



**PORT OF TACOMA
REQUEST FOR PROPOSALS
No. 070153**

**The Northwest Seaport Alliance Federal
Lobbying Services**

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

RFP INFORMATION	
Contact:	Heather Shadko, Procurement
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Phone:	(253) 428-8697
Submittal Date	NOVEMBER 2, 2015 @ 2:00 PM (PST)

PLEASE SUBMIT ALL CORRESPONDENCE AND PROPOSALS
VIA E-MAIL DIRECTLY TO THE PROCUREMENT CONTACT LISTED ABOVE AND INCLUDE
'NWSPA FEDERAL LOBBYING SERVICES' IN THE SUBJECT LINE

PORT OF TACOMA
Request for Proposals (RFP) #070153
The Northwest Seaport Alliance Federal Lobbying Services

The Port of Tacoma is soliciting proposals from firms qualified and interested in providing federal lobbying services on behalf of The Northwest Seaport Alliance (the Alliance) and to provide strategic direction and oversight regarding issues of importance to the Alliance. The Alliance is a marine cargo operating partnership of the ports of Seattle and Tacoma. The Port is seeking the contract to begin January 1, 2016 for one year with three (3) one-year options at the sole discretion of the Port.

A. BACKGROUND

The Alliance is partnership of the ports of Seattle and Tacoma. Combined, the ports are the third-largest container gateway in North America. Regional marine cargo facilities also are a major center for bulk, breakbulk, project/heavy-lift cargoes, automobiles and trucks.

To learn more about The Northwest Seaport Alliance, visit www.nwseaportalliance.com.

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 considered onerous, clarify why the section(s) is (are) onerous, propose alternative language and provide an explanation of how the Port's acceptance of the recommended verbiage is fair and equitable to both the Port and to the party submitting the question.

Proposals which condition the Proposal based upon the Port accepting other terms and conditions not found in the RFP, or which take exception to the Port's terms and conditions, will be found non-responsive, and no further consideration of the Proposal will be given.

B. SCOPE OF SERVICES

Provide strategic advice and planning in the development of a comprehensive federal government affairs strategy for The Northwest Seaport Alliance, including but not limited to:

- Contribute proactive and creative suggestions for federal policy and funding opportunities to advance the Alliance's Strategic Business Plan and legislative/business priorities, fully utilizing the firm's staff resources in strategic brainstorming on proactive initiatives.
- Developing implementation plans for how to advance strategic priorities.

- Assist in the drafting of legislative language.

Implement the Alliance's federal government affairs strategy, including but not limited to:

- Collaborate with government relations staff to advance federal priorities and interests.
- Proactively engaging with federal lawmakers, staff and agencies in pursuit of the Alliance's federal priorities and interests.
- Identify key Congressional and federal agency relationships for the Alliance and assist in creating opportunities to build and strengthen.
- Strategically contacting Washington state congressional officials and the administration, and provide notes from meetings.

Communicate regularly with the Alliance, including but not limited to:

- Regular calls with the Alliance government relations team on firm's activities in DC on behalf of the Alliance.
- Track key federal legislation and federal agency regulations relevant to the Alliance.
- Monitor and/or participate in meetings of D.C.-based port groups (e.g. AAPA, Pacific Northwest Waterways Association, Coalition for America's Gateways and Trade Corridors, Washington Council on International Trade, etc.) and provide written summaries.
- Provide regular updates on key staff changes in the Washington delegation congressional office, Congressional activities in Washington State including Member visits, speeches etc., as well as "look ahead" updates of upcoming congressional hearings, events and federal agency briefings on relevant port issues.

Be knowledgeable of how federal activities impact the Alliance:

- Understand how federal activities impact operations and competitiveness.
- Develop ability to communicate the Alliance's views with federal audiences effectively and accurately both orally and in writing.
- Write correspondence for federal audiences including letters, briefing materials, testimony, public comments, or other items as requested.
- May conduct activities for the Port of Tacoma as directed by the Alliance.

