



**PORT OF TACOMA  
REQUEST FOR PROPOSALS  
No. 070080**

**SEAPORT ALLIANCE WEBSITE**

Issued by  
Port of Tacoma  
One Sitcum Plaza  
P.O. Box 1837  
Tacoma, WA 98401-1837

RFP INFORMATION	
Contact:	Michael Keim, CPPB
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Submittal Date	<b>FEBRUARY 17, 2015 @ 4:00 PM (PST)</b>

PLEASE SUBMIT ALL CORRESPONDENCE AND PROPOSALS  
VIA E-MAIL DIRECTLY TO THE PROCUREMENT CONTACT LISTED ABOVE  
AND INCLUDE '070080 SEAPORT ALLIANCE WEBSITE' IN THE SUBJECT  
LINE



People. Partnership. Performance.

P.O. Box 1837  
Tacoma, WA 98401-1837  
[www.portoftacoma.com](http://www.portoftacoma.com)

**PORT OF TACOMA**  
**Request for Proposals (RFP) # 070080**  
**SEAPORT WEB ALLIANCE**

The Port of Tacoma (Port) is soliciting proposals from firms qualified and interested in providing Website Scoping and Web Development services.

**A. BACKGROUND**

The Ports of Seattle and Tacoma (Ports) plan to unify management of their marine cargo terminals and related functions under a single Seaport Alliance. The Seaport Alliance will manage marine cargo terminal investments, operations, and planning and marketing, while the individual ports will retain their existing identities, governance structures and asset ownership.

This bold proposal is a strategic response to the competitive pressures that are reshaping the global shipping industry. Taken together, marine cargo operations at both ports support more than 48,000 jobs across the region and provide a critical gateway for the export of Washington state products to Asia.

The two port commissions are in a period of due diligence to examine business objectives, strategic marine terminal investments, financial returns, performance metrics, organizational structure, communications and public engagement. Following the due diligence period, the two port commissions intend to submit a more detailed agreement for the Seaport Alliance to the Federal Maritime Commission by the end of April 2015.

Because the two ports will retain their existing identities and websites, the Seaport Alliance will need a separate, business-focused website that complements the existing port sites and may be scalable to meet future business needs. The anticipated go-live for this website is June 15, 2015.

The business-to-business focused website will serve three audiences: prospective customers, current customers and supply chain stakeholders (rail providers, warehouse and distribution centers, third-party logistics providers, trucking companies, etc.). It will market the Puget Sound gateway's facilities, services and capabilities locally and internationally, and provide access to operational and customer service-oriented information.

The Seaport Alliance will be a new organization and many details are unknown at this time. This initial site will help launch the alliance and serve as an interim step to a more robust online presence in the future, when specifics are known about business requirements and technology systems. An upgrade to the website is anticipated to occur approximately two years after the initial site is implemented. The Port of Seattle website is built on SharePoint 2010, and the Port of Tacoma website is built on Drupal 7.

This work will complement and run concurrently with other due diligence efforts, including work to define the Seaport Alliance's legal and management structure and develop a brand identity. The Seaport Alliance Website RFP will select a vendor to define detailed site requirements and design and develop the new site in SharePoint 2013 or Drupal 7. The selected vendor may also host and maintain the new website and provide additional development and design work as

requested by the Port. The Ports may elect to provide their own hosting and maintenance services.

The Ports anticipate awarding one contract with a single consultant. Once the website is implemented, additional work (other than routine maintenance) with a defined scope will be performed on a task-order basis, with task-orders issued for services as-needed. These tasks orders must be signed by both parties to be of effect. If hosting services and maintenance services are awarded as a result of this RFP, a Purchase Order will be issued for hosting and routine maintenance services.

All requirements definition, development and implementation work, hosting and maintenance services are budgeted at a not-to-exceed cost of \$200,000.

To learn more about the Port of Tacoma, visit [www.portoftacoma.com](http://www.portoftacoma.com). To learn more about the Port of Seattle, visit <http://www.portseattle.org/>.

Proposals submitted and/or the selected Consultant(s) may be used for projects of similar type and scope at the sole discretion of the Port for up to one year.

The Port's Standard Terms and Conditions are included as Attachment B to this RFP.

By submitting a Proposal, the Proposer represents that it has carefully read and agrees to be bound by the Port's Standard Terms and Conditions. Identify, during the question submittal and response period, any sections you consider onerous, clarify why you consider these sections onerous, propose alternative language and describe why it is in the Port's best interests to adopt the alternative language.

## **B. SCOPE OF SERVICES**

The selected vendor will work with the Ports to define the detailed website requirements, design and develop the website in SharePoint 2013 or Drupal 7, train site administrators, assist in content migration, and test and launch the new website by June 15, 2015.

While the Ports prefer to have the website completely finished by June 15, we recognize the schedule is tight. The Ports will consider a phased approach. The initial phase must be completed by June 15, and the Ports must approve the work to be included in this initial launch. A second phase to provide additional functionality (as determined during the requirements definition work) would need to be completed within six months of the site's launch.

Proposers must specify which Web content management system, SharePoint 2013 or Drupal 7, they will use.

At the request of the Port, the vendor may also be asked to provide ongoing development work on the site to add or refine functionality.

The vendor may provide hosting and maintenance services for at least two years with three one year extension options at the sole discretion of the Port.

