Port of Astoria

Board of Commissioners

Robert Stevens – Chairman
Frank Spence – Vice-Chair
Tim Hill – Secretary
James Campbell – Treasurer
Dirk Rohne – Assistant Secretary/Treasurer

422 Gateway Ave, Suite 100
Astoria, OR 97103
Phone: (503) 741-3300
Fax: (503) 741-3345
www.portofastoria.com

Workshop Session

August 20, 2024 at 4:00 PM
422 Gateway Ave, Suite 100

The meeting location is accessible to persons with disabilities. A request for an interpreter for the hearing impaired or for other accommodations for persons with disabilities should be made at least 48 hours before the meeting by calling the Port of Astoria at (503) 741-3300.
*This meeting will also be accessible via Zoom. Please see page 2 for login instructions.

Agenda

1. CALL TO ORDER
2. ROLL CALL
3. PLEDGE OF ALLEGIANCE
4. CHANGES/ADDITIONS TO THE AGENDA
5. PUBLIC COMMENT
   This is an opportunity to speak to the Commission for 3 minutes regarding any topic. In person, those wishing to speak must fill out a public comment form. Those participating via Zoom may raise their hands during the public comment period.
6. ACTION
   a. Contract for IT Services – Pacific Office Automation 3
   b. Contract – Pier 2 Byproduct Recovery Center 38
7. COMMISSION COMMENTS
8. EXECUTIVE DIRECTOR COMMENTS
9. UPCOMING MEETING DATES
   a. Regular Session – September 3, 2024 at 4:00 PM
   b. Workshop Session – September 17, 2024 at 4:00 PM
10. ADJOURN

Please Note:
Agenda packets are available online at: https://www.portofastoria.com/CommissionMeetings/AgendaMinutes.aspx
Please allow time for the normal posting procedure for agendas and meeting packets.

Board of Commissioners

HOW TO JOIN THE ZOOM MEETING:

Online: Direct link: https://us02web.zoom.us/j/86905881635?pwd=amhtTTBFcE9NUElxNy9hYTFPQTIzQT09
Or go to Zoom.us/join and enter Meeting ID: 869 0588 1635, Passcode: 422

Dial In: (669) 900-6833, Meeting ID: 869 0588 1635, Passcode: 422

This meeting is accessible to persons with disabilities or persons who wish to attend but do not have computer access or cell phone access. If you require special accommodations, please contact the Port of Astoria at least 48 hours prior to the meeting by calling (503) 741-3300 or via email at admin@portofastoria.com.

PACIFIC OFFICE AUTOMATION
— PROBLEM SOLVED —

TOTAL SOLUTIONS AGREEMENT

NO._____

PROFESSIONAL SERVICES	**FACILITIES MANAGEMENT**
PRODUCTION COLOR / B&W / LARGE FORMAT	**MAILING / SENDING**
MULTI FUNCTION PRINTERS & COPIERS	**SECURITY CAMERAS**
MANAGED PRINT SERVICES / FLEET	**UNIFIED COMMUNICATIONS** (CLOUD / ON-PREMISE)
MANAGED IT SERVICES & CYBER SECURITY (CLOUD / ON-PREMISE)	**SOFTWARE SOLUTIONS** (CLOUD / ON-PREMISE)

Pacific Office Automation ("POA") offers a wide variety of products and services (collectively "Solutions") for the purpose of efficient office management. By entering into this Total Solutions Agreement ("TSA" or "Master Agreement"), you ("Customer") are agreeing to obtain one or more Solutions from POA, all of which are governed by the terms of this Master Agreement. Specifically, you agree to the purchase or lease of any of the Solutions as may be later identified by an Order subsequent to this TSA. Each party acknowledges that it has read this Agreement and agrees that this Agreement supersedes and merges all prior proposals, agreements, and/or understandings between the parties, whether oral or written.

PACIFIC OFFICE AUTOMATION	CUSTOMER
	CUSTOMER LEGAL NAME
NAME	**TRADE/DBA NAME**
TITLE	**SIGNER NAME &TITLE**
SIGNATURE	**SIGNATURE**
DATE	**DATE**

By signing this TSA, you agree to terms and conditions on the following pages and that any Solution leased or purchased on any Order will be governed by the Master Agreement General Terms and Conditions, the applicable Master Agreement Additional Terms and Conditions for that particular Solution and the Order Form. You further understand and agree: (a) this Master Agreement is binding, effective, and NON-CANCELABLE upon execution; (b) you fully understand the terms and conditions stated herein, including that additional paperwork or documentation may be required from you to fulfill your obligations under this TSA; and (c) by signing above, you have represented to POA that you actually possess authority to enter this TSA.

Version 2.7 8/3/22

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POA Total Solutions Agreement - General Terms and Conditions Applicable to all Solutions
Pacific Office Automation and Customer agree as follows:

1. TERM OF AGREEMENT.
This Agreement is effective upon the date of Customer's signature, and unless otherwise stated herein, will remain in force for the term stated on each Order, as integrated hereby. Unless either party provides written notice of non-renewal not more than ninety (90) days and not less than thirty (30) days prior to the expiration of the Solution Order Term, the Solution Order will be automatically renewed for additional, successive one-year terms ("Renewal Term").

2. PRODUCT / SERVICE ADDENDA.
Customer acknowledges that POA provides a variety of Solutions and that the TSA General Terms and Conditions governs the terms and conditions of all POA Solutions. Should there be any conflict in the terms of this TSA and any Order, the terms of the Order shall prevail.

