



**PORT OF TACOMA
REQUEST FOR PROPOSALS
No. 87000**

Data Center Provider

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

RFP INFORMATION	
Issue Date	7/12/2019
RFP Coordinator	Sharon Rothwell
Email Addresses:	procurement@portoftacoma.com
Phone:	253-592-6758
Deadline for Questions	7/24/2019 @ 2:00 PM (PDT)
Submittal Date	8/2/1019 @ 2:00 PM (PDT)

PLEASE SUBMIT ALL CORRESPONDENCE AND PROPOSALS
VIA E-MAIL DIRECTLY TO THE PROCUREMENT CONTACT LISTED ABOVE AND
INCLUDE '**RFP – 87000 DATA CENTER PROVIDER**' IN THE SUBJECT LINE

PORT OF TACOMA
Request for Proposals (RFP) #87000
Data Center Provider

A. BACKGROUND

Created by Pierce County citizens in 1918, the Port of Tacoma (Port) is a major center for container cargo, bulk, break-bulk, autos and heavy-lift cargo. To learn more about the Port of Tacoma, visit www.portoftacoma.com. Formed in 2015, The Northwest Seaport Alliance (NWSA) is a marine cargo operating partnership of the ports of Tacoma and Seattle. The NWSA is the fourth-largest container gateway in North America. To learn more about the NWSA, visit www.nwseaportalliance.com.

The Port's current data center contract is expiring so the Port is looking to procure data center hosting services that will meet our requirements (see Attachment D) and can be implemented starting in the first half of 2020.

The Port's Proposer Instructions are included in Attachment A. The Port's Standard Terms and Conditions are included as Attachment B. 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 of Attachment B 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.

Proposals submitted with altered or conditioned Terms and Conditions or bid documents without prior written agreement from the Port will be non-responsive and not considered for evaluation.

B. SCOPE OF SERVICES:

The goal of this RFP is to select a data center IT (Information Technology) hosting provider.

The solution will include:

- **Hosting:** Hosting services that meet the requirements defined in Attachment D
- **Support:** Technical support and maintenance of equipment and services provided

C. TERM OF SERVICES: The resulting contract will be for five (5) years with options to extend for two additional 5-year periods.

D. EXISTING DATA CENTER:

The Port of Tacoma utilizes Optic Fusion as our current data center provider. This data center is located approximately 3 miles from the Port of Tacoma offices at One Sitcum Way, Tacoma, WA 98421.

E. DELIVERABLES:

All tasks, services, scope and deliverables will be agreed upon between the Port and the vendor before the commencement of work.

For Solution

- Hosting services that meet the requirements defined in Attachment D.

For Support Services

- Technical support services delivered within the terms of an agreed and documented service level agreement

F. RFP ELEMENTS & EVALUATION CRITERIA:

Proposals should present information in a straightforward and concise manner, while ensuring complete and detailed descriptions of the firm's abilities to meet the requirements of this RFP. Emphasis will be on completeness of content. The written proposals should be prepared in sequential order as outlined below:

Document format:

Proposals are limited to 20 numbered pages (8 ½ by 11 inch) including the cover letter and attachments. All pages shall be in portrait orientation with 1- inch margins. Font size shall be 11 point or larger. Proposals that do not follow this format will not be reviewed.

The cover letter shall include the RFP title and number and the name, title, email address, phone number and address of the proposing team's primary contact, and include the information below:

- Describe any claim submitted by any client against the firm within the past two years related to the services provided by the firm or its key personnel. For this request, "claim" means a sum of money in dispute in excess of 5% 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, these criteria:

INITIAL EVALUATION PHASE

1. Experience and Qualifications.....35 PTS
 - Describe, your firms experience in providing data center services, and number of years providing services.
 - Describe your firm’s experience and approach for managing data center hosting services.
 - Specify how many years the proposed data center has been available. Describe your firm’s Financial security and long-term viability for hosting data center assets.
2. Solution.....40 PTS
 - Complete the requested information found in the Requirements Matrix (Attachment D) and include with the proposal.
 - Describe the process or procedure for hosting the Port of Tacoma’s environment in the proposed data center environment. Include a detailed Gantt chart-style project schedule including all phases, activities, resources (by role), and any Port resources required as part of initiating the hosting of the Port’s assets. Include estimated durations for activities, deliverable milestones, and dependencies. Describe how you will organize your firm’s resources to perform the services required. Include Project Management, Testing, and other resources where appropriate. Include the cost of these services in the proposed costs.
 - Technical Support and Maintenance: Describe your firm’s technical support services offering, documentation, and escalation procedures, and service level agreements. Include hours of availability where applicable. Describe your firm’s process for communicating and implementing support services, and other maintenance services. Include the cost of support in the proposed costs.
3. Compensation.....25 PTS

Present detailed information on the firm’s proposed recurring and non-recurring costs for the proposed solution.

