT support services are integral to the effective and efficient operation of the Port.

BACKGROUND INFORMATION:

1. A copy of the Commission approved RFP is attached for Commission information. (See Attachment A)
2. A copy of the consultant's analysis is attached to this report. (See Attachment B)
3. RADCOMP is the Ports current IT provider and has been for the past few years.
4. The Port now has a 5 Year IT Roadmap to help guide the necessary upgrades and enhancements over the next 5 years. This 5 Year Road Map was used in the development of the 2015-16 budget.
5. The Port has been approved for a \$160,000 Homeland Security Grant to significantly enhance security at all Port facilities including Marine Park and the BOG.
6. In recent discussions with CenturyLink, the Port has been advised that full implementation of fiber cable from the Toll Booth and throughout Marine Park will cost approximately \$40,000.

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REQUEST FOR PROPOSALS

The Port of Cascade Locks (Port) invites you to submit a proposal for information technology services ("IT Services") in accordance with the following requirements and specifications.

The Port intends to enter into a three (3) year contract to obtain IT Services for the Port's information technology needs. The Port recently analyzed its information needs and seeks proposals to provide the following:

1. Server upgrade, including licensing, installation and configuration of a domain controller and terminal server.
2. Potential procurement of a new physical firewall/router.
3. Assistance migrating existing XP computers to Windows, including the purchase of hardware.
4. Procurement of a system to connect the Port's computing systems in separate locations and to accommodate future IT expansions that the Port may implement such as toll-booth technology.
5. Potential procurement of various software licenses appropriate for office use generally and a local government setting specifically.
6. Switch upgrades
7. Procurement and installation of a backup server
8. Day-to-day "troubleshooting" normal IT operations

The successful IT Services firm is expected to work directly with the Port Manager to identify and to implement specific IT Services.

A proposer must include the following information in its submission:

- o A description of the firm's experience providing IT Services in general.
- o A list of similar current and prior local government clients indicating the types of services performed and the number of years served for each.
- o A description the relevant educational background, experience, and specialized skills of each individual that would be providing IT Services.
- o A sample engagement letter or contract.
- o A description of fees and anticipated costs necessary for providing the IT Services, including hourly rates for consulting services.

This Request for Proposal (RFP) is being conducted in accordance with the Port's Policies and Procedures, Oregon Administrative Rules (OAR's), and Oregon Revised Statutes (ORS) that govern Ports (ORS 777) and public contracting (ORS 279B).

This document contains the instructions that must be followed by any proposer submitting a proposal. Noncompliance with these instructions shall be cause for disqualification.

All questions and discussion regarding the RFP must be directed solely to the Port's Interim General Manager at the Port's Administrative Office.

CLOSING DATE AND LOCATION

Completed RFP submissions must be transmitted both electronically to smoore@portofcascadelocks.org and by hard copy received by mail or hand delivery in a sealed envelope the following business day. Electronic submissions are due no later than 5:00 PM, PDT on March 20, 2015. Three (3) Hard copies must be received by COB the following business day, March 21, 2015. The address for submission is:

Port of Cascade Locks
Attn: Sally Moore
Secretary
PO Box 307
Cascade Locks, OR 97014

Hand Delivery:
Port of Cascade Locks
Attn: Sally Moore
427 NW Portage Road
Cascade Locks, OR 97014

The Port appreciates the time and effort involved in responding to this RFP.

Sincerely,

Paul Koch
Interim General Manager

Request for Clarification; Request for Changes to Contract Terms; Protest of Contract Terms

Proposers may submit a written (including via fax) request for clarification of RFP provisions, including the statement of work no later than the "Deadline for Requests for Change." Any proposer taking exception to the RFP provisions may be deemed non-responsive and may be rejected. Envelopes and fax cover sheets for requests for clarifications, requests for change, and protests shall be marked "Request for Clarification/Request for Changes/Protest and shall be sent to the following RFP contact:

Port of Cascade Locks
Attn: Sally Moore
PO Box 307
Cascade Locks, OR 97014
Re: Request for Clarification/Request for Changes/Protest

Amendments to RFP

The Port will issue any amendment to the RFP in the form of an addendum. Any one intending on submitting a proposal should contact Sally Moore (smoore@portofcascadelocks.org, 541.374.2400) at the Port and request to be added to the list of proposers that will receive information and any amendments to the RFP. Notice of any addendum will be emailed to those proposers that have contacted the Port regarding this RFP.