3. FEES AND PAYMENT.
Customer agrees to pay to POA, at a minimum, the monthly payment amount agreed to for any Order executed by Customer, as well as all associated charges for services and hardware (as applicable), and variable usage and non-recurring charges throughout the term and any renewal term. Failure to pay any POA invoices within thirty (30) days may result in an interruption of service. Customer agrees that POA may increase the minimum monthly payment and any image, variable, or use charges each year during any Order term in an amount not to exceed 10% of such charge. Customer agrees to pay any applicable Federal, State, or local taxes, as applicable, to any Order. If an Order includes any third-party software, Customer agrees that POA may increase Customer's payment to reflect any increase made by the third-party software privder to POA.

4. LATE FEES.
If Customer fails to pay any POA invoice within thirty (30) days after the payment due date, Customer shall be obligated to also pay to POA an additional late fee amount of 1.5% per month, or 18% per annum.

5. FINANCING.
Several POA Solutions involve equipment or services that may be leased/financed through POA or through a third-party financing entity. POA agrees to provide reasonable assistance to Customer in order to obtain financing for the purchase or lease of the Solution(s) and customer consents to credit checks; however, financing cannot be guaranteed by POA. Customer remains responsible for the full purchase price of the equipment sold/leased in the event that financing cannot be obtained. If a "sale" price is not specifically indicated in the Addendum, due to anticipation of an agreed-upon lease (monthly) payment, the purchase price will be: the Manufacturer's Suggested Retail Price of the equipment, plus the cost of any lease buyouts, delivery charges, and installation charges, as well as the total amount of any Service/Order Agreement that POA has agreed to provide incidental to the equipment.

6. COOPERATION.
Customer agrees to provide POA with all necessary information to implement any Order. In the event that financing is obtained, Customer hereby agrees to fully cooperate in executing whatever industry standard Lease Financing Agreement(s) required for financing. Additionally, Customer agrees to cooperate in any and all respects necessary to fulfill the intent of this Agreement and any Order including cooperation with delivery and acceptance of POA Solutions as well as cooperation in buyouts, return(s) of equipment, and/or any incidental actions requested by POA. Customer's failure or refusal to enter necessary financing documents shall be considered a material breach of this Agreement, subjecting the Customer to: a) liability for payment in full of the contracted Solution(s); and/or b) POA's ability to enforce the terms of this TSA and any Order. As applicable, Customer agrees to return all leased equipment in full working order at the end of any lease term or renewal term. In the event Customer fails to cooperate in providing necessary information to implement an Order, POA shall have the right to begin billing the Customer the monthly payment amount for the Order.

7. PRIVATE DATA.
Customer shall make arrangements to protect or remove all sensitive and private data that may become stored on Customer's equipment. POA may provide options for data removal and protection, Customer is solely responsible for selecting an appropriate data removal standard that meets Customer's business needs. POA shall not be liable for damages arising from Customer's failure to fully remove and protect its data and/or the data owned by any third party.

8. APPROPRIATE USE.
Customer agrees that by entering into this Agreement, POA will not assume and should not be exposed to the business and operational risks associated with Customer's business. It is specifically understood that Customer will use the solution ordered solely for lawful and appropriate purposes including all import/exports laws.

9. INTERIM USE.
In the event of partial or staged delivery of any equipment or Solution, POA reserves the right to charge Customer interim rental and usage charges until such time as complete delivery, acceptance and commencement of the initial lease term. The interim rental fee shall be charged on a percentage basis of delivered equipment/ solution plus usage charges.

10. MISCELLANEOUS.
- This Agreement shall be governed by laws of the State of Oregon. Customer consents to jurisdiction and venue in Multnomah County, OR for any dispute arising out of this Agreement or any related Order, but POA specifically reserves its right to determine that venue may be more appropriate in the location where the Solution(s) are being used. Should another venue be chosen by POA, the State law controlling that venue shall govern.
- In the event any one or more provisions of this Agreement or any Order is held to be invalid or unenforceable, the enforceability of the remaining provisions shall be unimpaired.
- No modification, amendment, supplement or waiver of this Agreement shall be binding upon the parties hereto unless made in writing and signed by both parties.
- Customer may not assign or dispose of any rights or obligations under this Agreement, any Order, or any financing documents without POA's prior written consent.

11. METER READINGS.
POA offers a DCA and other network-based machine data collection methods for Customer convenience, billing accuracy, and to enhance service effectiveness. Unless specifically directed otherwise, POA will enable a DCA or network monitoring software on applicable Equipment to automatically report Meter Readings.
If the Customer's Solution includes Meter Readings but Customer refuses a DCA or networking monitoring software, Customer agrees to provide POA with a timely Meter Reading prior to the end of the month. If the Customer fails to provide POA with a timely Meter Reading, POA reserves the right to estimate Meter Readings and charge Customer an additional fee up to $50 per machine, per month.

12. SITE ENVIROMENT.
Customer shall be responsible to ensure the site that any Order is to be installed or used meets the manufacturer's requirements including, but not limited to, space, power, network, temperature, and humidity. Electrical power must meet the voltage, amperage, and electrical noise level requirements. Customer agrees that the site must meet minimum standards to implement the Solution(s). Customer bears sole responsibility to modify or upgrade their site. In the event the site requires any modification or upgrade, the Order shall remain in full effect.