## 1. Requirements definition

The vendor will facilitate up to three working sessions with the Ports to define the requirements for a new business-to-business focused website based on the draft information architecture in Attachment F. At least one of the working sessions should be conducted in-person. The requirements definition should be completed within two weeks of project kick-off.

- **Assumptions:**

- a. The new website must go live by June 15, 2015. The project is expected to kick-off in mid-March 2015.
- b. The new website will complement the existing websites for the Ports of Seattle and Tacoma. The vendor will make recommendations about how the new site and the existing port websites should work together.
- c. The vendor shall make sure the requirements allow for flexibility, scalability and extendibility to meet future business needs.

- **Essential functions:**

- a. Meet state and federal requirements for public information, accessibility and retention policies (see the Washington State Public Records Act, Revised Code of Washington 42.56).
- b. Comply with the standards and regulations of Section 508 of the American with Disabilities Act (ADA).
- c. Provide interactive map functionality that includes the ability to view and filter information about marine terminals, warehouses/distribution centers and logistics providers. The Ports will provide ESRI GIS data layers.
- d. Integrate with and/or display data through XML feeds from existing applications AND provide the ability to import Microsoft Excel files into the content management system to populate a database table, dashboard, map, etc.
  - i. Examples: Port of Tacoma transload directory (add capability to map filtered facilities) - <http://portoftacoma.com/shipping/transload-directory>;  
Port of Tacoma vessel schedule - <http://portoftacoma.com/shipping/vessels>
- e. Optimize content viewing across multiple devices through responsive Web design.
- f. Provide ability to create online forms to collect data and information from customers. Forms include but are not limited to: contact us, breakbulk rate request and public records request.
- g. The Web CMS will be geared toward the non-technical user. A WYSIWYG editor is preferred and HTML tag cleanup should not be necessary.

- **Additional research:** The consultant shall complete additional research to obtain information and feedback on how the Seaport Alliance can best serve its primary audiences online. The primary audiences are: prospective customers, current customers and supply chain stakeholders.

- **Completion of the requirements definition work:** At the conclusion of the "Requirements Definition" phase, the vendor shall provide a cost estimate for the

development of the website. A preliminary cost should be included with the costs submitted in response to this proposal.

## **2. Website development, testing, content migration and training**

Upon approval of the Port, the vendor will develop the website utilizing the application stated in their proposal.

- **Website development in CMS**

- a. Develop graphical user interface that adheres to branding guidelines (currently in development) and provides clear navigation to make it easy to find information. Validate the effectiveness of the graphic design and navigation through usability testing.
- b. Simplify creating content through templates.
- c. Optimize content viewing across multiple device platforms through responsive Web design.
- d. Follow the best practices for separating content from presentation to allow changes to graphic design over time without rewrite of the Web content.
- e. Provide custom development solutions as necessary to meet requirements identified during working sessions.
- f. Ensure compatibility with Google Analytics.

- **Migrate data**

- a. Assist in the one-time migration of data from the ports of Seattle and Tacoma's current systems to the new system, as necessary. Migration should be a standard set of routines and workflows that could include re-keying information but should also allow cut and paste of current content.

- **Training services**

- a. Provide training of content editors, technical support staff and website administrators during and after implementation.
- b. Training will be provided at a minimum in interactive webinars. On-site training is preferred.
- c. Adequate training manuals must be provided in electronic format. Support materials may include online manuals, customer support forums, instructional videos and online education courses.

## **3. Hosting and maintenance services**

- a. The Ports anticipate the vendor will provide website hosting and maintenance services for the Web CMS software and associated applications for contract duration.

## **4. Additional development and design work**

At the request of the Port, the vendor may be asked to perform additional website design and development work to add new functionality or refine existing functionality to meet business needs.

### **C. DELIVERABLES:**

The Consultant will deliver:

- A detailed project plan, work tasks and proposed schedule to achieve the scope of services.
- Graphical user interface in the Web CMS (not paper designs) consistent with the Seaport Alliance brand that includes at minimum:
  - Base template with customizable banner, navigation and footer
  - Landing page templates for top-level navigation
  - Templates for other pages as necessary
  - Optimize viewing of content across multiple devices through responsive design
- Usability testing results that validate decisions on final navigation, graphic design and functionality
- Web CMS for the creation, maintenance and presentation of the Seaport Alliance website that includes:
  - Web CMS software and all add-ons to meet the functional and technical requirements determined during the requirements definition work.
  - Development and implementation services of the Web CMS.
  - Migration of content as necessary from existing sites to new site.
  - In-person or video training for content editors, technical staff and site administrators, as well as training documentation/manuals for the Web CMS.
  - All other services or products associated with the operation and maintenance of the software for the Web CMS.
  - Provide production and development environments.
- At the request of the Port, hosting and maintenance services for the Web CMS software and associated applications.

### **D. PROPOSAL ELEMENTS & EVALUATION CRITERIA:**

Proposals should present information in a straightforward and concise manner, while ensuring complete and detailed descriptions of the proposing team (to include the prime, key team members and major sub-consultants) and the team's ability to meet the requirements and provide the requested services of this RFP. The written proposals should be prepared in the same sequential order of proposal criteria as outlined below.

Proposals are limited to 15 numbered pages (8 ½ by 11 inch) **excluding** the cover letter, compensation information and all appendices. All pages shall be in portrait orientation with 1 inch (1") margins. Font size shall be 11 point or larger. Proposals that do not follow this format may be rejected.