Compensation information MUST be provided in an individual PDF document.

All rates and costs/fees quoted shall be:

 - **Fixed, fully burdened, including, but not limited to, administrative overhead and all direct/indirect expenses.**
 - Quoted in US Dollars,
 - Full cost inclusive of sales tax and other government fees, taxes and surcharges, and

- Valid throughout the contract period unless otherwise amended and agreed to by both parties in writing.

NOTE: THE PORT OF TACOMA RESERVES THE RIGHT TO AWARDED A CONTRACT FROM THE INITIAL EVALUATION PHASE. IF THIS RIGHT IS NOT EXERCISED, THE PORT MAY REQUEST REFERENCES FROM AND CONDUCT INTERVIEWS/DEMOS WITH THE TOP RANKED FIRMS, AND SCORE THE REFERENCES AND INTERVIEWS/DEMOS AS INDICATED BELOW IN THE FINAL EVALUATION PHASE. THE AWARD WILL THEN BE BASED ON THE FINAL EVALUATION PHASE.

FINAL EVALUATION PHASE

4. References

If the Port does not award a contract from the Initial Evaluation phase, references may be requested from top-ranked proposers. Upon request, ensure completion of 3 references submitted using the Reference Form (Attachment C). The Port will evaluate the reference checks to assess the proposed firm's overall performance and success of previous, similar work. Reference checks may also validate information contained in the proposal. The Port may contact submitted reference sites directly to accomplish this.

5. Interviews and demonstrations

If the Port does not award a contract from the Initial Evaluation phase, interviews and demonstrations will be conducted with top-ranked proposers. Failure to participate in the interview/demo process will result in the proposer's disqualification from further consideration. If interviews/demos are held, they will be conducted on-site at the Port of Tacoma offices. Travel costs will not be reimbursed for the interview/demo.

Attachments:

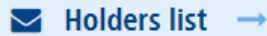
Attachment A – Instructions, Information & Communication
Attachment B – Purchased Services Terms & Conditions
Attachment C – Reference Questionnaire
Attachment D – Hosting Services Requirements

ATTACHMENT A - INSTRUCTIONS FOR PROPOSERS

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'; Procurement and then finding RFP Number (**87000**) and RFP Title.

When viewing the details page for this procurement on the Port's Website firms may subscribe to the Holders List.



Detailed instructions for subscribing to the Holder's List for Port of Tacoma Procurements are available [here](#).

By subscribing to the Holders List, firms will automatically be notified when new documents or changes relating to this procurement occurs.

COMMUNICATION / INQUIRES

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

Written questions about the meaning or intent of the Solicitation Documents shall only be submitted to Procurement at procurement@portoftacoma.com (**Solicitation Name** in 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.

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.

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 subscribed to the Holders List.

SUBMITTAL PROCESS

RFPs must be received via email by 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 to be limited to **9 MB in total email size**. It is the Proposer's responsibility to verify the receipt of the submittal. Electronic verification will be provided upon request.

***Late RFP's will not be accepted by the Port. RFPs received after the stated date and time will not be reviewed and shall be deemed non-responsive.**

EVALUATION AND AWARD PROCESS

An evaluation team will review the RFPs and evaluate all responses received based upon the criteria in the RFP. The Port may request clarifications or additional information, if needed. A selection may be made based on the RFP's and initial evaluation criteria alone or the firms determined to be most qualified through the initial evaluation phase may be invited in for interviews and the final determination for short listed firms will be based on reference checks and/or interviews.

The Port intends to select the proposed Team which represents the most qualified team to the Port and begin the negotiation and award process based on the evaluated scores.

The selected Proposer will be invited to enter into contract negotiations with the Port. Should the Port and the selected Proposer not mutually agree, the Port will terminate negotiations and move to the next highest ranked team and proceed with negotiations.

The Port reserves the right to accept or reject any 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 RFPs submitted as non-responsive or non-responsible.

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

PUBLIC DISCLOSURE

RFPs submitted under this Solicitation will be considered public documents and, with limited exceptions, will become public information and may be reviewed by anyone requesting the document under a Public Records Request following the conclusion of the evaluation, negotiation, and award process. This process is concluded when a signed contract is executed between the Port and the selected Proposer.

If a firm considers any portion of its response to be protected under the law, the firm shall clearly identify each such portion with words such as "CONFIDENTIAL", "PROPRIETARY" or "BUSINESS 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 firm of the request and allow the vendor not less than ten (10) days to seek a protective order from the Courts or other 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 response. By submitting a response, the vendor assents to the procedure outlined in this paragraph and shall have no claim against the Port because of actions taken under such procedure.

