

SCOPE OF SERVICES

GENERAL DESCRIPTION

The Port of Chelan County is soliciting Statements of Qualifications ("SOQs") from qualified information technology firms (hereafter "Firm" or "Firms") to provide certain professional services for and on behalf of the Port, particularly in the area of information technology support, ISP services and consultation on a day-to-day and "as needed" basis. Firms must demonstrate technical expertise, flexibility and availability to meet the multi-faceted technology needs and support demands of the Port of Chelan County.

Project Description

The Port is requesting a managed customer care program that a Firm could provide for a flat monthly fee to include, but not limited to:

- (a) **Desktop Tech Support:** Immediate on-call trouble resolution for technology issues experienced by Port staff or commissioners, whether handled by phone, remote access, or in person on site.
- (b) **IT Support:** General support of the Port network, and file servers, including the installation of all Microsoft Office software as needed, and, other such software as Port staff deem necessary for operation including the Confluence Technology Center's meeting room manager, visitors' kiosk software, security software, etc.
- (c) **Monthly Service:** Develop procedures and protocols for regular preventative maintenance of workstations and servers. Virus audit, Spy/Ad-ware check, hardware tests, physical cleaning, critical security updates, and driver updates. Also includes double checking backup set, and test restores from backup media.
- (d) **Documentation:** Work with port staff to maintain and organize documentation for all Port computer equipment, including the maintenance of an up-to-date inventory of all programs and attributes of each work station and server, and the Confluence Technology Center's (CTC) videoconference center computers, CTC production room, CTC administrative office computers, visitors' kiosk and CTC security computers & server.
- (e) **Licensing:** Maintain, organize and monitor software titles and licenses to ensure software compliance on each individual Port workstation and peripheral devices.
- (f) **Quality Monitoring** Monitor quality and performances of internet bandwidth for the Port, as requested, including the Port's main office, leased properties and its offices at the Confluence Technology Center.
- (g) **Spam and Virus Filtering:** Develop and recommend specifications "best of class" filtering service for reducing spam on all Port email accounts. Installation shall occur only after written approval from the Port.
- (h) **Network Security Monitoring:** Develop procedures for regular monitoring of firewall logs for hacking attempts. Report any hacking attempts to remote network administrators. Maintain internet content filter.
- (i) **VLAN Provisioning:** Internet VLAN and Network VLAN. Provides for carrier class internet connection and connects CTC staff to Port network.
- (j) **Remote Backup:** Daily backup service for all workstations. These include Port office, staff, commissioners', and Confluence Technology Center administrative office computers. Daily back-up monitoring report shall be reviewed each day and all problems immediately reported to the Port. Provide for backup storage offsite and outside a 50 mile range of the Port office.

(k) **Hardware Sales:** Prepare specifications for the acquisition of servers, switches, routers, workstations, and peripherals.

(l) **IT Committee Meetings:** Collaboratively prepare for, attend, and participate in Port staff monthly IT meetings. Update, review and discuss with the committee members, technology activities and projects accomplished and/or to be scheduled and accomplished per the Port's IT budget and facilitating the technology discussions.

Additional possible monthly services to the Port that the Port and the Firm may from time to time, agree upon, may include the following:

(i) Consulting on Port Projects: Technology consulting from time to time, involving research, evaluation and/or presentation.

(ii) *Future Planning:* Ongoing planning for Port IT infrastructure, and implementation with the goal of utilizing technology to showcase the Port to prospective businesses, to increase efficiency, and control costs.

(iii) *Training:* Provide Microsoft Office applications training, including Word, Excel, PowerPoint, Outlook, and Access for Port staff and commissioners, as needed or requested.

(iv) *Simple IT Budgeting:* Assist the Port in developing an annual IT budget, as requested by the Port, which may include the following elements: evaluate age and performance of computer workstations, recommend rotation schedule for retirement of computers, monitors and peripherals, and project maintenance, emergency, and standard operating costs of IT infrastructure.

Statements of Qualifications must include:

- Letter of interest
- Identification and resumes of personnel who would be directly involved in services provided to the Port; and certifications of said personnel relating to Microsoft Gold Certification, Cisco Equipment Certification, LibertyNet/OnBase Software Certification, and Microsoft trainer certification at a minimum.
- Experience of the Firm with information technology support, provision of ISP services, software training, and technology consulting
- Description of firms design and project management philosophy
- Requests by the Port most often times need a very timely response: Please discuss the Firm's ability and commitment to respond to short time frames with little advance notice and the Firm's current and projected workload may impact services requested by the Port
- Reference owner and client contacts from recent similar contract services
- Identify the point person who will act as the contact between the firm and the Port
- Schedule of Rates for Technology Related Services: webhosting, nationwide dialup, local dialup, V-Lan fiber connection to Chelan (10M Burst), Spam & Anti Virus Filtering, Backup Monitoring, IP Address, Internet V-LAN Bandwidth 2/2, In-shop hardware repair, on-site hardware repair, workgroup network support, server based network support (MCSE and MCSA certified technicians), wide area networking/VPN/routing, software consulting, software training, web development, after-hours and weekend rates and terms.
- Additional information may be required during the evaluation phase.