The cover letter shall include the RFP Title and Number, Name, Title, Email Address, Phone Number and current Address of the submitting firm's main contact and include the following information:

- Describe any claim submitted by any client against the prime firm within the past two years related to the professional services provided by the firm or its key personnel. For purposes of this request, “claim” means a sum of money in dispute in excess of 10% of the firm’s fee for the services provided.
- Any real or perceived conflicts of interests for team members, inclusive of the prime, sub-consultants and key team members.

**Proposals are to address, and will be evaluated upon, the following criteria:**

### INITIAL EVALUATION PHASE

#### **1. Qualifications & Experience.....25 PTS**

- Briefly describe the firm’s history and experience delivering the services outlined in the RFP.
- Identify the proposed team (include name, position, degrees and certifications). Demonstrate the team’s experience, technical competence and qualifications in performing the services outlined in the RFP. Describe the overall organization of the project team and how the team meets or exceeds the required qualifications. Emphasis will be placed on experience and expertise in performing work of similar scope and complexity.
- Resumes of the key individuals may be included as an appendix and are not included in the total page count. Resumes are limited to one single-sided, letter-sized page.
- Provide a list of contracts/projects in the last three years similar in scope and deliverables to this project, and include a point of contact, contact information (phone and email), and brief description of the work to outline specific experience and expertise of team members. Only projects completed by key team members of the project will be considered.

#### **2. Project Approach Narrative.....50 PTS**

- Clearly outline the team’s recommended approach and methodology for accomplishing the requirements definition work and Web CMS development. Clearly identify the proposed Web CMS: SharePoint 2013 or Drupal 7. Provide descriptions of all recommended add-ons based on the essential functions, if applicable.
- Provide a draft work breakdown structure to demonstrate your understanding of the scope, phases and timeframes required. Outline the team’s experience completing the requested services within the allotted timeframe.
- Describe your experience using ESRI shapefiles of geodatabases to build interactive maps and/or Web map applications.
- Describe your testing methodology for all the testing phases proposed as part of your implementation approach. Clearly describe deliverables, roles and responsibilities. Provide a typical test plan and sample scripts.
- Describe the proposed methods of migrating content and training of site administrators, content editors and technical support staff, who may assist with site enhancements/operations.

- **Assumptions and Risks:** Define the assumptions made regarding accomplishing the Scope of Services. Define the factors the Consultant believes are risks to the successful completion of the project and proposed mitigation strategies. Describe any factors that that you believe may constrain your firm's ability to undertake the scope of work described.

### **3. Technical architecture and hosting/maintenance services..... 35 points**

The technical requirements focus on the solution's non-functional qualities such as performance, availability, security, maintainability and standards compliance. Complete the Technical Architecture Questions in Attachment D.

- Proposers' answers will be evaluated on:
  - Security and Account Management
  - System Manageability and Maintainability
  - Performance, Capacity, and Extendibility

### **4. Compensation.....10 PTS**

Present detailed information on the firm's proposed fee structure for all resources for the services proposed. Complete the compensation tables in Attachment C with cost estimates to accomplish the scope of work.

**Compensation information MUST be provided separately from the proposal, in an individual PDF document.**

All rates quoted shall be:

- Fully burdened, including, but not limited to, per diem, administrative overhead, travel, lodging, and transportation (all direct/indirect expenses included);**
- Quoted in US Dollars;
- Full cost inclusive of sales tax and other government fees, taxes and charges; and
- Valid throughout the contract period unless otherwise amended and agreed to by both parties in writing.



**5. References.....10 PTS**

Reference checks may be performed on the selected firm, if based directly on the proposals received, or on shortlisted firms if interviews are being requested. The Port may evaluate the reference checks to assess the proposed team's overall performance and success of previous, similar work. Reference checks may also be utilized to validate information contained in the proposal.

**FINAL EVALUATION PHASE (if applicable)****6. Interviews and demonstrations (as requested by the Port).....100 PTS**

If an award is not made based on the written evaluations alone, interviews will be conducted with the top (two or three) ranked proposers. Interviews will include Ports technical staff and address technical questions related to the proposal submitted. Failure to participate in the interview process will result in the Proposer's disqualification from further consideration. Travel costs will not be reimbursed for the interview.

**ATTACHMENT A – INSTRUCTIONS FOR PROPOSING****ATTACHMENT B –TERMS AND CONDITIONS****ATTCHMENT C – RATES/COST SHEET****ATTACHMENT D – TECHNICAL ARCHITECTURE QUESTIONS****ATTACHMENT E – COMBINED PORT OF SEATTLE/PORT OF TACOMA  
TECHNOLOGY & PRODUCT STANDARDS****ATTACHMENT F – DRAFT INFORMATION ARCHITECTURE**

**ATTACHMENT A – INSTRUCTIONS FOR PROPOSING****PROCUREMENT PROCESS****SOLICITATION TIMELINE:**

Issuance of RFP	JANUARY 28, 2015
Last Day To Submit Questions	FEBRUARY 6, 2015
<b>Proposal packets due</b>	<b>TUESDAY, FEBRUARY 17 , 2015 @ 4:00 PM (PST)</b>
Short List Consultants*	FEBRUARY 24, 2015
Interviews (if required)*	MARCH 6 & MARCH 9, 2015
Final Selection*	MARCH 10, 2015
Execute Contract*	MARCH 17, 2015

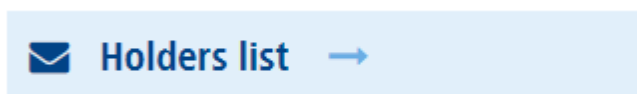
\*Dates are tentative.