ATTACHMENT B – SPECIAL & PURCHASED SERVICES TERMS AND CONDITIONS

Special Terms and Conditions

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, IT Professional or Cyber Liability, 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 and cyber-related risks such as theft, loss or misuse of data, release of private information as result of a network breach, penetration, compromise, or loss of IT systems control 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. Consultant shall indemnify and hold the Port of Tacoma [and Northwest Seaport Alliance] harmless from and against any liability, expense, fines, penalties, cost, demand, or other obligation, resulting from or out of any cyber-related risk that include theft, loss or misuse of data, release of private information as result of a network breach, penetration, compromise, or loss of IT systems control.

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. Consultant shall indemnify and hold the Port of Tacoma [and Northwest Seaport Alliance] harmless from and against any liability, expense, fines, penalties, cost, demand, or other obligation, resulting from or out of any cyber-related risk that include theft, loss or misuse of data, release of private information as result of a network breach, penetration, compromise, or loss of IT systems control.

Purchased Terms & Conditions

In consideration of the mutual covenants, obligations, and compensation to be paid by the Port of Tacoma (POT) to the Contractor, it is agreed that:

1. Key Personnel

The Contractor and/or its subcontractors' key personnel, as described in its Contractor selection submittals, shall remain assigned for the duration of the Project unless otherwise agreed to by the POT, or unless such key personnel leave the employ of the Contractor and informs the POT such key personnel no longer work for the Contractor.

2. Relationship of the Parties

Contractor, its subcontractors 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

Contractor 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. Contractor 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

This Agreement shall be governed exclusively by the laws of the State of Washington both as to interpretation and performance without recourse to any principles of Conflicts of Laws. Any action at law, suit in equity or judicial proceeding for the endorsement of this Agreement or any provisions thereof shall be instituted and maintained only in any of the courts of competent jurisdiction in Pierce County, Washington. Contractor 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. Contractor shall obtain all professional licenses and permits required to complete the scope of work as defined.

5. Records and other Tangibles

The Port of Tacoma is a public entity and must maintain access to, and be able to provide, records per RCW 40.14, RCW 42.56 and the Secretary of State's Local Government Common Records Retention Schedule (CORE) Version 3.3 (October 2016). Therefore, until the expiration of six years after the term of this Agreement, Contractor agrees to maintain accurate records of all work done in providing services specified by the Agreement and to deliver such records to the POT upon termination of the Agreement or otherwise as requested by the POT.

6. Ownership of Work

The services to be performed by Contractor shall be deemed instruments of service for purposes of the copyright laws of the United States. The POT has ownership rights to the plans, specifications, and other products prepared by the Contractor. Contractor shall not be responsible for changes made in the models, programs, reports or other products by anyone other than the Contractor. Contractor 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 POT's prior consent. Notwithstanding anything to the contrary in this Agreement, Contractor and its personnel are free to use and employ their general skills, know how, and expertise, and use, disclose, and employ any generalized ideas, concepts, know-how, methods, techniques, or skills gained or learned during the course of this Agreement so long as they acquire and apply such

information without any unauthorized use or disclosure of confidential or proprietary information from the POT or Port.

7. Disclosure

All information developed by the Contractor and all information made available to the Contractor by the POT, and all analyses or opinions reached by the Contractor shall be confidential and shall not be disclosed by the Contractor without the written consent of the POT. The foregoing protections will not apply to information which: (i) is or becomes generally known to the public other than as a result of Contractor's breach of this Section 7; (ii) prior to Contractor's receipt from POT, was obtained by Contractor from a third party who is under no obligation of confidentiality with respect to such information; (iii) is developed by Contractor completely independent from the confidential information of POT; or (iv) is required by law or regulation to be disclosed, but only to the extent and for the purpose of such required disclosure after providing POT with advance written notice if reasonably possible such that POT is afforded an opportunity to contest the disclosure or seek an appropriate protective order. Contractor shall have the burden of proving the existence of any of the exceptions described in this Subsection. The foregoing notwithstanding, the Contractor may not disclose any information gained as a result of this Agreement without the written consent of the POT.

8. Compensation

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

9. Payment Schedule

Contractor 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, hours, 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. All payments are due within thirty (30) days of POT's receipt of invoice. Per RCW 39.76.011, the POT is required to promptly pay bills.

10. Costs and Disbursements

Contractor 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 Contractor shall procure and maintain, during the life of this Agreement, such commercial general and automobile liability insurance as shall protect Contractor and any subcontractors 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 Contractor, any subcontractors, or anyone directly or indirectly employed by either of them.
- b) With respect to claims other than professional liability claims, Contractor and its subcontractors agree to defend, indemnify and hold harmless the POT, 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 Contractor in the performance of the Contractor's professional services.
- c) With respect to professional liability claims only, Contractor and its subcontractors agree to indemnify and hold harmless the POT, 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 Contractor in the performance of the Contractor's professional services.

