

## SCOPE OF SERVICES

### GENERAL DESCRIPTION

The Port of Chelan County and Pangborn Memorial Airport are soliciting Statements of Qualifications (“SOQs”) from qualified information technology firms (hereafter “Firm”) to provide certain professional services for and on behalf of the Port and Airport, particularly in the area of information technology support, ISP services and consultation on a day-to-day and “as needed” basis. The Port of Chelan County’s enterprises include the Confluence Technology Center which is jointly owned with Chelan County PUD; the Pangborn Memorial Airport which receives regular federal and state grant awards and is jointly owned with Port of Douglas County; and Lake Chelan Airport which is jointly owned with the City of Chelan. 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 and Airport staff or commissioners, whether handled by phone, remote access, or in person on site.
- (b) IT Support:** General support of the Port and Airport network and file servers, including the maintenance of desktop and server application software as needed, as well as general support of the Airport security and access control systems.
- (c) Monthly Service:** Develop procedures and protocols for regular preventative maintenance of workstations and servers. Virus audit, Spy/Ad-ware check, hardware tests, critical security updates, and driver updates. Also includes double checking backup set, and test restores from backup media.
- (d) Documentation:** Work with Port and Airport staff to maintain and/or utilize automated on demand/scheduled reporting software or system 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 the following locations: Port administrative office, CTC, CTC Security, CTC videoconference facility, Airport terminal, Airport maintenance and operations offices, Pangborn flight center and Airport fire station 222.
- (e) Licensing:** Maintain, organize and monitor software titles and licenses to ensure software compliance on each individual Port and Airport workstation and peripheral devices.
- (f) Quality Monitoring:** Monitor quality and performances of internet bandwidth for the Port and Airport, as requested, including the Port’s main office, Confluence Technology Center and Airport facilities.
- (g) Spam and Virus Filtering:** Recommend or maintain filtering service for reducing spam and viruses on all Port and Airport email accounts. Installation shall occur only after written approval from the Port and/or Airport.

**(h) Network Security Monitoring:** Develop or maintain procedures for regular monitoring of firewall logs for hacking attempts. Report any hacking attempts to remote network administrators. Maintain internet content filter.

**(i) WAN Provisioning:** Maintain firewall(s), router(s) and switches, including VPNs, WANs, NAT and filters.

**(j) Remote Backup:** Provide “Cloud Backup” of both individual files and machine images and the ability to turn a backup image in to a working server in the “Cloud” in the case of disaster for data access. These include Port office, staff, commissioners’, Confluence Technology Center administrative office and all Airport computers. Daily back-up monitoring report shall be reviewed each day and all problems immediately reported to the Port and/or Airport. Provide for back-up storage offsite and outside a 50 mile range of the Port/Airport offices for critical data and select full back-up images as deemed necessary by Port/Airport staff.

**(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 and Airport staff scheduled 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/Airport’s IT budgets and facilitating the technology discussions.

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

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

(ii) Future Planning: Ongoing planning for Port/Airport IT infrastructure, and implementation with the goal of utilizing technology to showcase the Port/Airport 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 and/or Airport staff and Commissioners, as needed or requested.

(iv) Simple IT Budgeting: Assist the Port/Airport in developing an annual IT budget, as requested by the Port/Airport, 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
- Business Partner Certifications: i.e. Microsoft, Cisco, D-Link, Ruckus, Extron, etc.
- Identification and resumes of personnel who would be directly involved in services provided to the Port; and certifications of said personnel relating to Microsoft Silver/Gold Partner Certification, Cisco Equipment Certification, Switching and Routing Certification(s)LibertyNet/OnBase Software Certification, and Microsoft trainer certification. Website development and programming experience.

- Experience of the Firm with information technology support, and network support, provisioning maintaining and troubleshooting ISP services, software training, programming and technology consulting
- Description of firms design and project management philosophy
- Requests by the Port or Airport 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 or Airport
- 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/Airport
- Schedule of Rates for Technology Related Services: webhosting, spam & anti-virus filtering, backup monitoring, IP address, 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. Schedule should separately present line items for the entity including the Port, CTC, and video-conferencing, with separate entity presentations for the CTC Condominium Association and Pangborn Memorial Airport.
- 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 Monday, October 9<sup>th</sup>, 2017. A Selection Committee comprised of one or more technology based professionals, one Port Commissioner, Port and Airport staff will review all SOQs that are submitted timely; and if conduct interviews. 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 and Pangborn Memorial Airport encourage the utilization of Minority Business Enterprises and Women's Business Enterprises in obtaining consultant services.

### **Non-Discrimination**

The Port of Chelan County and Pangborn Memorial Airport, 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 Friday, September 22<sup>nd</sup>, 2017.  
Scope of Services available on website and may be requested by e-mail/telephone.  
SOQs are due postmarked, emailed or hand delivered by Monday, October 9<sup>th</sup>, 2017.  
Short list determination made by Committee by Friday, October 13<sup>th</sup>, 2017.  
Interviews, if necessary: Tuesday, October 17<sup>th</sup>, through Friday, October 20<sup>th</sup>, 2017.  
Contract Recommendation & Award: Tuesday, November 7<sup>th</sup>, 2017.