Conduct other work as assigned, such as assisting with meetings for Alliance officials or staff.

C. QUALIFICATIONS

The Alliance is seeking an aggressive, proactive, creative firm that has read the Alliance's Strategic Plan and who has:

- At least six years of experience representing client interests before Congress or serving in a senior policy staff capacity in Congress or federal agency, or a combination thereof.
- Public sector experience.
- Demonstrated ability to develop positive working relationships; the ability to communicate through modern technologies.
- General knowledge and understanding of federal issues and how they may relate to the Alliance's strategic plan and goals.
- Relationships with key federal decision makers of importance to the Alliance.
- Record of delivering legislative or regulatory results on behalf of clients.
- Ability to effectively advise, communicate and collaborate with the Alliance and on behalf of the Alliance.

D. DELIVERABLES:

The selected consultant will:

- Regularly (weekly unless otherwise directed) communicate in person or by phone with the Alliance's designee describing the work and activities completed on part of each of the tasks included in the Scope of Services.
- Provide a monthly written summary that describes the work and activities completed over the last month, with a focus on progress made towards furthering the Alliance's government affairs strategy and strategic plan.
- Make themselves available for an annual in-person briefing of the Alliance's Managing Members should it be requested.

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 8 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.
- The selected Consultant will be required to submit a Federal Lobbying Certificate and a Certification Regarding Debarment, Suspension, Proposed Debarment and Other Responsibility Matters, located as Attachment X and X to the Port’s Federal Terms and Conditions within two (2) business days following notification of Consultant selection.

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

INITIAL EVALUATION PHASE

1. Specialized Knowledge & Experience.....15 PTS

Identify the proposed team (to include working titles, degrees, certificates and licenses), demonstrate the team’s experience in performing the requested services and describe how the team meets or exceeds the required qualifications.

- The areas of expertise and the broad relationships of the key team members who will be performing work under this contract, and assisting the Port with its federal advocacy efforts.
- The team’s knowledge and understanding of the key issue areas concerning The Northwest Seaport Alliance.
- The team’s relationships and accomplishments working with:
 - The Washington State Congressional delegation members.
 - Federal Agencies, such as the U.S. Army Corps of Engineers, United States Trade Representative, U.S. Treasury, U.S. Coast Guard, U.S. Customs and Border Protection, U.S. Department of Commerce,

Department of Homeland Security, Environmental Protection Agency, Office of Management and Budget, and the U.S. Department of Transportation.

- House and Senate leadership, Senate committees of Environment and Public Works, Commerce, Science and Transportation, Finance, Appropriations, and House committees on Ways and Means, Transportation and Infrastructure, Appropriations, and Energy and Commerce.
- Summarize the team's relationships and accomplishments working with the various federal advocacy associations of which The Northwest Seaport Alliance is a member.

Resumes of the key individuals shall be included as an appendix and are not included in the total page count. Resumes are to be limited to one single-sided, letter-size page. Resumes exceeding this limit will not be reviewed.

Resumes shall include the following information:

- Employment and Education History relevant to this work.
- Brief description of past experience working on port related issues in Congress and among Federal Agencies, including number of years experience.
- Brief description of past experience working on port related issues in the private sector, including number of years experience.

2. Project Approach Narrative.....20 PTS

Proposals should clearly outline the team's recommended approach and methodology for:

- Describe the team's understanding and knowledge of the key issue areas concerning The Northwest Seaport Alliance, and answer the following two questions:
 - What federal actions do you see as most impactful to the successful execution of The Northwest Seaport Alliance's strategic plan over the next 5 years?
 - What strategy would you advise the Alliance to adopt in order to advance one goal contained in The Northwest Seaport Alliance's strategic plan?
- A summary of existing clients and description of how the firm would handle any conflicts of interest that might arise between clients.