Cancellation of RFP

The Port may cancel this RFP at any time upon its finding that it is in the public interest to do so.

Rejection of Proposals

The Port may reject a particular proposal or all proposals upon its finding that it is in the public interest to do so.

A. Intent to Award

The Port will provide written notice to any apparent successful proposers. Identification of "apparent successful proposers" is procedural only and creates no right of the named proposers to award of the contracts.

B. Protest of Intent to Award Selection

Every proposer who submits a proposal shall be notified of its selection status. A proposer who claims to have been adversely affected or aggrieved by the Port's failure to select it as an apparent successful proposer shall have seven (7) calendar days after receiving notification to submit a written protest. To be adversely affected or aggrieved, the proposer must demonstrate that but for the Port's incorrect evaluation of its proposal, proposal would have been eligible for selection. The Port shall not consider any protest(s) submitted after the deadline established in this Section. Written protests shall be marked as follows and sent to the following contact person:

Port of Cascade Locks
Attn: Sally Moore
PO Box 307
Cascade Locks, OR 97014
Re: Request for Clarification/Request for Changes/Protest

Award

After expiration of the seven (7) calendar day intent-to-award protest period and resolution of all protests, the Port will proceed with final award. The Port reserves the right to award more than one contract to provide IT services based on a combination that will best meet the Port's needs.

GENERAL CONDITIONS

DEBARMENT AND SUSPENSION OF PROPOSERS

The Port may debar a proposer for any of the reasons specified in ORS 279B.130 after notice and reasonable opportunity to be heard.

DISCUSSIONS BETWEEN PROPOSERS AND THE PORT

Only the Port employee listed above is authorized to provide an explanation or interpretation of language included in the RFP. All interpretations, clarifications, or modifications deemed acceptable by the Port shall be issued as Revisions to the RFP and will be sent to all potential proposers recorded as having received the RFP.

EXAMINATION OF RFP DOCUMENTS

It is a proposer's responsibility to read each question or requirement statement carefully to ensure a complete understanding of the requested information. Failure to do so shall be at the proposer's own risk. Each question should be restated as a heading to the response so that it is clear which question is being addressed.

REQUIRED INFORMATION

In order to be considered responsible, acceptable, and eligible for evaluation; proposals must contain all requested information and shall be in sufficient form and detail to enable a comprehensive understanding and analysis by The Port.

It is a proposer's responsibility to ensure that the Purchasing staff contact has received all information necessary to determine a proposer's capability to meet the requirements of the RFP. The Proposal shall be submitted in accordance with the structure, format, and content requirements described herein. Failure to comply with these requirements may cause a proposal to be rejected without further consideration.

RECEIPT OF PROPOSALS AND CONFIDENTIALITY

Proposals must be received strictly in accordance with the deadline (time and place) for submission, as stated in this RFP. Late Proposals shall be rejected. Notwithstanding ORS 192.410 to 192.505, proposals are not required to be open for public inspection until after the notice of intent to award a contract is issued. The Port may withhold from disclosure to the public any materials that are exempt or conditionally exempt from disclosure under ORS 192.501 to 192.502. The fact that proposals may be opened or discussed at a public meeting does not make the contents of the proposals subject to disclosure.

Proposals are confidential until they are opened on the Closing date. After opening, the opened proposals may be available for public inspection under Oregon Public Records Law, ORS 192.410-192.505. Application of the Oregon Public Records Law shall determine if any information claimed to be exempt from disclosure is, in fact, exempt. Proposers shall include material designated as confidential on separate sheets of paper clearly marked as "Confidential," which shall be readily separable from the remainder of the proposal. In the event of a public records request, a proposer will be notified prior to release of any information submitted by the proposer.

Proposals Constitute Firm Offers

Submission of a proposal constitutes proposer's affirmation that all terms and conditions, including pricing, constitutes a binding offer that shall remain firm for a period of ninety (90) days from the Closing Date.