13. DISCLAIMERS.
ALL EQUIPMENT AND SOLUTIONS OFFERED BY POA ARE SUBJECT TO A MANUFACTURER'S WARRANTY. EXCEPT AS SPECIFICALLY PROVIDED BY THE MANUFACTURER(S), POA DISCLAIMS, WITHOUT LIMITATION, ALL IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL POA BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING (BUT NOT LIMITED TO) A LOSS OF DATA, LOSS OF REVENUE, AND/ OR LOSS OF PROFITS, ARISING OUT OF OR IN CONNECTION WITH THE USE OR INABILITY TO USE THE SERVICE OR EQUIPMENT PROVIDED HEREUNDER. THIS DISCLAIMER APPLIES WHETHER THE CLAIMS ARE MADE BASED ON A THEORY OF BREACH OF CONTRACT, BREACH OF WARRANTY, NEGLIGENCE OR OTHERWISE, EVEN IF POA IS ADVISED IN ADVANCE OF THE POSSIBILITY OF SUCH DAMAGES.

14. REMEDIES.
In the event of a Customer default of this Agreement or any Order, POA may: (a) recover from you, AS LIQUIDATED DAMAGES FOR LOSS OF BARGAIN AND NOT AS A PENALTY, the sum of: (i) all past due and current Minimum Payments, Excess Per Image Charges and other charges; (ii) the present value of all remaining Minimum Payments, Excess Per Image Charges and other charges, discounted at the rate of 6% per annum (or the lowest rate permitted by law, whichever is higher); and (iii)(a) require you to return all of the Equipment at the end of the lease term, or take possession of the equipment; or if (iii)(a) is not satisfied within 30 days of demand, we may recover from you the Fair Market Value of the Equipment; and (b) declare any other agreements between us in default. If we take possession of the Equipment, we shall not be held responsible for any losses directly or indirectly arising out of, or by reason of the presence and/or use of any and all proprietary information residing on or within the Equipment, and POA may charge you for expenses incurred in connection with the enforcement of our remedies including, without limitation, repossession, repair and collection costs, attorneys' fees and court costs. The remedies are cumulative, are in addition to any other remedies provided for by law, may be exercised concurrently or separately. Any failure or delay by us to exercise any right shall not operate as a waiver of any other right or future right.

15. ~~EXCLUSIVE PROVIDER.~~
~~Customer agrees that POA shall be its exclusive provider for the Solutions offered. Upon Customer's request, POA will provided a customized price book of the current Solutions offered. In the event that customer is given an industry standard quote by any third party, POA shall have the right of first refusal to beat or meet the quote. If POA can beat or meet the quote, Customer agrees to order the Solution from POA.~~

Imaging Equipment Service Order *Additional Terms and Conditions*

1. **SERVICE / SUPPLY COMMITMENT.**

   The following are included in POA's Service/Supply Commitment:
   - Replacement of all parts found defective or worn as a result of normal equipment use.
   - Labor to repair and properly maintain the equipment.
   - Preventative maintenance done at intervals specified by the manufacturer.
   - Loaner equipment in the event the equipment requires shop work to repair.
   - Replacement of photoconductors and heater rollers found defective or worn as a result of normal use.
   - Replacement of black and color toner, black developer, brushes, and filters.
   - Factory recommended retrofits and improvements in the equipment.

2. **TONER SUPPLY.**

   If toner is included in the Order, the toner will be supplied within the cost per copy charge based upon standard manufacturer's yield. POA may perform an audit to determine consumption levels. In the event actual consumption levels exceed standard toner coverages (10% Mono, 35% Color), POA reserves the right to invoice for excess consumption. Coverage under the One Rate program assumes the device will be operated within manufacturer specifications using standard toner coverages. Not included are paper, staples, and network support. Service calls by POA covered under the Service Order will only be made during the hours of 8 a.m. to 5 p.m., Monday through Friday, excluding holidays. Service requested and performed at any other time will be billed at standard overtime rates.

3. **BASE / OVERAGE CHARGES.**

   Customer agrees to pay POA the base and overage charges agreed to in the Order and agrees that excess images over the allotted base amount during the billing cycle will be billed to Customer at the agreed to rate for overages. If not noted, overages will be charged at POA's book rates. If the Service/Supply Agreement combines two or more pieces of equipment of different operating costs, POA reserves the right to adjust image allocation and pricing to fairly reflect actual usage should the actual usage rate of the equipment vary by more than 10% from the expected usage rates.

4. **POA MFP NETWORK SERVICE.**

   POA MFP Network Service solely provides coverage for services related to the connectivity between the covered equipment and the Customer's Network. MFP Network Service does not provide coverage for services for the Customer's Network itself. Customer shall be solely responsible for the cost of any cables or additional hardware required to connect equipment to a network. POA shall not be responsible for any updates or problems arising after the initial installation due to a change in the Customer's computers and/or Network.

5. **WARRANTIES / GUARANTEES.**

   a. **Standard Limited Warranty:** POA warrants New, Newly Remanufactured, Newly Reconditioned, and Newly Refurbished equipment to be free of defect in materials and workmanship for a period of 90 days from installation. In addition, POA warrants for New, Newly Remanufactured, Newly Reconditioned, and Newly Refurbished equipment the same warranty for five (5) years if continuously maintained by POA or one of its authorized representatives. These warranties do not extend to replacement of supply items or consumables such as photo conductors, heater rollers, fuser, cleaning kits, toner, developer, or paper. New Equipment shall be defined as equipment with usage up to 5,000 copies. Newly Remanufactured, Newly Reconditioned, and Newly Refurbished shall be defined as equipment that has been remanufactured, reconditioned, and refurbished respectively, to meet standards aligned with original manufacturer specifications and POA's quality standards. Used equipment shall receive a 30 day warranty.

   b. **Response Time Warranty:** POA guarantees four hour average response time for emergency services for equipment that is within fifty miles of POA branch offices. If POA does not perform this guaranteed average response time for a period of one year, Customer will receive, upon written request a 5% credit towards Customer's next service or supply purchase from POA.

   c. **Upgrade, Trade-in:** For all New equipment purchased hereunder and continuously covered under a POA Service Agreement, POA will guarantee a trade in value on New Equipment up to 90% of MSRP during the first 36 months after acquisition and a minimum guaranteed trade in value of 10% thereafter.