3. Ability to Secure Funding, Affect Legislation and Rulemaking..... 30 PTS

- The team's experience working with federal government processes.
 - Describe the team's experience working with federal government processes, and their understanding of public agency advocacy.
- The team's effectiveness in securing federal funding through the competitive grant process and other relevant congressionally directed processes, such as Surface Transportation legislation and the Water Resources Development Act, etc.
 - Describe 2-3 past examples of how the team has helped a client through a competitive grant process, and a relevant congressionally directed funding process, with successful results.
- The team's ability to successfully affect federal regulations, rulemaking, and legislation, including committee testimony, advancing policy provisions, amendments and legislation.
 - Describe 1-2 past examples of how the team has successfully changed the outcome of federal regulation and/or rulemaking.
 - Describe 2-3 examples of how the team has successfully advanced legislative policy through Congress.
- Briefly describe past examples of how the team has successfully acted proactively and provided strategic guidance to promote and protect their client's interests in federal matters, or prevent an action that would have proven harmful to the client.

4. Communications..... 10 PTS

- The team's ability to represent the Alliance, orally and in writing, to provide clear, concise, and accurate communications on Alliance issues to external parties, and provide effective communications to Alliance representatives on emerging issues, strategies and action plans.
 - Provide 2 relevant sample documents showcasing your ability to both effectively communicate to external parties on the Alliance's behalf, and effectively communicate to Alliance representatives. (The sample documents shall be included in the appendix)
 - Samples of external communications should be examples of the team's ability to write clear, concise, and accurate testimony, letters, public comments, briefing papers, or other federal communications.

- Samples of communications to Alliance representatives should be examples of documents or updates provided to a client to keep them informed on emerging issues or other areas of the client's concern.
- The team's ability to stay updated on federal activities that may impact the Alliance, and keep the Alliance informed of these issues and its activities in Washington, DC.

5. Compensation25 PTS

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

All rates quoted shall be:

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

Proposed Price & Value

- Present detailed information on the firm's proposed fee structure for the services proposed. Specify any additional fees, charges, expenses, etc. that are, or may be, billable to the Alliance.
- An estimated number of hours per month the team would work on Alliance issues.

FINAL EVALUATION PHASE (if applicable)

6. References50 PTS

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

7. Interviews (as requested by the Alliance).....100 PTS
- If an award is not made based on the written evaluations alone, interviews may be conducted with the top-ranked proposers. 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 – PERSONAL SERVICES CONTRACT TEMPLATE & TERMS AND CONDITIONS

ATTACHMENT C – REFERENCE QUESTIONNAIRE

PROCUREMENT PROCESS

SOLICITATION TIMELINE:

Issuance of RFP	OCTOBER 12, 2015
Last Day To Submit Questions	OCTOBER 22, 2015
Proposal packets due	NOVEMBER 2, 2015 @ 2:00 PM (PST)
Short List Consultants*	NOVEMBER 13, 2015
Interviews (if required)*	WEEK OF DECEMBER 7, 2015
Final Selection*	DECEMBER 14, 2015
Execute Contract*	JANUARY 1, 2016

*Dates are tentative.

All status updates on the above solicitation timeline will be announced on the [Port's website for this solicitation](#).

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 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 may 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 (**Solicitation Name** 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. If at any time, the Port changes, revises, deletes, increases, or otherwise modifies the Solicitation, the Port will issue a written Addendum to the Solicitation. 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.

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.

Name of Firm, RFP Title (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.

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:

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

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.

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, title of project, total authorized, total current invoice, balance of authorization, labor categories, hours, and hourly rate by the 10th 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 and Consultant and may be amended only 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. 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

Attachment “A”**HOURLY RATES****Consultant
Northwest Seaport Alliance Federal Lobbying Services**

<u>Personnel</u>	<u>Hourly Rates</u>
	\$
	\$
	\$
	\$
	\$

All other fees will be paid per the Port of Tacoma Terms & Conditions.

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

ATTACHMENT C
REFERENCES QUESTIONNAIRE

INSTRUCTIONS TO THE PROPOSER:

Proposers are allowed three (3) completed reference questionnaires. The completed references questionnaires must be from individuals, companies, or agencies with knowledge of the proposer's experience that is similar in nature to the products or services being requested by this RFP, and are within the last three (3) years from the date this RFP was issued.

