



**PORT OF TACOMA**

**REQUEST FOR PROPOSALS**

**NO. 052026-1030**

**Project Management Information System (PMIS)**  
**Selection, Implementation, and Support Services**  
**(2026)**

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

| RFP INFORMATION    |                                                                                |
|--------------------|--------------------------------------------------------------------------------|
| Contact:           | Axa Turney, Sr Contracts Administrator                                         |
| Email Addresses:   | <a href="mailto:procurement@portoftacoma.com">procurement@portoftacoma.com</a> |
| Phone:             | 253-888-4768                                                                   |
| Submittal Date     | <b>August 25, 2026 @ 2PM</b>                                                   |
| Questions Due Date | <b>August 11, 2026 @ 2PM</b>                                                   |

**SUBMIT ALL QUESTIONS AND PROPOSALS VIA THE PROCUREMENT PORTAL.  
(LINK LOCATED ON THE LEFT SIDE OF THE PROCUREMENT WEB PAGE)**

**Port of Tacoma**  
**Request for Proposals (RFP) 052026-1030**

**Project Management Information System (PMIS) Selection, Implementation, and Support Services (2026)**

**A. PURPOSE**

The Port of Tacoma (Port) is soliciting proposals from firms interested in providing a subscription-based Project Management Information System (PMIS) to be used by Engineering, Environmental/Planning and Maintenance project management teams. The proposal must include all costs associated with implementation (implementation and enhancement services), first-year subscription, and ongoing annual subscription fees beginning in year two (2), inclusive of licensing, support and maintenance. The Port anticipates awarding one (1) contract. The period of performance of the implementation and support services contract is three (3) years from the execution of the contract, with options for renewal at the sole discretion of the Port, for a possible total of five (5) years.

The successful respondent may be precluded from competing for, or participating in, subsequent contracts that are the direct result of or primarily generated by, the work performed under the contract resulting from this procurement.

Interlocal Cooperation Act-RCW 39.34 allows cooperative purchasing between public agencies, and other political subdivisions. If a public agency files or has filed an Intergovernmental Cooperative Purchasing Agreement with the Port, those agencies are eligible to purchase from Contracts established by the Port. Such agencies may ask Port Contractors to accept orders from the agency, citing the Port contract as the basis for the order. The Contractor may accept or decline such orders. If the Contractor accepts an order from another public agency using the Port contract as the basis, the Contractor agrees to sell additional items at the contract prices, terms, and conditions. The Port accepts no responsibility for the payment of the purchase price by other governmental agencies.

**B. 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, visit [www.portoftacoma.com](http://www.portoftacoma.com). The Port has approximately 50 employees providing project and construction management services to both the Port and the Northwest Seaport Alliance (NWSA), which was formed in 2015 as a marine cargo operating partnership of the ports of Tacoma and Seattle, and is the fourth-largest container gateway in North America. The Port is responsible for approximately \$150 million in capital improvement and expense projects annually. Projects include work associated with:

- Marine infrastructure development and repairs
- Surface improvements (auto lots, container yards, intermodal yards, etc.)
- Port owned buildings, structures, and equipment
- Rail improvements and repairs

- Utility (power, sewer, water, stormwater, etc.) development and repairs
- Environmental remediation
- Environmental habitat
- Environmental programs (Air Quality, Water Quality, Sustainability)
- Planning for future developments

The Port and NWSA include these projects/programs in a five-year Capital Investment Plan (CIP) that is voted on annually and separately by both the Port Commission and the NWSA Managing Members. Current project management practices include the use of: Trimble Unity Construct (formerly eBuilder); Microsoft Dynamics 365 Finance & Operations (Dynamics 365) for authorizations, budgets and contract/purchase order management; RIB SpecLink Cloud (for specification writing); and Microsoft 365 (Outlook, Word, Excel, PowerPoint, SharePoint, Teams, OneDrive, Project).