Unified Communications Services Order *Additional Terms and Conditions*

1. **SCOPE OF SERVICE COVERAGE.**

   In the event of any service issues, POA will assist Customer with troubleshooting the source of the problem and use reasonable efforts to remedy the issue. Service calls to POA covered under this Agreement will be made during the hours of 8 a.m. to 5 p.m. Monday through Friday, excluding holidays. Service requested and performed at any other time will be billed at standard overtime rates. Some elements key to proper performance, including but not limited to, LAN, wiring, power, firewall, CNAM, directory listings, CPE, and ISP, are beyond the scope of POA's responsibility to repair under this Agreement. Unless Customer purchases a separate Managed UC Services or Managed IT Services Order under which POA is providing the Customer with a Managed Router, CPE and ISP do not fall within the scope of POA's responsibility. While POA will offer telephone support to the Customer in diagnosing service issues outside the direct scope of its responsibility, such as those listed above, their ultimate repair will remain the responsibility of the Customer. Additional Service Levels can be purchased upon request.

2. **DOMESTIC/INTERNATIONAL CALLS.**

   Dial Tone services are included with the Elevate Cloud UC Solution and may be purchased separately for other UC Solutions identified on the Order. Dial Tone service includes unlimited calls to the Continental US, AK, HI, Canada, and Puerto Rico,("Domestic Calls"). All calls which are not Domestic Calls shall be deemed Long Distance. As applicable, Customer will be charged on a per minute for Long distance and rate will vary based on call destination. If a Customer Solution includes an Auto Attendant, 1,000 minutes per month will be included for calls transferred off net. Customer will be billed for each minute for calls transferred off net above 1,000 minutes.

3. **TOLL FREE CALLS.**

   A Toll-Free bundle of minutes can be purchased and will be specified on the Order. Customers who exceed the number of allowed Toll Free minutes will be charged an excess usage fee on a per minutes basis based on usage. Unused Toll Free minutes shall not carry over from month to month.

4. **TOLL FRAUD.**

   Toll Fraud is the theft of Long Distance calls. Customer should immediately notify POA of suspected Toll Fraud by calling POA's Customer Service phone number. POA is not responsible for Toll Fraud and it is the sole responsibility of the Customer for payment of any charges incurred due to Toll Fraud, abuse, or misuse.

5. **LOCAL AREA NUMBERS.**

   Local Area Telephone Numbers are assigned according to the proximity of the address the Customer provides to POA. It is the Customer's responsibility to confirm whether the assigned numbers are in the local calling area of the Customer. If POA is porting any local or toll-free numbers or is providing new local or toll-free numbers, POA is not liable for any errors or omissions that may arise from the number assignment or porting process, including but not limited to advertising costs and Long Distance fees.

6. **UC WARRANTY.**

   POA hereby warrants for a period of (1) year, from the first day of operation, all equipment listed on the Order to be free of defects in material and workmanship, unless otherwise warranted by the manufacturer. Equipment which has been repaired or serviced by others, abused, altered, improperly handled, refurbished, or used with equipment not installed by POA is not covered under this warranty. Damage due to acts of God, fire, water or riots are not covered by this warranty.

1. COVERAGE.

Details of coverage are outlined on the Managed Service Order and herein. Costs to repair or replace hardware are not covered under the terms of this Agreement. Additional details of support and escalation can be provided upon written request. Services performed outside of standard business hours are not covered by this Agreement and are subject to additional fees. Any onsite service call requested by the Client where no service is necessary will be subject to standard chargeable fees.

2. FEES / PAYMENT.

If the number of users and/or workstations increases or there is an increase in hardware during the term of this Agreement, POA may in its sole discretion automatically adjust the monthly payment amount to reflect any increase. Any and all services requested by the Client that fall outside of the terms of this Agreement will be considered "Projects" and will be quoted and billed as separate, individual services. Customer agrees to pay to POA, at a minimum, the monthly payment amount agreed to for any Order executed by Customer, as well as all cloud variable usage charges, as applicable.

3. MINIMUM STANDARDS REQUIRED FOR SERVICES.

In order to provide effective services under this Agreement, the Customer environment must conform to the following:

   a. All workstation and/or servers with Windows Operating systems must be running a version currently supported by the manufacture and all service packs and critical updates installed.

   b. All server and workstation software must be genuine, licensed, and vendor supported.

   c. The environment must have a currently licensed, up-to-date and vendor supported server based POA approved antivirus solution protecting all servers, workstations, and email.

   d. The environment must have a currently licensed, vendor supported, server based POA approved backup solution that can be monitored, and be able to issue notice of failures and successes.

   e. The environment must have a currently licensed, vendor supported POA approved hardware firewall between the internal network and the internet.

   f. All wireless data traffic in the environment must be securely encrypted.

   g. There must be an outside static IP address assigned to a network device allowing RDP and VPN access. Customer must have an adequate internet connection and speed approved by POA.

   h. Customer must ensure that environment has sufficient power to meet manufacturer's specifications on all hardware devices.

   i. Costs required to bring Customer's environment into compliance with minimum standards is not included in this Agreement. All work associated with bringing Customer's environment with minimum standards must be contracted through and completed by POA.