All status updates on the above solicitation timeline will be announced on the Port's website for this solicitation at <http://portoftacoma.com/contracts/procurement/070080/seaport-alliance-website>.

**VENDOR OBLIGATION**

Port of Tacoma Requests for Bids, Requests for Proposals and Requests for Qualifications can be accessed on the Port's website, [www.portoftacoma.com](http://www.portoftacoma.com) under 'Contracts'; 'Procurements'.

When viewing the details page for this procurement on the Port's Website firms have the option of subscribing to the Holder's List.



By subscribing to the Holder's List, firms will automatically be notified when new documents or changes relating to this procurement occur.

**\*Only those who have subscribed to the Holder's List will receive notifications throughout the procurement process, up until a firm is selected.**

**COMMUNICATION / INQUIRES**

Proposers who, relative to this scope of services, contact any individuals or Commission members representing the Port, other than the Procurement Representative listed on the RFP shall be disqualified from consideration.

Written questions about the meaning or intent of the Solicitation Documents shall only be submitted to the Procurement Department, [procurement@portoftacoma.com](mailto:procurement@portoftacoma.com) ("**070080 Seaport Alliance Website**" in the subject line).

Proposers who may have questions about provisions of these documents are to email their questions by the date listed above. The Port will respond to all written questions submitted by this deadline.

## ADDENDA

The Port may make changes to this Solicitation. Oral or other interpretations, clarifications or submittal instructions will be without legal effect. Any information modifying a solicitation will be furnished in a formal, written addendum. Addenda will be posted to the Port's web site and conveyed to those potential submitters who have requested to be placed on the Holder's List.

## PRE-PROPOSAL CONFERENCE

The Port will not conduct a pre-proposal conference for this procurement. To obtain answers to any questions or for further clarifications, submit all questions as noted above.

## SUBMITTAL PROCESS

Proposals must be received via email on or before the date and time outlined on the front page of this RFP. Send your electronic submittal to:

[procurement@portoftacoma.com](mailto:procurement@portoftacoma.com).

Name of Firm, 070080 Seaport Alliance Website (Subject Line)

Please submit one electronic copy in Adobe Acrobat PDF format, including all appendices. Submittals need to be limited to **9 MB in total email size**. It is the Consultant's responsibility to verify the receipt of the submittal. Electronic verification will be provided upon request.

**\*Late proposals will not be accepted by the Port. Proposals received after the stated date and time will not be reviewed and shall be deemed non-responsive.**

All proposals submitted shall be valid and binding on the submitting firm for a period of ninety days following the Proposal submittal deadline and for any extension of time granted by the submitting firm.

## EVALUATION AND AWARD PROCESS

An evaluation team will review each proposal and evaluate all responses received based upon the criteria listed herein. The Port may request clarifications or additional information, if needed. After the evaluation team individually scores each proposal, the scores are tallied and the firms are ranked based on the scores.

A selection may be made based on the proposals and initial evaluation criteria alone. Alternatively, the evaluation team may create a short list of the top ranked firms and invite the short listed firms in for interview and/or check references. Scores for reference checks and interviews will be tallied and added to the short listed firm's initial evaluation scores. Final selection will be based on reference checks and interviews.

The Port intends to select the Proposer who represents the best value to the Port and begin the negotiation and award process based on the evaluated scores.

The selected Consultant will be invited to enter into contract negotiations with the Port. Should the Port and the selected firm(s) not reach a mutual agreement, the Port will terminate negotiations and move to the next highest ranked firm and proceed with negotiations.

The Port reserves the right to accept or reject any or all information in its entirety or in part and to waive informalities and minor irregularities and to contract as the best interest of the Port may require. The Port reserves the right to reject any or all Proposals submitted as non-responsive or non-responsible.

**Procedure When Only One Proposal is received**

In the event that a single responsive proposal is received, the Proposer shall provide any additional data required by the Port to analyze the proposal. The Port reserves the right to reject such proposals for any reason.

**GENERAL INFORMATION**

News releases pertaining to this RFP, the services, or the project to which it relates, shall not be made without prior approval by, and then only in coordination with, the Port.

**COSTS BORNE BY PROPOSERS**

All costs incurred in the preparation of a Proposal and participation in this RFP and negotiation process shall be borne by the proposing firms.

**SMALL BUSINESS AND DISADVANTAGED BUSINESS OPPORTUNITIES**

The Port of Tacoma encourages participation in all of its contracts by MWBE firms certified by the Office of Minority and Women's Business Enterprises (OMWBE). Participation may be either on a direct basis in response to this solicitation/invitation or as a subcontractor to a Bidder/Proposer. However, unless required by federal statutes, regulations, grants, or contract terms referenced in the contract documents, no preference will be included in the evaluation of bids/submittals, no minimum level of MWBE participation shall be required as a condition for receiving an award and bids/submittals will not be rejected or considered non-responsive on that basis. Any affirmative action requirements set forth in federal regulations or statutes included or referenced in the contract documents will apply. The selected firm will be required to show evidence of outreach.