The project management information system (PMIS) will be utilized during all phases (initiation, planning, preliminary engineering, design, bidding, construction and close out) of the projects by the staff, consultant teams, and the contractors of both the Port and NWSA. The total estimated number of internal and external users is expected to be approximately 150 users. The PMIS software is also expected to effectively integrate with the Enterprise Resource Planning (ERP) system (Dynamics 365) and Microsoft SharePoint for document archiving. The procurement of construction contracts may be design/bid/build, or design/build, or progressive design/build, but is majority and has traditionally been design/bid/build.

**The Port's Standard Terms and Conditions are included in 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.**

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

**Proposers submit proposals with the understanding all contract terms and conditions are mandatory. Response submittal is agreement to the Contract without exception. The Port reserves the right to negotiate changes to submitted proposals and to change the Port's otherwise mandatory Contract form during negotiations. If the Proposer is awarded a contract and refuses to sign the attached Contract form, the Port may reject the Proposer from this and future solicitations for the same work. Under no circumstances shall Proposer submit its own boilerplate of terms and conditions.**

### **C. SCOPE OF SERVICES**

The Port of Tacoma intends to select a Project Management Information System (PMIS) as well as implementation services and ongoing support for the selected PMIS.

Scope of Services are expected to include:

- **Validation and refinement of Port functional and non-functional requirements (Please see attached Excel-based requirements matrix (Attachment x)):**
  - Access & Security
  - Budget & Financials
  - Contract Management
  - Project Management
  - Design Management
  - Construction Management
  - Project Controls
  - Data Analytics & Reporting
  - Document Management
  - Integrations & Systems
  - Schedule Management
  - Technical Support
  - Workflow & Communication
- **Implementation and support services:**
  - Implementation planning, system configuration, integration support, testing, training, go-live assistance, and post-implementation support.
  - The Port anticipates a phased approach to the work, with activities and deliverables defined within a single Task Order.

The selected consultant will work closely with the Port's Project Manager and stakeholders to ensure the PMIS is implemented effectively and supported following deployment.

### **D. DELIVERABLES:**

- PMIS software
- Implementation Plan
- Requirements validation summary
- Configured PMIS environment
- User roles and permissions configuration
- Integration documentation

- Test scripts
- Data migration validation summary
- Training materials and job aids
- Go-live readiness confirmation
- Cutover Plan
- Post-cutover support plan
- Ongoing production support model and Service Level Agreement(s)

## **Phased Scope of Services (Single Task Order)**

### **Phase 1: Discovery & Planning**

- Conduct stakeholder coordination and discovery activities
- Validate requirements and assumptions
- Develop implementation approach and sequencing

### **Phase 2: System Configuration & Setup**

- Configure PMIS environment(s)
- Configure user roles, permissions, and training structures

### **Phase 3: Integration & Data Migration (as applicable)**

- Design, develop and implement system integrations
- Define and support data migration activities

### **Phase 4: Testing, Training & Go-Live**

- Support testing and issue resolution
- Provide administrator and end-user training
- Support go-live activities

### **Phase 5: Ongoing Support**

- Provide post-implementation and on-call support services as requested

Completion and acceptance of deliverables will be confirmed by the Port's Project Manager prior to payment.

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

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

Proposals are limited to 10 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 10 point or larger. Proposals that do not follow this format may be rejected. Submittals need to be limited to **9 MB** in total size.

The cover letter shall include the RFP Number & Title in the subject line, the Name, Title, Email Address, Phone Number and current Address of the submitting team’s main contact and include the following information (even if the answer is none):

- Describe any **claim** submitted by any client against the prime firm within the past two (2) 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 interest 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 ..... 30 PTS**

- a) 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.
  - Resumes of the key individuals may be included as an appendix and are not included in the total page count. Resumes are to be limited to one (1) single-sided, letter-size page. Resumes exceeding this limit will not be reviewed.
  - Provide an organizational chart demonstrating the relationships and hierarchy of the team described above and availability to support Port projects. Identify individuals by name, position, discipline and firm. Identify key back up personnel.
- b) The Port will evaluate the experience, technical competence, and qualifications of the Key Personnel identified, their project specific roles and responsibilities, and overall organization of the project team. Emphasis will be placed on experience and expertise in performing work of similar scope and complexity.
- c) Capacity to perform the work (including any specialized services) within the time constraints identified, considering the firm’s current and planned workload.
- d) Include a list of three (3) recent contracts/projects in the last five (5) years, to include a point of contact, contact information (phone and email), and brief description, for services relevant to the items listed in the Scope of Services as performed by the key personnel. Only projects completed by key members of the project team will be considered.