If more than three (3) qualifying references are received, the first three (3) fully completed references received will be used for evaluation purposes. References will be averaged.

1. Proposers must complete the following information on page 2 of the "Reference's Response To" document before sending it to the Reference for response.

- a. Print the name of your reference (company/organization) on the "REFERENCE NAME" line.
- b. Print the name of your company/organization on the "PROPOSER NAME" line.
- c. Enter the RFP Closing date and time in Instruction 5 (see the INSTRUCTIONS block.)

2. Send the "Reference's Response To" document to your references to complete.

NOTE: It is the proposer's responsibility to follow up with their references to ensure timely receipt of all questionnaires. Proposers may e-mail the Procurement Representative prior to the RFP closing date to verify receipt of references.

**REFERENCE QUESTIONNAIRE
REFERENCE'S RESPONSE TO:
RFP Number: 070153**

RFP Title: The Northwest Seaport Alliance Federal Lobbying Services

REFERENCE NAME (Company/Organization): _____

PROPOSER NAME (Company/Organization): _____ has submitted a proposal to the Port of Tacoma, provide the following services: Marketing & Advertising Support. We've chosen you as one of our references.

INSTRUCTIONS

1. Complete **Section I. RATING** using the Rating Scale provided.
2. Complete **Section II. GENERAL INFORMATION** (*This section is for information only and will not be scored.*)
3. Complete **Section III. ACKNOWLEDGEMENT** by manually signing and dating the document.
(*Reference documents must include an actual signature.*)
4. E-mail **THIS PAGE** and your completed reference document, **SECTIONS I through III** to:

Procurement Representative: Heather Shadko

E-mail: procurement@portoftacoma.com
5. This completed document **MUST** be received no later than November 2, 2015 at 2:00PM (Pacific Time). Reference documents received after this time will not be considered. **References received without an actual signature will not be accepted.**
6. DO **NOT** return this document to the Proposer.
7. In addition to this document, the Port may contact references by phone for further clarification if necessary.

Section I. RATING

Using the Rating Scale provided below, rate the following numbered items by circling the appropriate number for each item:

Rating Scale	
Category	Score
Poor or Inadequate Performance	0
Below Average	1 – 3
Average	4 – 6
Above Average	7 - 9
Excellent	10

Circle **ONE** number for each of the following numbered items:

1. Rate the overall quality of the firm's services:

10 9 8 7 6 5 4 3 2 1 0

2. Rate the response time of this firm:

10 9 8 7 6 5 4 3 2 1 0

3. Rate how well the agreed upon, planned schedule was consistently met and deliverables provided on time. *(This pertains to delays under the control of the firm):*

10 9 8 7 6 5 4 3 2 1 0

4. Rate the overall customer service and timeliness in responding to customer service inquiries, issues and resolutions:

10 9 8 7 6 5 4 3 2 1 0

5. Rate the knowledge of the firm's assigned staff and their ability to accomplish duties as contracted:

10 9 8 7 6 5 4 3 2 1 0

6. Rate the accuracy and timeliness of the firm's billing and/or invoices:

10 9 8 7 6 5 4 3 2 1 0

7. Rate the firm's ability to quickly and thoroughly resolve a problem related to the services provided:

10 9 8 7 6 5 4 3 2 1 0

8. Rate the firm's flexibility in meeting business requirements:

10 9 8 7 6 5 4 3 2 1 0

9. Rate the likelihood of your company/organization recommending this firm to others in the future:

10 9 8 7 6 5 4 3 2 1 0

Section II. GENERAL INFORMATION

1. Please include a brief description of the services provided by this firm for your business:

2. During what time period did the firm provide these services for your business?

Month: _____ Year: _____ to Month: _____ Year: _____

Section III. ACKNOWLEDGEMENT

I affirm to the best of my knowledge that the information I have provided is true, correct, and factual:

Signature of Reference

Date

Print Name

Title

Phone Number

Email Address