**PUBLIC DISCLOSURE**

Proposals submitted under this Solicitation will be considered public documents and, with limited exceptions, will become public information and may be reviewed by appointment by anyone requesting to do so following the conclusion of the evaluation, negotiation, and award process. This process is concluded when a signed contract is completed between the Port and the selected Consultant.

If a firm considers any portion of its response to be protected under the law, the vendor shall clearly identify each such portion with words such as "CONFIDENTIAL," "PROPRIETARY" or "TRADE SECRET" on each page for which the protection is sought. If a request is made for disclosure of such portion, the Port will notify the vendor of the request and allow the vendor not less than ten (10) days to seek a protective order from the Courts or other appropriate remedy and/or waive the claimed confidentiality. Unless such protective order is obtained and provided to the Port by the stated deadline, the Port will release the requested portions of the Proposals. By submitting a response the vendor assents to the procedure outlined in this paragraph and shall have no claim against the Port on account of actions taken under such procedure.

**ATTACHMENT B – TERMS AND CONDITIONS****Port of Tacoma Terms And Conditions  
Personal Services Agreement**

In consideration of the mutual covenants, obligations, and compensation to be paid by the Port to Consultant, it is agreed that:

**1. Key Personnel**

The Consultant and/or its subconsultants' key personnel, as described in its Consultant selection submittals, shall remain assigned for the duration of the Project unless otherwise agreed to by the Port.

**2. Relationship of the Parties**

Consultant, its subconsultants and employees, is an independent Contractor. Nothing contained herein shall be deemed to create a relationship of employer and employee or of principal and agent.

**3. Conflicts of Interest**

Consultant warrants that it has no direct or indirect economic interest which conflicts in any manner with its performance of the services required under this Agreement. Consultant warrants that it has not retained any person to solicit this Agreement and has not agreed to pay such person any compensation or other consideration contingent upon the execution of this Agreement.

**4. Compliance with Laws**

Consultant agrees to comply with all local, state, tribal and federal laws and regulations applicable to the project, including building codes and permitting regulations existing at the time this Agreement was executed and those regarding employee safety, the work place environment, and employment eligibility verifications as required by the

Immigration and Naturalization Service. Consultant shall obtain all professional licenses and permits required to complete the scope of work as defined.

**5. Records and other Tangibles**

Until the expiration of six years after the term of this Agreement, Consultant agrees to maintain accurate records of all work done in providing services specified by the Agreement and to deliver such records to the Port upon termination of the Agreement or otherwise as requested by the Port.

**6. Ownership of Work**

The services to be performed by Consultant shall be deemed instruments of service for purposes of the copyright laws of the United States. The Port has ownership rights to the plans, specifications, and other products prepared by the Consultant. Consultant shall not be responsible for changes made in the models, programs, reports or other products by anyone other than the Consultant. Consultant shall have free right to retain, copy and use any tangible materials or information produced but only for its own internal purposes. Use of models, programs, reports or other products prepared under this Agreement for promotional purposes shall require the Port's prior consent.

**7. Disclosure**

All information developed by the Consultant and all information made available to the Consultant by the Port, and all analyses or opinions reached by the Consultant shall be confidential and shall not be disclosed by the Consultant without the written consent of the Port.

**8. Compensation**

As full compensation for the performance of its obligations of this Agreement and the services to be provided, the Port shall pay Consultant as specified in the Agreement.

**9. Payment Schedule**

Consultant shall submit detailed numbered invoices showing contract number, description of work items being invoiced, labor category, labor rate, number of hours, title of project, total authorized, total current invoice, balance of authorization by the 10<sup>th</sup> of the month to be paid by the end of the current month, unless other terms are agreed to by the parties.

**10. Costs and Disbursements**

Consultant shall pay all costs and disbursements required for the performance of its services under this Agreement.

**11. Insurance - Assumption of Risk**

- a) As a further consideration in determining compensation amounts, the Consultant shall procure and maintain, during the life of this Agreement, such commercial general and automobile liability insurance as shall protect Consultant and any subconsultants performing work under this Agreement from claims for damages from bodily injury, including death, resulting there from as well as from claims for property damage which may arise under this Agreement, whether arising from operations conducted by the Consultant, any subconsultants, or anyone directly or indirectly employed by either of them.
- b) With respect to claims other than professional liability claims, Consultant and its subconsultants agree to defend, indemnify and hold

harmless the Port of Tacoma, its appointed and elective officers and its employees from and against any and all suits, claims, actions, losses, costs, penalties and damages of whatever kind and nature, including attorney fees and costs by reason of any and all claims and demands on it, its officers and employees, arising from the negligent acts, errors or omissions by the Consultant in the performance of the Consultant's professional services.

- c) With respect to professional liability claims only, Consultant and its subconsultants agree to indemnify and hold harmless the Port of Tacoma, its appointed and elective officers and its employees from and against any and all suits, claims, actions, losses, costs, penalties and damages of whatever kind and nature, including attorney fees and costs by reason of any and all claims and demands on it, its officers and employees, arising from the negligent acts, errors or omissions by the Consultant in the performance of the Consultant's professional services.

**12. Standard of Care**

Consultant shall perform its work to conform to generally accepted professional standards. Consultant shall, without additional compensation, correct or revise any errors or omissions in such work.