4. EXCLUDED PRODUCTS AND SERVICES.

Products and services not covered by this Agreement:

   a. Services on parts, equipment, or software not covered by vendor/manufacture warranty or support.

   b. The costs of any parts, equipment, or shipping charges of any kind.

   c. The costs of any software licensing or software renewal or upgrade fees of any kind.

   d. The costs of any third party vendor or manufacturer support or incident fees of any kind.

   e. Failure due to acts of God, building modifications, power failures, or other adverse environmental conditions or factors.

   f. Service or repair made necessary by the alteration or modification of equipment of software other than as authorized by POA.

   g. Maintenance of applications software packages, whether acquired from POA or any other source unless specified on this Agreement.

   h. Programming (modification of software code) and program (software) maintenance.

   i. Training service of any kind.

5. ~~POA IS EXCLUSIVE INFORMATION TECHNOLOGY PROVIDER.~~

~~By entering this Agreement, Client agrees that POA is the exclusive provider, manager, and servicer of all Information Technology and similar products and services to Client. Client additionally agrees it will not employ any internal Information Technology personnel during the term of this Agreement.~~

6. ANTIVIRUS.

Included are basic requirements for Client antivirus protection.

7. MOVES.

One (1) workstation or hardware move per every ten (10) Customer users during every calendar month during the term of the Order. Move time must be scheduled in advance and there is no carryover of any unused Move time from any previous month.

8. RIGHTS AND INTERESTS.

All worldwide intellectual property rights associated with any ideas, concepts, techniques, processes or other work product created by POA during the course of performing the services shall belong exclusively to POA, and Client shall have no right or interest therein, other than as acknowledged in this paragraph. POA hereby grants to Client a royalty-free, nontransferable, nonexclusive license, solely for Client's internal business purposes, to the object code form of any application software programs or other work product created by POA in performing the services, for use solely during the term of this Agreement.

9. DEVELOPMENT TOOLS.

POA will retain all right, title and interest in and to all software development tools, know-how, methodologies, processes, technologies or algorithms used in providing the services which are based on trade secrets or proprietary information of POA, or are otherwise owned or licensed by POA. Licenses will not be deemed to have been granted by either party to any of its patents, trade secrets, trademarks or copyrights except as otherwise expressly provided in this Agreement.

MITS Average Response Times (Business Hours 7:30 am to 5:30 pm)	
Infrastructure Emergency (servers, multiple workstations	15 minutes
Help Desk Response Time: 7:30 am to 5:30 pm	< 60 minutes
Average On-site Response Time During Business Hours	< 3 hours
	< 4 hours
Chargeable Service Rate - MITs Customers	
Rate for Standard Hours - 7:30 am to 5:30 pm	Included
Rate for After Hours Service - 5:30 pm to 11:30 pm	At Current Market Rate
Rate for Overnight Service - 11:30 pm to 7:30 am	
Rate for any Holiday Service - All Day	
*Help Desk will try to resolve all issues before dispatching a local technician	

Mailing & Sending Service Order *Additional Terms and Conditions*

1. WARRANTIES & GUARANTEES

Equipment Warranty: POA warrants New Equipment to be free of defect in materials and workmanship for a period of 90 days from installation. This warranty does not extend to replacement of supply items or consumables.

Response Time Warranty: POA guarantees a four hour average response time for emergency services for equipment that is within fifty miles of POA branch offices. If POA does not meet the guaranteed average response time for a period of one year, Customer, upon written request, will receive a 5% credit towards Customer's next service or supply purchase from POA.

Upgrade, Trade-in, Limited Guarantee: For all New Equipment purchased hereunder and continuously covered under a POA Service/Supply Agreement, POA will guarantee a trade in value on New Equipment sold by POA up to 90% of MSRP during the first 36 months after acquisition and a minimum guaranteed trade in value of 10% thereafter.

2. SCOPE OF SERVICES

In the event of any service issues, POA will assist Customer with troubleshooting the source of the problem and use reasonable efforts to remedy the issue. Service calls to POA covered under this Agreement will be made during the hours of 8 a.m. to 5 p.m. Monday through Friday, excluding holidays. Service requested and performed at any other time will be billed at standard overtime rates. POA shall provide all labor and parts required for the normal operation and maintenance of the equipment specified in the Order excluding paper and staples. Customer shall be solely responsible for all costs to repair or replace Equipment that is lost, damaged by theft, casualty, misuse, or any other cause other than normal wear and tear.

Managed Cybersecurity Order *Additional Terms and Conditions*

1. COVERAGE.

Details of coverage are outlined on the Managed Cybersecurity Order and/or the Statement of Work. Provided Customer is in full compliance with this Agreement, Customer will (i) have the right to use the Solution during the Term and (ii) have a limited, nontransferable, non-sublicensable, non-exclusive license during the Term to (a) install the object code form of the software, but only in connection with Customer's use of the Solution, (b) use and access the third party cloud service in conjunction with Customer's use of the Solution, and (c) access the Customer's portal, subject to all applicable terms and conditions governing such portal, including the Privacy Policy. Services performed outside of standard business hours are not covered by this Agreement and Order and are subject to additional fees. Any onsite service call requested by the Customer where no service is necessary will be subject to standard chargeable fees.

2. FEES / PAYMENT.

If the number of users and/or workstations increases or there is an increase in hardware during the term of this Agreement, POA may in its sole discretion automatically adjust the monthly payment amount to reflect any increase. Any and all services requested by the Customer that fall outside of the terms of this Agreement and Order will be considered "Projects" and will be quoted and billed as separate, individual services.