Selection Process and Criteria

The selection of the Firm may involve a three-step process:

1. SOQs and proposals must be received by Port staff no later than 5:00 pm on Tuesday, December 20th, 2011. A Selection Committee comprised of one or more technology based professionals, one Port Commissioner and Port staff will review all SOQs that are submitted timely. The Committee will recommend one or more Firm(s) to the Board of Commissioners.

All submitting Firms will be notified of the recommendations.

2. If more than one Firm is recommended, interviews with the Selection Committee will be scheduled. Recommended Firms will be invited to present their approach to serving the needs of the Port of Chelan County for information technology, ISP and technology services.
3. Following the interviews, a final recommendation will be made to the Board of Commissioners.

Evaluation Criteria

The Selection Committee will examine all items submitted. The Committee may request clarifications or other information before or during the interviews to enable the Committee members to better understand the capabilities of the Firm.

The Port of Chelan County encourages the utilization of Minority Business Enterprises and Women's Business Enterprises in obtaining consultant services.

Non-Discrimination

The Port of Chelan County, in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, Subtitle A, Office of the Secretary, Part 21, Nondiscrimination in Federally-assisted programs of the Department of Transportation issued pursuant to such Act, hereby notifies all personal service contractors that disadvantaged business enterprises defined at 49 CFR Part 23 will be afforded full opportunity to respond to every invitation and will not be discriminated against on the grounds of race, color, national origin, or sex in consideration for an award.

ESTIMATED TIME SCHEDULE

Legal Notice of Request for Qualifications publishes Tuesday, December 6th, 2011.
Scope of Services available on website and may be requested by e-mail/telephone.
SOQs will be due postmarked, emailed or hand delivered by December 20th, 2011.
Short list determination made by Committee by December 21, 2011.
Interviews, if necessary: Wednesday, December 28 or Thursday, December 29, 2011.
Contract Recommendation & Award: January 5th, 2012.

Port Entities Managed Service Device List

	Desktops	Laptops	Servers	Storage/ SAN	Switches	UPS	Routers	Printers	Wireless Access Points	Mobile Devices
Port	10	8	3	1	4	1	1	10	2	11
Port CTC	1	2	0	0	1	0	0	5	0	2
Port Video	10	3	4	0	7	5	5	0	8	0
CTC Condo Assn	4	1	1	0	1	0	2	1	0	0
Total	25	14	8	1	13	6	8	16	10	13

Port Office Devices

Desktops	Laptops	Servers	Storage/ SAN	Switches	UPS	Routers	Printers	Wireless Access Points	Mobile Devices	
aimee-pc	armstrong laptop	mailarchive	SAN	Switch 1	UPS	Sonicwall	Laserjet 3800	Entry	Mark Phone	
imaging-pc	ccpdcraigl	termahawk		Switch 2			Ricoh	Conference room	Raylene Phone	
jen-pc	jc-netbook	tomahawk		Switch 3			Dymo 450		Aimee Phone	
judy-pc	marklaptop			Dymo			Deskjet 6940	Armstrong	Judy Phone	
kathleen-pc	meeting-lt						Laserjet P1006	Jen	Mike Mackey Phone	
manuel	presentation-lt						Deskjet 6940	Judy	Mike Armstrong Phone	
mikemackey-pc	ron-toshiba						Deskjet 930c	Manuel	Mike Armstrong iPad	
raylene-pc	Spare-toshiba						Deskjet 6940	Mark	Mike Mackey iPad	
ron-pc							Deskjet 5600	Mike M	Craig Larsen iPad	
test-pc							Deskjet 6500	Raylene	JC Baldwin iPad	
									Mark Urdahl iPad	
Count	10	8	3	1	4	1	1	10	2	11

Port CTC Devices

Desktops	Laptops	Servers	Storage/ SAN	Switches	UPS	Routers	Printers	Wireless Access Points	Mobile Devices	
tricia-pc	laura-lt ctcguard-laptop			Switch 1			Kyocera KM-3035KX HP color laser CP1510 Brother MFC-9700 Deskjet 5600 Dymo 330 Turbo		Laura iPad Laura personal laptop	
Count	1	2	0	0	1	0	0	5	0	2

Port Video Devices

	Desktops	Laptops	Servers	Storage/ SAN	Switches	UPS	Routers	Printers	Wireless Access Points	Mobile Devices
ecs		boardroom	honeybee BDC		lower telco	Lower Telco	Router one		East 1	
lecterna-pc		Control 1	VM server DC		Production 1	Upper Telco	Router 2		East 2	
lecternb-pc		Control 2	TMS Server		Production2	Production 1	Public Router		East 3	
lecternc-pc			First Lady		Production 3	Production 2	Nomadix		East 4	
lecternd-pc					West Side 1	West Wing	Sonicwall		West 1	
methow-podium					West Side 2				West 2	
teanawaypodium					West Side 3				West 3	
media-pc1									West 4	
media-pc2										
mrm-pc										
Count	10	3	4	0	7	5	5	0	8	0

CTC Condo Devices

	Desktops	Laptops	Servers	Storage/SAN	Switches	UPS	Routers	Printers	Wireless Access Points	Mobile Devices
ctckiosk		velocity	velocity		upper telco		lighting Web Access	Eltron P310		
velocity							Sonicwall			
hvac										
directory										
Count	4	1	1	0	1	0	2	1	0	0