**13. Time**

Time is of the essence in the performance by the Consultant of the services required by this Agreement.

**14. Assignability**

Consultant shall not assign any interest in this Agreement and shall not transfer any interest in the Agreement to any party

without prior written consent of the Port. The Port reserves the right to assign or novate this agreement to the legal entity that is the Seaport Alliance should it be formed.

by written instrument signed by both the Port and Consultant.

#### **15. Term of this Agreement**

The effective dates of this Agreement are as specified. This Agreement may be terminated by the Port for cause when the Port deems continuation to be detrimental to its interests or for failure of the consultant to perform the services specified in the Agreement. In the event this agreement is terminated, the Port reserves the right to enter into a separate contract agreement with each vendor performing work in support of this contract. The Port may terminate this Agreement at any time for government convenience in which case it shall provide notice to the Consultant and reimburse the Consultant for its costs and fees incurred prior to the notice of termination.

#### **16. Disputes**

If a dispute arises relating to this Agreement and cannot be settled through direct discussions, the parties agree to endeavor to settle the dispute through a mediation firm acceptable to both parties, the cost of which shall be divided equally. The Port reserves the right to join any dispute under this Agreement with any other claim in litigation or other dispute resolution forum, and the Consultant agrees to such joinder, so that all disputes related to the project may be consolidated and resolved in one forum. Venue for any litigation shall be the Pierce County Superior Court of the state of Washington and the prevailing party shall be entitled to recover its costs and reasonable attorney's fees.

#### **17. Extent of Agreement**

This Agreement represents the entire and integrated understanding between the Port and Consultant and may be amended only

**ATTACHMENT C – RATE SHEET****Hourly Rates**

<b>Resource Type</b> (List each labor category to be utilized in fulfillment of Scope of Work)	<b>Fully Burdened Hourly Rate*</b>

\*Fully Burdened Hourly Rate is a rate that includes, but is not limited to, per diem, administrative overhead, travel, lodging and transportation.

Additional resource types are not authorized without prior written approval from the Port's Project Manager.

**COST TABLE**

<b>Item description</b>	<b>Unit cost</b>	<b>Hours estimate (if applicable)</b>	<b>Total cost (estimate)</b>
Requirement definition work			
Web CMS software (base)			
Web CMS add-ons (if applicable)			
Web development services in CMS			
Migration services to new Web CMS			
Web CMS training services			
<b>TOTAL</b>			
Estimated hosting and maintenance costs of the Web CMS and associated applications			
Optional services (please specify)			



## **ATTACHMENT D**

### **Technical Architecture and Hosting/Maintenance Services**

**Proposers are reminded, responses to the questions in this attachment will be evaluated in the following three areas:**

#### **Security and Account Management**

#### **System Manageability and Maintainability**

#### **Performance, Capacity, and Extendibility**

1. Describe your recommended architecture including servers, database, network, software, workstations, archiving, etc. Describe any potential divergences between your solution and the combined Port of Seattle/Port of Tacoma Technology & Product Standards as per Attachment E.
  - a. Provide system architecture diagrams including intra-component diagrams and data flow diagrams that explain the data flow of your solution.
  - b. Provide a list of required software Ports and Protocols along with their justification.
  - c. List the standards/versions and other technologies that your solution relies on. If you expect to use bootstrap, jQuery, or other common web libraries please list them and include the expected version.
  - d. Does the system's web component use TLS? If not, what does the web component use?
  - e. For desktops, the site must function properly on Internet Explorer 9+ as well as current versions of Chrome and FireFox. For mobile devices, both iOS and Android devices must be supported. Describe if your solution meets these needs or if there are any known limitations for browser support.
2. Describe authentication and account management controls (for end-user and administrator accounts) for the system, including:
  - a. How accounts are provisioned and retired;
  - b. How passwords are stored/protected;
  - c. Account lock out after specified number of failed login attempts;
  - d. Account lock out after specified time of inactivity;
  - e. Forced use of strong passwords;
  - f. Forced periodic password change;

- g. Default password; forced change from default password;
  - h. Use of unique userid;
  - i. Role-based permissions;
  - j. Measures to prevent unauthorized access.
  - k. Any other authentication and account management controls provided.
- 3. Describe the processes you employ to ensure your solution is developed according to application security standards such as those outlined by OWASP guidelines.
- 4. Describe what your strategy is for failover and how your system recovers from an unexpected shut down of any component.
- 5. Describe what your strategy is for backups and disaster recovery. How long would it take to restore the system in the case that the production environment is lost?
- 6. What application programming interfaces (APIs) does your solution provide for future integration? For example: Automated content publishing, integration with xml data feeds, or integration with records management systems.
- 7. The ports desire that page renders take less than 2 seconds. It is expected that the site will normally have traffic that is less than 3,000 page views a day. However, it is possible that events may cause individual days to significantly spike. How does the suggested solution address the performance needs? How will the performance of the site be verified before going live?
- 8. How often are standard patches for the CMS system released? Does patching require taking the site offline? If so, for how long? What is the suggested approach for verifying patches against the web site before applying them to the production system?
- 9. Many CMS systems allow for common elements across pages to be stored as part of a template. This consolidates header, footer, and other common content into a common set of templates. How are updates to the templates handled after the site goes live for the proposed solution?
- 10. The ports will require a service level agreement (SLA) outlining guaranteed service levels for support, including but not limited to responding to service requests, issues or outages. Please provide a sample of your standard SLA.
- 11. The ports technical staffs may require elevated privileges to the environment to develop additional enhancements or for system integration with other Port/Seaport Alliance systems. How does your proposal address this need?
- 12. List all software, including any software licenses required to be purchased by the Port of Seattle or Port of Tacoma, for effective use of the proposed solution. This should include any licenses for the environment(s) themselves, as well as tools used for site enhancements/operations.