EVALUATION OF PROPOSALS

EVALUATION PROCESS AND SCORING

The Port evaluation team will evaluate the written proposals submitted against the two (2) evaluation criteria, as described below. A score from 0 to 100 will be assigned to each criterion. A total score will then be computed for each proposal by adding the score of each criterion and a competitive range shall be established. Negotiation of proposals in the competitive range shall continue until the Port determines the most advantageous acceptable proposal(s). The Port reserves the right to make a single award, multiple awards, or to make no award as a result of this solicitation.

The Port reserves the right, in addition to the evaluation team, to investigate the qualifications and facilities of any proposer.

EVALUATION CRITERIA

The Port will use the following criteria to evaluate each proposal. The Port will rank proposals based solely upon the information submitted in response to this RFP. The Port will evaluate the following criteria

- o Price
- o Industry experience
- o Problem response time
- o Experience in developing long range IT plans

A score from 0 to 100 will be assigned to each criterion. A total score will then be computed for each proposal by adding the score of each criterion and a competitive range shall be established.

PROTESTS AND JUDICIAL REVIEW

If a proposer feels it has been aggrieved by an award decision as provided in ORS 279B.410, the proposer may appeal the decision through the following administrative process:

- A protest must be in writing, signed by an authorized representative of the proposer and submitted within seven (7) calendar days after A Notice of Intent to Award to the Port's manager at the Port's current place of business.
- The Port will consider the merits of the protest as presented in the written documentation and make a decision in a timely manner. The Port will issue a written notice to the proposer of The Port's decision.
- The Decision will be final and no further administrative remedies shall be available to the proposer.
- Judicial review is available as provided in ORS 279B.405.

Signature Required; Proposer Affirmations

The proposal must be signed by an authorized representative of the proposer. Proposer's signature and submission of a signed proposal in response to the RFP constitutes proposer's affirmation that:

- (a) Proposer has completely read and understands all the provisions of this particular RFP;
- (b) The proposal submitted is in response to the specific language contained in the RFP, and proposer has made no assumptions based upon either verbal or written statements not contained in this RFP or any other previously issued RFP, if any;
- (c) The proposal was prepared independently from all other proposers and without collusion, fraud, or dishonesty;
- (d) The Port shall not be liable for any claims or be subject to any defenses asserted by proposer based upon, resulting from, or related to proposer's failure to comprehend all requirements of the RFP;
- (e) The Port shall not be liable for any expenses incurred by proposer in either preparing and submitting its proposal or in participating in the proposal evaluation/selection or contract negotiation process, if any;
- (f) Proposer accepts and agrees to be bound by the terms and conditions of the RFP and any negotiable terms and conditions it offers for negotiation to the extent accepted by The Port in the negotiation process. Proposer further accepts and agrees to be bound by all the terms and conditions of the contract awarded and to provide all services required to be provided thereunder.

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PAGE 2

Evaluation Criterion 1 - PRICE

The price evaluation will be based on the quoted price detailed in a Proposer's RFP, taking into account each year subject to the RFP.

Evaluation Criterion 2 - INDUSTRY EXPERIENCE

Proposers should include a summary of experience in the industry, with examples of services and products provided. Proposers should provide a list of similar current and prior local government IT Services clients indicating the types of services performed and the number of years served for each.

Evaluation Criterion 3 – PROBLEM RESPONSE TIME

Proposers should include a detailed description of the process by which the Port can communicate current IT problems to the proposer, and the Proposer's method for responding to such communications, including the amount of time anticipated for: (1) proposer to provide an initial response to that communication, (2) proposer to provide a detailed response and plan of action as a result of that communication; and (3) proposer to complete the identified plan of action.

Evaluation Criterion 4 – EXPERIENCE IN DEVELOPING LONG RANGE IT PLANS

Proposers should include a detailed description of its experience developing long range IT plans to be implemented by entities similar to the Port. Such description should include details of the analysis for long-term IT needs, methods for developing a long-range plan to meet those needs, and methods for implementing long-range plans.

EXHIBIT

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Attachment

B

MEETING

Information Technology Services Proposal Evaluations

July 22, 2015

Background

Since the Port has contracted information technology (IT) services to Radcomp for several years an RFP for IT services was released February 20, 2015. Four firms submitted proposals:

CenturyLink Business Services – Phoenix, AZ
eComm Business Solutions – The Dalles, OR
Network Computing Architects, Inc. (NCA) – Bellevue, WA
Radcomp Computers, Inc. – White Salmon, WA

CenturyLink has staff in Hood River and NCA would service the Port from their Portland office.