12. Standard of Care

Contractor shall perform its work to conform to generally accepted professional standards. Contractor 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 Contractor of the services required by this Agreement.

14. Assignability

Contractor 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 POT.

15. Term of this Agreement

The effective dates of this Agreement are as specified. This Agreement may be terminated by the POT for cause when the POT deems continuation to be detrimental to its interests or for failure of the Contractor to perform the services specified in the Agreement. The POT may terminate this Agreement at any time for government convenience in which case it shall provide notice to the Contractor and reimburse the Contractor 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 POT reserves the right to join any dispute under this Agreement with any other claim in litigation or other dispute resolution forum, and the Contractor 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 POT and Contractor and may be amended only by written instrument signed by both the POT and Contractor.

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 (3) years from the date this RFP was issued.

References not received within three (3) business days after being requested by the Port's Procurement Coordinator will receive a score of "0" for that reference. References outside the (3) years) (see paragraph above), and references determined to be not of a similar nature to the products or services requested by this RFP will also receive a score of zero (0) points. **Determination of similar will be made by using the information provided by the reference in Section II of the Reference Questionnaire, General Information and any additional information provided by the reference.**

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 submission of all questionnaires. Proposers may e-mail the Procurement to verify receipt of references.

**REFERENCE QUESTIONNAIRE
REFERENCE'S RESPONSE TO:
RFP Number: 123456
RFP Title: Data Center 2019 Hosting**

REFERENCE NAME (Company/Organization): _____

PROPOSER NAME (Company/Organization): _____ has submitted a proposal to the Port of Tacoma, provide the following services: **Data Center Services**. 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: Sharon Rothwell

E-mail: procurement@portoftacoma.com
5. This completed document **MUST** be received no later than **TBD** at 2:00 p.m. (PST). 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 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

4. 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

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

10 9 8 7 6 5 4 3 2 1 0

6. 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

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

10 9 8 7 6 5 4 3 2 1 0

8. 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

ATTACHMENT D – Requirements Matrix

Each requirement in this section is preceded by a priority, and then followed by a description, coded response, and vendor comments. Please read the priority definitions below:

Priority	Description
Mandatory	The proposal will not be selected if it cannot meet this requirement.
High	This requirement is highly desirable and will be implemented if it is feasible to do so.
Medium	This requirement is desired, but if the cost to implement the requirement is too great, it will be sacrificed, at Port's discretion.
Beneficial	This requirement is "nice to have." It will be implemented if it does not require significant additional costs or work.

Proposer must enter the most appropriate Code in the 'Coded Response' column for each requirement listed. Use only the Codes listed below. Provide a response for each row and only list one Coded Response per row. Include additional information or further description in the 'Proposer Comment' column as indicated.

Coded Response	Description
F	Fully meets requirement
M	Can be provided with modifications (describe in Proposer Comments)
C	Requires customization at Port of Tacoma's cost (explain in Proposer Comments)
O	Port of Tacoma has the option to develop this requirement via use of a third-party vendor at the Port's cost
TP	Met using a third-party solution (specify in Proposer Comments)
PU	Planned upgrades will have this functionality (specify in Proposer Comments)
DN	Does not meet the requirement
NA	Not available

#	Priority	Description	Coded Response	Proposer Comments
Building Facility:				
RQ1	Mandatory	Ability to lease 700 sq. ft with a cage around this space		
RQ2	High	Adaptable design with secure cabinets and/or caged environments		
RQ3	High	Within 12-mile proximity to One Sitcum Plaza		
RQ4	High	Scalable square footage (PoT can increase or decrease footage as needed)		
RQ5	High	On-site parking space(s) available		
RQ6	Mandatory	Ability to lease Seismic racks		
Critical Infrastructure:				
RQ7	Mandatory	110v and 208v power available		
RQ8	High	Climate control of 70 (+/- 10) degrees Fahrenheit and 45% (+/- 5) humidity at all times		
Network and Connectivity:				
RQ9	Mandatory	Cross connectivity at cage, building or carrier level		
RQ10	Mandatory	Network uptime at 99.95%		

RQ11	Mandatory	Two ISP circuits with cross-connects		
RQ12	Mandatory	Roof space for antenna available		
RQ13	High	Redundant data circuits		
RQ14	High	Direct line of site from data center to Port of Tacoma at One Sitcum Plaza or fiber distribution huts		
Service and Operations:				
RQ15	High	ITIL compliant service management workflows and processes in place		
RQ16	High	ITIL certified data center staff		
RQ17	Medium	24/7 support is available		
End of Hosting Requirements				