13. List any technology skills that are required or recommended for content editing, for template/module creation, and for system maintenance.

**Combined Port of Seattle/Port of Tacoma Technology & Product Standards**

<b>Category</b>	<b>Technology Type</b>	<b>Standard</b>	<b>Version Identifier</b>
Application Services and Management	.NET Application Server	Microsoft IIS 7.5	
Application Services and Management	Collaboration and Document Management System	SharePoint Server	2010
Application Services and Management	Data Exchange and Message Processor	BizTalk	2010
Application Services and Management	J2EE Application Server	IBM WebSphere 8.0 ND	
Application Services and Management	J2EE Application Server	IBM WebSphere 7.0	
Application Services and Management	SharePoint Server 2010	DocAve for SharePoint Management	6.1.2
Application Services and Management	User Experience Monitoring	HP/Mercury SiteScope	
Application Services and Management	Web Traffic	Google Analytics	
Application Services and Management	Web Traffic	Smarter Stats	
Applications Development	.NET Development Language	C#	
Applications Development	.NET Development Tool	Microsoft Visual Studio	2013
Applications Development	.NET Framework	Version 4.5.2	
Applications Development	Development & Test Management Tool	Microsoft Team Foundation Server (TFS)	2010, 2013
Applications Development	Enterprise Application Integration (EAI)/Workflow	Microsoft BizTalk Server 2010	
Applications Development	HTML	jQuery	1.10.2
Applications Development	iOS Development Language	Objective-C	
Applications Development	J2EE Development Tool	IBM RAD	8
Applications Development	Reporting	Microsoft SQL Reporting Services	2012
Business Intelligence Services (Reporting, Analysis, ETL)	Data Analysis	Master Data Maestro	3.5
Business Intelligence Services (Reporting, Analysis, ETL)	Data Analysis	Microsoft SQL Server Analysis Services	2012
Business Intelligence Services (Reporting, Analysis, ETL)	Data Analysis	Microsoft Master Data Services 2012	2012
Business Intelligence Services (Reporting, Analysis, ETL)	Data Visualization and Analysis	Tableau Software	8
Business Intelligence Services (Reporting, Analysis, ETL)	ETL	Microsoft SQL Server Integration Services	2012
Business Intelligence Services (Reporting, Analysis, ETL)	Reporting	Microsoft SQL Server Reporting Services	2012
Client Platform and Management	Desktop Computer	Minimum I5 processor, 4GB RAM, 256gb or better HD	
Client Platform and Management	Desktop Management	Microsoft Systems Center Configuration Manager (SCCM), Microsoft Windows Server Update Services (WSUS)	
Client Platform and Management	Disk Encryption	Microsoft BitLocker Administration and Monitoring (MBAM)	2.0
Client Platform and Management	Laptop Computer	Minimum I5 processor, 4GB RAM, 256gb or better HD, Bluetooth, Camera, Mic, A/G/N Wireless	

Client Platform and Management	Netbook	Minimum I5 processor, 4GB RAM, 256gb or better HD, Bluetooth, Camera, Mic, A/G/N Wireless	
Client Platform and Management	Operating System	Windows 7, Windows 8.1	7/8.1
Client Platform and Management	Paging / Emergency Notification	Everbridge Paging System	
Client Platform and Management	Service Desk Software	TrackIT	
Client Platform and Management	Service Desk Software	IBM Maximo IT Service Manager (ITSM)	
Client Platform and Management	Web Browser	Internet Explorer 9	
Client Platform and Management	Window 8 Tablet	Minimum I5 processor, 4GB RAM, 256gb or better HD, Bluetooth, Camera, Mic, A/G/N Wireless	
Data Services and Management	Data Modeling	Microsoft SQL Server 2014 Management Tools, Altova Database Spy	2014
Data Services and Management	Database Backup/Recovery (SQL Server)	SQL Server Management Studio	2014
Data Services and Management	Database Backup/Recovery (SQL Server)	Idera SQLSafe	latest
Data Services and Management	Database Connectivity	ADO.NET, ODBC, JDBC	
Data Services and Management	Database Managment (SQL Server)	SQL Server Managment Studio	
Data Services and Management	Database Monitoring	System Center Operations Manager 2007 (SCOM)	
Data Services and Management	Database Monitoring	Quest Spotlight on SQL Server	
Data Services and Management	Database Monitoring	Mercury Sitescope	
Data Services and Management	Relational Database	Microsoft SQL Server	2012
Data Services and Management	Relational Database	Microsoft SQL Server	2014
Data Services and Management	Relational Database	Oracle	11g
Desktop Platform and Management	Laptop	Dell	Latitude
Desktop Platform and Management	PC	Dell	Optiflex
Desktop Platform and Management	Smartphone	Microsoft	Phone 8
Desktop Platform and Management	Tablet	Apple	iPad
Desktop Platform and Management	Tablet	Microsoft	Surface
Enterprise Applications	Computer Aided Dispatch	Intergraph ICAD	8.1
Enterprise Applications	Enterprise Portal and Content Management	Microsoft Office SharePoint Server	2010
Enterprise Applications	IT Asset Management	IBM Maximo IT Service Manager (ITSM)	
Enterprise Applications	Maintenance Management	IBM Maximo	
Enterprise Applications	Web Site CMS Platform	Microsoft SharePoint	2010
Enterprise Applications	Web Site CMS Platform	Drupal	7
Financial Management	Financial Management	Microsoft Dynamics GP	2013R2
Financial Management/Human Resource Management	Financial Management	Peoplesoft Financials	
Geographic Information System (GIS)	Enterprise Geographic Information System	ESRI ArcGIS	10.2
Human Resource Management	Resource Management	Vista HRMS	4.1
Messaging	Email	MS Exchange	2013