Summary and Recommendation

CenturyLink Business Services – 140 points
eComm Business Solutions – 215 points
Network Computing Architects, Inc. (NCA) – 220 points
Radcomp Computers, Inc. – 275 points

After reviewing the proposals against the criteria it is recommended to continue the relationship with Radcomp. They have provided IT services to the Port for several years and they know the Port's systems better than anyone.

Radcomp scored the highest of the four proposals based on the evaluation criteria. They didn't stand out in any of the categories but scored consistently.

NCA appears to have the best talent and experience but their costs and ability to respond in Cascade Locks is an issue. eComm is the most affordable but their lack of experience and resources would be an issue for the Port. CenturyLink submitted a proposal but it didn't address the RFP or the evaluation criteria.

Before moving forward with any IT contract the Port should take an intrinsic evaluation. The Port's IT systems are an integral and vital part of business operations and should be proactively managed. Current IT infrastructure is not up to par and this results in extra maintenance and loss of staff productivity through downtime. An example is the Port's main server. A large percentage of IT service calls were related to server issues because it is running an aged operating system (Microsoft

announced end of life for Server 2003 two years ago). Ongoing investment in IT is a necessary cost of doing business today.

This is a good time to develop a strategic and proactive approach to managing the IT systems. Investment will be necessary to bring the systems to minimum baseline specifications and health. Exhibit B of NCA's proposal is a good reference for baseline standards.

A proactive approach to the Port's IT needs will serve the organization into the future. Decisions relating to hiring, operations, toll booth management, building and park security, camera surveillance, event amenities, and best business practices should be made with a long-term IT vision. Proactive IT management has to be part of the internal environment in order to efficiently and effectively operate.

Port staff met with Radcomp's Owner, Director of IT Services, and Senior Consultant & Technician. The main goal of the meeting was to resolve any ongoing issues and make sure future expectations are clear. It was an open discussion that helped clear the air and provide solid footing going forward. The Port agreed to resolve some immediately pressing issues including having the outdated server software upgraded. Radcomp acknowledged the Port's need for open communications. The Port would like Radcomp to think and act as if they were their IT department.

Detailed evaluation follows:

Evaluation Criterion #1 - Price

The price evaluation will be based on a combination on the quoted price detailed in a Proposer's RFP, taking into account each year subject to the RFP.

This section was difficult to evaluate as the proposals quoted pricing differently. There are many variables to consider including upgrade costs, monthly services, and hourly rates. The Port has been paying ~\$900/mo for unlimited support.

CenturyLink (10 points): CenturyLink provided a budgetary estimate of \$15,900 - \$27,300 for a two week project to assess current IT systems, design, recommend, and plan for the future. It does not include monthly IT management and maintenance.

eComm (85 points): eComm quotes are based on 11 workstations and 1 server. Server upgrades - \$5,000, firewall/router - \$1,825, XP migration - \$800 or \$1,025/machine, remote system - \$500 or \$1,315, Office software - \$500 setup then \$90.75/mo, 24 port switch - \$295, server backup system - \$2,135 or \$5,885, IT support - \$1,000 setup then \$1,000/mo. Additional workstations are \$75/mo and additional servers are \$500/mo. Labor charges of \$129 - \$258 per hour may apply depending on the situation and time of day.

NCA (30 points): NCA requires an organization's system to meet their standards before they will offer managed services. They did not address the cost of upgrading the systems to the standard they require. NCA proposed a monthly managed service of \$665. Once a system meets their standards they estimate an average of 40-80 hours of annual support at \$175-\$200/hr. These are discounted rates depending on the block of time purchased in advance (20-39 hours is \$200/hr, 40-59 hours is \$185/hr, 60-80 hours is \$175/hr). This does not include travel charges. Evening, weekend, and holiday hours are charged at a rate of 1.5 to 2 times.