**2. Project Approach Narrative ..... 30 PTS**

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

- a) Accomplishing the Scope of Services: Clearly describe the approaches and methods that will be used to accomplish the tasks required in the Scope of

Services. Include a summary of innovative ideas and suggestions for enhancing the scope of services.

- Project Management: Describe how the team will manage and coordinate the necessary disciplines required to accomplish the services requested.
  - Describe the team's experience responding to and overall management of task order services and describe the firm's approach for responding to the Port's request(s) for services.
- b) Provide approach for scheduling and sequencing individual task orders and for providing simultaneous services on multiple task orders and facilitating efficient and consistent progress on each task order.
- Approach for managing multiple task budgets and approach for ensuring cumulative task budgets do not exceed the overall contract amount.
  - General information for supporting the Port with an overall approach to services at the Port.
  - Coordination & Communication. Provide a plan for communications and coordination between the Project Team, the Port's Project Manager, and the various Stakeholders.
  - Quality Control (**QC**) and Quality Assurance (**QA**) program for the requested services.
  - What risks beyond your control do you see in providing this service, and how would you mitigate them?

**3. Fit/Gap Matrix..... 30 PTS**

Complete the Fit/Gap Matrix (Appendix E). Submit PDF version and a separate XLS format.

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

Present detailed information on the firm's proposed fee structure for all resources for the services proposed.

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

All rates quoted shall be:

- a) Fixed, 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.

## **FINAL EVALUATION PHASE (if applicable)**

### **1. \*Vendor Cybersecurity Self-Evaluation ..... Pass/Fail**

VENDOR CYBERSECURITY SELF-ASSESSMENT – Following the initial evaluation, proposers will be required to complete an online Cybersecurity Risk Self-Assessment questionnaire to evaluate their cybersecurity posture and affirm their responsibility in protecting the Port of Tacoma and the Northwest Seaport Alliance from cyber threats originating from their systems. Proposers should be prepared to participate in a follow-up call with the Port's Information Technology team and provide non-proprietary supporting evidence to validate responses and/or comments. Proposers must successfully pass the Vendor Cybersecurity Self-Evaluation to be considered for further participation in the solicitation process. Failure to achieve a passing evaluation score will result in the proposer being removed from consideration and not advancing to the shortlisted vendor phase.

### **2. Oral Presentations (if requested) ..... 60 PTS**

Oral Presentations will be conducted with the top-ranked Vendors. Failure to participate in the process will result in the Vendor's disqualification from further consideration. Oral Presentations will be conducted by online video meeting or onsite.

### **3. Best and Final Proposal (if requested) ..... 40 PTS**

After Oral Presentation discussions are conducted in #1 above, proposers may be asked to submit a best-and-final proposal.

### **4. References (if requested)..... Pass/Fail**

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

## **LIST OF ATTACHMENTS:**

**ATTACHMENT A – INSTRUCTIONS FOR PROPOSING (ATTACHED TO RFP)**

**ATTACHMENT B – PERSONAL SERVICES CONTRACT TEMPLATE & TERMS AND  
CONDITIONS (ATTACHED TO RFP)**

**ATTACHMENT C – COST BREAKDOWN-OFFER TEMPLATE (SEPARATE**

**ATTACHMENT E – FIT/GAP MATRIX (FUNCTIONAL & NON-FUNCTIONAL  
REQUIREMENTS)**



# **PROCUREMENT PROCESS**

## **SOLICITATION TIMELINE:**

This is the procurement schedule for this RFP. The dates shown below are estimated, are provided for information only, and are subject to change at the sole discretion of the Port of Tacoma.

|                                      |                              |
|--------------------------------------|------------------------------|
| Issuance of RFP                      | July 28, 2026                |
| <b>*Last Day To Submit Questions</b> | <b>August 11, 2026 @ 2PM</b> |
| <b>*Proposal packets due</b>         | <b>August 25, 2026 @ 2PM</b> |
| *Review/Shortlist*                   | September 8, 2026            |
| *Oral Presentations                  | September 14-18, 2026        |
| *Best and Final (if required)*       | September 23, 2026           |
| *Final Selection                     | September 25, 2026           |
| *Execute Contract                    | October 15, 2026             |