Messaging	Email Archive	MS Exchange Online Archive	O365	
Messaging	Email Vault	Symantec Enterprise Vault	9.x	
Messaging	Email, Calendar, Contact, Task Management	Exchange 2013	2013	
Messaging	Session Border Controller and Media Gateway	Audio Codes	Mediant 1000	
Messaging	Unified Communications	Lync 2013 - Hosted - Office 365	2013 Office 365 - Hosted	
Messaging	Unified Communications	Microsoft OCS	2007 R2	
Messaging	Voice mail	MS Exchange		2013
Messaging	VoIP Phone System	MS Lync		2013
Mobility Framework	Client Devices	IPhone		6
Mobility Framework	Client Devices	IPad		
Mobility Framework	Mobile Device Management (MDM)	Mobile Iron x.x	X.X	
Network Services and Management	Hardware Load Balancer	KEMP	LM5500	
Network Services and Management	IP PBX	Nortel	CS1000	
Network Services and Management	IPSec/SSL VPN	Juniper		
Network Services and Management	Network Hardware	Cisco		
Network Services and Management	Network Hardware	Cisco switches/routers		
Network Services and Management	Network Load Balancer (local and global)	Radware Load Balancer		
Network Services and Management	Network Management	Opennms	1.10	
Network Services and Management	Network Management	Cisco CiscoWorks		
Network Services and Management	Network Management Tools	SolarWinds		
Network Services and Management	Software Load Balancer	MS NLB		
Network Services and Management	Structured Cabling & Infrastructure	Systimax Certification for design, products, installation, testing		
Network Services and Management	Wireless LAN	Cisco Aironet Wireless Access Points		
Security	Antispam / Message Filtering	Cisco Ironport	7.x	
Security	Anti-virus	Trend Micro Office Scan	10.5	
Security	Compliance	Mobile Payment Security Guidelines v1.0	1.0	
Security	Compliance	PCIDSS 2.0	2.0	
Security	Compliance	PADSS 2.0	2.0	
Security	Compliance	Accepting Mobile Payments with a Smartphone or Table	May 2012	
Security	Emergency Management	WebEOC	7.x	
Security	Event Log Management (SEIM)	Tripwire Log Center	6.6.0.4124	
Security	File Integrity Monitoring	Tripwire FIM		
Security	Firewall	Checkpoint		
Security	Hardware Firewall	Palo Alto		
Security	Message Filter	Barracuda Spam Firewall		
Security	Network IDS	SNORT		
Security	Network IDS	Cisco IDS		
Security	Secure Web Gateway	Cisco/Ironport	7.x	
Security	Virus and Malware Protection	MS End Point Protection		

Security	Web Application Security	IBM Rational AppScan	
Server Platform and Management	Application Virtualization	Citrix Xen App	5.x
Server Platform and Management	Directory Services	Microsoft Active Directory 2008	
Server Platform and Management	Health and Monitoring	MS System Center Operations Manager (SCOM)	2012 SP1
Server Platform and Management	Health and Welfare Monitoring	Nagios	
Server Platform and Management	Linux Operating System	Red Hat Enterprise Linux ES, CentOS Linux	
Server Platform and Management	Network Management	Packet Sentry	
Server Platform and Management	Server Hardware	Dell PowerEdge Servers	Dell Power Edge
Server Platform and Management	Server Hardware	HP BL685c Blade Servers	
Server Platform and Management	Systems Management	SCCM 2012	R2
Server Platform and Management	Virtual Server	Vsphere	5.5
Server Platform and Management	Virtual Server	Vsphere	4.x
Server Platform and Management	Virtualization	MS Hyper-V	Version 3
Server Platform and Management	Windows Operating System	Windows Server (64bit)	2012 R2
Storage and Tape	Backup & Recovery	Symantec Netbackup	7.x
Storage and Tape	Data Protection	Exagrid	EX Series
Storage and Tape	Disk-to-Disk to Cloud	Barracuda Backup System	Server 991
Storage and Tape	FC Switching	Brocade	DS-5300
Storage and Tape	Network Attached Storage (NAS)	NetApp FAS3250	OnTap 8.x
Storage and Tape	Storage Area Network	NetApp FAS3250	OnTap 8.x
Storage and Tape	Storage Area Network (SAN)	HP EVA	2000
Storage and Tape	Storage Area Network (SAN)	HP 3PAR	7400

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