Radcomp (70 points): Radcomp quotes are based on 16 workstations, 1 physical server, and 2 virtual servers. They offered three different IT managed services options with monthly costs varying from \$179 to \$1,402. The different options include different services, technician rates, and number of included hours of service. Costs for the following items will vary based on the package selected. Server upgrades - \$1,200 software and 50 to 75 hours, firewall/router – keep Radcomp's loaner or \$1,200, XP migration - \$700/workstation plus 16 to 24 hours labor, wireless link to tollbooth - \$1,625 plus labor, 24 port switch - \$250 plus up to 2 hours of labor, server backup system - \$2,000 plus 6-8 hours labor, IT support - \$179, \$680, or \$1,402/mo. The two less expensive packages contain no labor and the most expensive package includes 5 hours per month. Labor would be billed on an hourly basis (\$85 to \$184 depending on the package chosen and date/time of day. Radcomp has averaged over 10 hours per month the last year.

Evaluation Criterion #2 – Industry Experience

Proposers should include a summary of experience in the industry, with examples of services and products provided. Proposers should provide a list of similar current and prior local government IT Services clients indicating the types of services performed and the number of years served for each.

CenturyLink (10 points): As a very large national organization they have a wide breadth of experience including very large projects throughout the US. It is unclear from their proposal how much experience the local team has. Their experience is probably much higher than the 10 points assigned but their proposal doesn't address local resources. Efforts to reach CenturyLink's Local Government Account Manager have been unsuccessful.

eComm (40 points): eComm only has 14 flat-rate IT clients and those are spread throughout four states including Alaska. They have five local employees - three IT technicians, a salesperson, and an office administrator. One technician is Microsoft certified.

NCA (85 points): NCA's experience outlined in their proposal was the highest of the four. They work directly with the largest cities and counties in the area and have a contract with the State of WA. The resumes they supplied showed an unparalleled level of professional education, certification and experience. This experience is reflected in their pricing.

Radcomp (70 points): Radcomp contracts with a large number of government agencies within the Gorge. They have a relatively large staff with a wide range of experience and training.

Evaluation Criterion #3 – Problem Response Time

Proposers should include a detailed description of the process by which the Port can communicate current IT problems to the proposer, and the Proposer's method for responding to such communications, including the amount of time anticipated for: (1) proposer to provide an initial response to that communication, (2) proposer to provide a detailed response and plan of action as a result of that communication; and (3) proposer to complete the identified plan of action.

CenturyLink (50 points): Time to acknowledge a submitted ticket (15 min to 1 hr), priority 1 ticket resolution (4 -8 hrs), priority 2 ticket (8 – 24 hrs), priority 3 (3-5 business days), service request (3-5 days). It is unclear how they determine the priority number.

eComm (50 points): Standard issue acknowledged within 1 business day and work begins within 3 business days. Critical issue acknowledged within one business hour and work begins within 4 business hours.

NCA (60 points): NCA proposed an initial response time of an hour with a closing time of ASAP given best effort. They do have escalation thresholds which would bump an issue to a higher level support technician within a certain amount of time (2-16 hours depending on the issue).

Radcomp 75 points): Normal issue acknowledged in 2 hours with escalation if not resolved by the third hour. Critical issue acknowledged in 1 hour with escalation if not resolved by the second hour.

Emergency issue (after hours) acknowledged in 1 hour with escalation if not resolved by the second hour. Emergency issue (business hours) acknowledged in 15 minutes with escalation if not resolved by 30 minutes.

Evaluation Criterion #4 – Experience in Developing Long Range IT Plans

Proposers should include a detailed description of its experience developing long range IT plans to be implemented by entities similar to the Port. Such description should include details of the analysis for long-term IT needs, methods for developing a long-range plan to meet those needs, and methods for implementing long-range plans.

CenturyLink (70 points): Their entire proposal was to create an IT Plan. Experience in developing long range IT plans was not specifically addressed in the proposal but it is clear they have vast national experience.

eComm (40 points): eComm addressed their experience in the following manner, "the process of developing a long term plan is simple. Listen to the client's needs and provide recommendations."

NCA (45 points): Experience in developing long range IT plans was not specifically addressed in the proposal. Based on their industry experience they would have the most experience in this category. Any planning would come at a cost of \$175-\$200 per hour.

Radcomp (60 points): Radcomp had a comprehensive long range planning response. While they didn't address experience they outlined a good strategy of development and goal setting. They also included a 5 year replacement plan and listed proposed projects within their proposal.