3. WARRANTY.

During the term and provided that Customer is in compliance with this Agreement, (i) the solutions provided under this agreement do not infringe or misappropriate any intellectual property rights of any third party, and (ii) the solutions shall substantially perform in all material respects as described in the documentation or statement of work. In the event of any breach of this Section, POA shall, as its sole liability and Customer's sole remedy, repair or replace the solutions that are subject to the warranty claim at no cost to Customer. Except for the warranty described in this section, the solutions are provided without warranty of any kind, express or implied including, but not limited to, the implied warranties or conditions of design, merchantability, fitness for a particular purpose, and any warranties of title. Customer acknowledges that the solutions are provided "as is" and further acknowledge that POA does not warrant (a) the operation of the solutions will be uninterrupted, or error free, (b) the solutions are not vulnerable to fraud or unauthorized use, (c) the features or functionalities of the solution will be available at any time in the future, and (d) the solutions will identify or detect every vulnerability or security issue. Customer is responsible and POA shall have no responsibility for determining that the use of solution complies with applicable laws in the jurisdiction(s) in which client may deploy and use the solutions. POA does not accept liability beyond the remedies set forth herein.

4. MINIMUM STANDARDS REQUIRED FOR SERVICES.

In order to provide effective services under this Agreement, the Customer environment must conform to the following:
a. All workstations and/or servers with Windows Operating systems must be running a version currently supported by the manufacture and all service packs and critical updates installed.
b. All server and workstation software must be genuine, licensed, and vendor supported.
c. The environment must have a currently licensed, up-to-date and vendor supported server and a POA approved antivirus solution protecting all servers, workstations, and e-mail.
d. The environment must have a currently licensed, vendor supported, backup solution that can be monitored, and be able to issue notice of failures and successes.
e. The environment must have a currently licensed, vendor supported and POA approved hardware firewall between the internal network and the internet.
f. All wireless data traffic in the environment must be securely encrypted.
g. There must be an outside static IP address assigned to a network device allowing RDP and VPN access. Customer must have an adequate internet connection and speed approved by POA.
h. Customer must ensure that environment has sufficient power to meet manufacturer's specifications on all hardware devices.

Costs required to bring Customer's environment into compliance with minimum standards is not included in this Agreement/Order. All work associated with bringing Customer's environment within the minimum standards must be contracted through and completed by POA.

5. EXCLUDED PRODUCTS AND SERVICES.

Products and services not covered by this Agreement:
(a) Services on parts, equipment, or software not covered by vendor/manufacture warranty or support.
(b) Except as provided by this Agreement, the Order, or the Statement of work, the costs of any parts, equipment, or shipping charges of any kind and the cost of any software, licensing, or software renewal or upgrade fees of any kind.
(c) Failure due to acts of God, building modifications, power failures, or other adverse environmental conditions or factors.
(d) Service or repair made necessary by the alteration or modification of equipment or software other than as authorized by POA.
(e) Maintenance of applications software packages, whether acquired from POA or any other source unless specified on this Agreement.
(f) Programming (modification of software code) and program (software) maintenance.

6. RIGHTS AND INTERESTS.

POA will retain all right, title and interest in and to all software development tools, know-how, methodologies, processes, technologies or algorithms used in providing the services which are based on trade secrets or proprietary information of POA, or are otherwise owned or licensed by POA. Customer understands and agrees that the Licensor of the Solution owns, or has the right to license the Solution and that Customer shall have no right, title or license except as otherwise provided in this Agreement and Order.

Managed Print Services Order *Additional Terms and Conditions*

1. POA SERVICES.

POA shall provide all labor, parts, and toner required for the normal operation and maintenance of the equipment described in the Order excluding paper, staples, relocation and freight. If toner is included, the toner will be supplied within the base charge based upon the manufacturer's standard yield, with excess toner to be billed at POA's published price. Repairs or maintenance to the equipment caused by casualty or misuse are not covered, and will be billed at POA's standard rates.

2. SERVICE CALLS.

Service calls by POA hereunder will be made at the Ship To address shown on the Order, during the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday (excluding holidays). Service requested and performed at any other time will be billed at POA's standard overtime rates.

3. RECONDITIONING.

If in its sole discretion, POA determines the equipment cannot be properly maintained in good working order due to age or other factors, POA will submit to Customer an estimate of required reconditioning costs, which will be in addition to the Charges hereunder. If Customer does not authorize the recommended reconditioning, POA may discontinue service for the specified equipment and the Charges here shall be adjusted accordingly.

4. KEY OPERATOR.

Customer agrees to designate and make available a suitable person who will be trained by POA to operate and supervise the operation of the Equipment. Customer shall promptly notify POA if such key operator is no longer available to supervise the operation of the Equipment.

5. ACCESS AND ELECTRICAL REQUIREMENTS.

Customer shall provide POA technicians' access to all sides of the Equipment and the manufacturer's specified electrical power for each piece of Equipment.

6. DAMAGES TO EQUIPMENT.

Customer acknowledges and agrees POA is not an insurer of the Equipment and Customer shall be solely responsible for all costs to repair or replace Equipment that is lost, damaged by theft, casualty, misuse, or any other cause other than normal wear and tear.

Access Controls & Security Cameras Order *Additional Terms and Conditions*

1. **POA REPRESENTATIONS AND WARRANTIES.**

   POA warrants that all new hardware will be substantially free of defects in materials and workmanship for a period of 90 days as well as any additional manufacturer warranties.