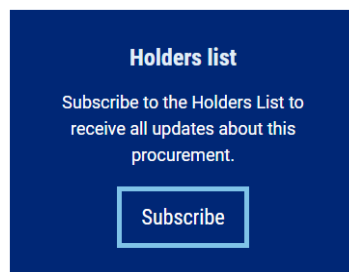
\*Dates are tentative and may be subject to change.

All status updates on the above solicitation timeline will be announced on the Port's website for this solicitation.

## **VENDOR OBLIGATION**

The Northwest Seaport Alliance (**NWSA**) and Port of Tacoma's (**PORT**) Invitation to Bid, Request for Proposals and Request for Qualifications can be accessed on the following websites, [www.portoftacoma.com](http://www.portoftacoma.com) (**PORT**) under 'Business -> Contracting -> Procurement' or <https://www.nwseaportalliance.com/> (**NWSA**) under 'Resources -> Procurement.'

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.

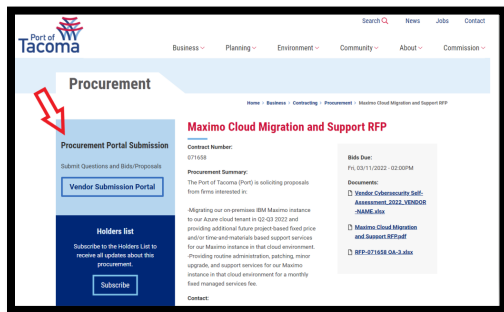
**\*Only those who have subscribed to the Holder's List will receive notifications throughout the procurement process, up until a firm is selected.**

## **COMMUNICATION / INQUIRIES**

**All communications are to be sent through Axa Turney, Sr Contracts Administrator.**

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

Written questions about the meaning or intent of the Solicitation Documents shall only be submitted to the Procurement Department via the Procurement Portal (Portal link is accessible via this specific procurement website. See left side of page.).



Proposers who may have questions about provisions of these documents are to submit their questions by the date listed on the solicitation. The Port will respond to all written questions submitted by this deadline, and responses will be posted on the corresponding procurements website.

## **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**

### **Electronic Submittal:**

Proposals must be received via the procurement portal on or before the date and time outlined on the front page of this RFP.

### **Procurement Submission Portal Instructions:**

Navigate to this procurements web page (referencing the number and name) via the following link [Procurement | Port of Tacoma](#) or [Procurement | Northwest Seaport Alliance](#). While on the procurements page, click on the 'Procurement Submission Portal' link (located on the lefthand side of the page).

Full instructions on how to utilize the submission portal can be found on the Port's Procurement website.

Please submit the proposal, including all separate attachments and compensation, in separate Adobe Acrobat PDF format. Submittals need to be limited to **9 MB in total size**.

**It is the Consultant's responsibility to verify the receipt of the submittal. Electronic verification will be provided.**

**\*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 (90) days following the submittal deadline and for any extension of time granted by the submitting firm.

### **EVALUATION AND AWARD PROCESS**

An evaluation team, using the point method of award, 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 will be added to the short-listed firm's Compensation score. Final selection will be based on the Final Evaluation and Compensation score.

The Port intends to select the Proposer who represents the best value to the Port.

The Port reserves the right to accept or reject any or all proposals in their 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.

### **PROTEST PROCESS**

A Proposer protesting for any reason the Procurement Documents, a Procurement procedure, the Port's objection to a Proposer or a person or entity proposed by the Proposer, including but not limited to a finding of non-Responsibility, the Award of the Contract or any other aspect arising from or relating in any way to the Bidding shall cause a written protest to be filed with the Port within two (2) business days of the event giving rise to the protest. (Intermediate Saturdays, Sundays, and legal holidays are not counted as business days.) The written protest shall include the name of the protesting Proposer, the bid solicitation number and title under which the protest is submitted, a detailed

description of the specific factual and legal grounds for the protest, copies of all supporting documents, evidence that the selected proposer has been given notice of the protest, and the specific relief requested. The written protest shall be sent by email to [procurement@portoftacoma.com](mailto:procurement@portoftacoma.com).