2. **DISCLAIMERS.**

   By signing this Agreement, Customer acknowledges and agrees that the equipment listed, including the associated monitoring services, are designed to reduce certain risks of loss, however, POA does not guarantee that no loss or damage will occur. Further, Customer acknowledges and agrees that POA assumes no liability and shall not be liable for any loss or damage sustained by Customer, and Customer covenants not to sue POA for any loss, (economic or non-economic), business loss or interruption, consequential damages (in contract or tort), data corruption or inability to retrieve data, personal injury, or property damage sustained by Customer or any other third party regardless of any failure of the equipment to perform as intended, regardless of whether or not such loss or damage was caused by, or contributed to, any extra contractual or legal duty, strict products liability, POA will not have any liability for permit fees, false alarms, false alarm fines, the manner in which first responders respond, or how alarms are monitored by the call centers or first responders, or refusal of first responders to respond. EXCEPT FOR THE WARRANTIES EXPLICITY SET FORTH IN THIS AGREEMENT, POA MAKES NO WARRANTIES WHETHER EXPRESS, IMPLIED, OR STATUTORY, REGARDING OR RELATING TO THE PRODUCTS, OR ANY MATERIALS OR SERVICES FURNISHED OR PROVIDED TO CUSTOMER IN CONNECTION WITH THIS AGREEMENT. WITHOUT LIMITING THE FOREGOING, POA HEREBY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT, OR TITLE.

Electric Vehicle Charging Stations Order *Additional Terms and Conditions*

1. **SERVICE COVERAGE.**

   In the event of any service issues, POA will assist the Customer with troubleshooting the source of the problem and use reasonable efforts to remedy the issue. Service calls to POA covered under this Agreement will be made during the hours of 8 a.m. to 5 p.m. Monday through Friday, excluding holidays. Service at any other time will be billed at standard overtime rates. Except for any downtime resulting from outages of third-party connections or utilities or other reasons beyond POA's control, POA will ensure the reasonable functionality of the EV equipment. POA guarantees four-hour average response time for services for EV equipment that is within fifty miles of POA branch offices.

2. **WARRANTY.**

   POA hereby warrants for a period of five (5) years, from the first day of installation, all EV equipment listed in this Agreement to be free of defects in material and workmanship, unless otherwise warranted by the manufacturer. EV equipment which has been repaired or serviced by others, abused, altered, improperly handled, refurbished, or used with equipment not installed by POA is not covered under this warranty. Damage due to acts of God, fire, water or riots is not covered by this warranty.

PACIFIC OFFICE AUTOMATION
— PROBLEM SOLVED —

MANAGED IT SERVICES ORDER

This Order is incorporated into and made apart of the Total Services Agreement ("TSA") between Customer and POA which governs the imaging equipment and/or services specified below.

CUSTOMER NAME Port of Astoria

TSA # _____

ORDER # _____

☐ CLOUD/CYBER SECURITY   ☐ SERVER _____   ☐ WORKSTATIONS _____   ☐ MDM _____

BILL TO:		PO #	SOLD BY
422 Gateway Ave #100 Astoria OR 97103			Jacob Fulk

SHIP TO:	CONTACT PHONE #
Same	503 741 3300

TIME & MATERIALS   ☐ See IT Schedule A *(for additional items)*

QTY	ITEM#	TYPE	DESCRIPTION	UNIT PRICE	TOTAL
22		lbr	Labor Hours	$110.00	$2,420.00
3		New	Watchguard Firebox T85 w/ 5 year Total Security Suite	$6787.67	$20,363.00
1		New	Datto Siris 5 Device - 3 TB	$2,638.80	$2,368.80
6		New	Aruba Instant On AP25 Access Point	$271.68	$1,630.08
			Time & Materials TOTAL		$27,051.88

MANAGED SERVICES   ☑ See IT Schedule B *(for additional items)*

QTY	ITEM#	TYPE	DESCRIPTION	UNIT PRICE	TOTAL
6			Managed Servers	$130.00	$780.00
21			Managed Workstations	$100.00	$2,100.00
1			Datto Backup	$665.00	$665.00
27			Watchguard EPDR with Patch Management	$8.20	$221.40
			Managed Services TOTAL		

MINIMUM MONTHLY PAYMENT *(plus applicable taxes)* $ 4,913.90   TERM 60 MONTHS

CONDITIONS OF SALE, CONTINGENCIES OR COMMENTS		
Delivery, Installation, Setup of all hardware included	INSTALLATION	
Managed Services will include all services implied in all RFP response documents and	SUBTOTAL	
attachments (Attachmend D)	SALES TAX	
	DUE NOW	

~~By~~ signing this Order, Customer acknowledges and agrees: (a) this Order is NON-Cancelable; (b) this Order will be governed by the TSA General Terms and Conditions, the applicable TSA Additional Terms and Conditions for the Solution and this Order all of which are an integral part of this Order and incorporated herein; and (c) this Order relating to the equipment and services described herein, can only be changed by written agreement signed by both Parties.