**Consideration.** Upon receipt of the written protest, the Port will consider the protest. The Port may, within three (3) business days of the Port's receipt of the protest, provide any other affected Proposer(s) the opportunity to respond in writing to the protest. If the protest is not resolved by mutual agreement of the protesting Proposer and the Port, the Contracts Director of the Port or his or her designee will review the issues and promptly furnish a final and binding written decision to the protesting Proposer and any other affected Proposer(s) within six (6) business days of the Port's receipt of the protest. (If more than one (1) protest is filed, the Port's decision will be provided within three (3), but no more than six (6) business days of the Port's receipt of the last protest.) If no reply is received from the Port during the six (6) business-day period, the protest will be deemed rejected.

**Waiver.** Failure to comply with these protest procedures will render a protest waived. **Condition Precedent.** Timely and proper compliance with and exhaustion of these protest procedures shall be a condition precedent to any otherwise permissible judicial consideration of a protest.

### **SMALL BUSINESS AND DISADVANTAGED BUSINESS OPPORTUNITIES**

The Port of Tacoma encourages participation in all 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 PROPOSAL. 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 D – TASK ORDER TEMPLATE

PERSONAL SERVICES AGREEMENT NO. XXXX

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TITLE: Project Management Information System

Consultant: [VENDOR], [VENDORADD]

CONTRACT OWNER: [PM] PROJECT NO./G/L NO.: [PROJECTNO]/[G/L]

THIS AGREEMENT is made and entered into by and between the Port of Tacoma (hereinafter referred to as the **Port of Tacoma** and [VENDOR] (hereinafter referred to as the **Consultant**) for the furnishing of [DESCRIPTION] (hereinafter referred to as the **Project**).

The Port and Consultant mutually agree as follows:

**SCOPE OF WORK**

Scope of Services are expected to include:

- **Validation and refinement of Port functional and non-functional requirements (Please see attached Excel-based requirements matrix (Attachment x):**
  - Access & Security
  - Budget & Financials
  - Contract Management
  - Project Management
  - Design Management
  - Construction Management
  - Project Controls
  - Data Analytics & Reporting
  - Document Management
  - Integrations & Systems
  - Schedule Management
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  - Workflow & Communication
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  - Implementation planning, system configuration, integration support, testing, training, go-live assistance, and post-implementation support.
  - The Port anticipates a phased approach to the work, with activities and deliverables defined within a single Task Order.

The selected consultant will work closely with the Port's Project Manager and stakeholders to ensure the PMIS is implemented effectively and supported following deployment.

## **F. DELIVERABLES:**

- PMIS software
- Implementation Plan
- Requirements validation summary
- Configured PMIS environment
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- Test scripts
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- Training materials and job aids
- Go-live readiness confirmation
- Cutover Plan
- Post-cutover support plan
- Ongoing production support model and Service Level Agreement(s)

### **Phased Scope of Services (Single Task Order)**

#### **Phase 1: Discovery & Planning**

- Conduct stakeholder coordination and discovery activities
- Validate requirements and assumptions
- Develop implementation approach and sequencing

#### **Phase 2: System Configuration & Setup**

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#### **Phase 3: Integration & Data Migration (as applicable)**

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#### **Phase 4: Testing, Training & Go-Live**

- Support testing and issue resolution
- Provide administrator and end-user training
- Support go-live activities

#### **Phase 5: Ongoing Support**

- Provide post-implementation and on-call support services as requested

Completion and acceptance of deliverables will be confirmed by the Port's Project Manager prior to payment.

**COMPENSATION**

[\$[AMOUNT]]...

**TERM**

The term of the Agreement shall be from the date of execution through...

**AGREED**

This agreement is expressly conditioned upon the Terms and Conditions attached ...

**Port of Tacoma**

**[CONSULTANT]**

By

By

[CM]

Date

[CMTITLE]

[VENDORSIGN]

Date

[VENDORTITLE]