PACIFIC OFFICE AUTOMATION

NAME _____

TITLE _____

DATE _____

SIGNATURE _____

CUSTOMER

CUSTOMER LEGAL NAME _____

SIGNER NAME & TITLE _____

DATE _____

SIGNATURE _____

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V2.7

Hardware

QTY	PRODUCT DETAILS	
3	WatchGuard Firebox T85-PoE Network Security/Firewall Appliance - Intrusion Prevention - 8 Port - 10/100/1000Base-T - Gigabit Ethernet - 634.88 MB/s Firewall Throughput - 8 x RJ-45 - 5 Year Total Security Suite - Tabletop	
1	**Datto Siris 5 Device 3TB** SIRIS 5 is the first fully-featured total data protection platform delivered in a single integrated package. Users can easily protect physical and virtual infrastructure both locally and in the cloud. Restore capabilities include local and offsite virtualization, Bare Metal Restore, file/folder level restore, export to hypervisor and more.	
6	Aruba Instant On AP25 Dual Band 802.11ax 5.30 Gbit/s Wireless Access Point - Indoor - 2.40 GHz, 5 GHz - Internal - MIMO Technology - 1 x Network (RJ-45) - 2.5 Gigabit Ethernet - 15.90 W - Wall Mountable, Ceiling Mountable, Rail-mountable, Flush Mount	

	Subtotal:	$24,631.89

PACIFIC OFFICE AUTOMATION
— PROBLEM SOLVED —

Labor Hours

TASK DESCRIPTION	ESTIMATE IN HOURS
Please note: Only actual hours spent will be billed, if there is more time required the client will be notified for approval to proceed. Pacific Office Automation's Managed IT customers will receive a reduced rate of $110 an hour for additional hours.	
Labor for Managed Services Customer	22
Hour(s) of labor	

	Subtotal:	$2,420.00

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Monthly Management Summary

QTY	PRODUCT DETAILS	RECURRING	EXTENDED RECURRING
6	**Managed Server**	$130.00	$780.00
	Server Management Plan: Support: -Server stability and performance monitoring -Backup and AV monitoring -Patch management -Firewall/router monitoring -Customized reporting -Alert Notifications -Quarterly network health reports -Managed AV/Anti-spam -Automated remote remediation -Server maintenance -Help Desk services 7:30am-5:30pm Mon-Fri -Quarterly IT strategy meetings		
21	**Managed Workstation**	$100.00	$2,100.00
	Workstation Management Plan: Support: -Backup and AV monitoring -Patch management -Firewall/router monitoring -Customized reporting -Alert Notifications -Quarterly network health reports -Managed AV/Anti-spam -Automated remote remediation -Help Desk services 7:30am-5:30pm Mon-Fri -Quarterly IT strategy meetings		
1	**Datto Siris 5 (3TB Max) - 1 Year TBR**	$665.00	$665.00
	The One Year Cloud Retention plan (also called One Year Time-Based Retention) is not limited to a predefined amount of storage. Datto maintains incremental backups on a rolling basis, with the oldest incremental backups deleted first, after one year.		

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Monthly Management Summary

QTY	PRODUCT DETAILS	RECURRING	EXTENDED RECURRING
25	**Arctic Wolf Managed Security Awareness Training Plus** Arctic Wolf Managed Security Awareness Training user license Plus - MSP	$5.00	$125.00
27	**WatchGuard EPDR-Monthly Subscription-Provisioning** WatchGuard EPDR-Monthly Subscription-Provisioning *This product will be installed on all Client Endpoints if purchased (no exceptions)	$6.00	$162.00
27	**WatchGuard Patch Management - Monthly Sub - Provision** WatchGuard Patch Management - Monthly Subscription - Provisioning	$2.20	$59.40
25	**WatchGuard AuthPoint - Monthly** WatchGuard AuthPoint	$4.50	$112.50
		Monthly Subtotal:	**$4,003.90**

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Microsoft 365 Services   * Optional

QTY	PRODUCT DETAILS	RECURRING	EXTENDED RECURRING
14	**NCE Microsoft 365 G3 (GCC) Annual Paid Monthly** Exchange Online Plan 1	$36.00	$504.00
14	**NCE Exchange Online (Plan 1) (GCC) Annual Paid Monthly** Exchange Online Plan 1	$4.00	$56.00
25	**NCE Microsoft Defender for Office 365 (Plan 2) (GCC) Annual Paid Monthly** Exchange Online Plan 1	$5.00	$125.00
1	**NCE Microsoft 365 G5 Information Protection** Exchange Online Plan 1	$7.00	$7.00
25	**Microsoft 365 Management Fee** Office 365 Management Per Mailbox	$2.00	$50.00

	* Optional Monthly Subtotal:	**$742.00**

Microsoft 365 Services - Recommended Option

QTY	PRODUCT DETAILS	RECURRING	EXTENDED RECURRING
14	**NCE Microsoft 365 G3 (GCC) Annual Paid Monthly** Exchange Online Plan 1	$36.00	$504.00
14	**NCE Exchange Online (Plan 1) (GCC) Annual Paid Monthly** Exchange Online Plan 1	$4.00	$56.00
25	**Barracuda Plan - Total Protection** Barracuda Total Email Protection is the most effective solution to prevent targeted social-engineering attacks. Its multi-layered approach combines a secure email gateway, AI-powered fraud protection, and advanced security awareness training. This results in comprehensive protection against business email compromise, account takeover, and other advanced email threats. Includes Security + Compliance + Cloud to Cloud Backup + Forensics + Impersonation Protection (formerly Sentinel)	$12.00	$300.00
25	**Microsoft 365 Management Fee** Office 365 Management Per Mailbox	$2.00	$50.00

	Monthly Subtotal:	**$910.00**

PACIFIC OFFICE AUTOMATION
— PROBLEM SOLVED —

RFP for Managed Services

Prepared by:	Prepared for:	Quote Information:
10 Portland	**Port of Astoria**	**10010860**
Patrick Loftus	,	Version: 1
503-924-6663	Melanie Howard	Delivery Date: 05/21/2024
patrick.loftus@pacificoffice.com		Expiration Date: 06/18/2024
	mhoward@portofastoria.com	

Quote Summary

DESCRIPTION	AMOUNT
Hardware	$24,631.89
Labor Hours	$2,420.00
Total:	**$27,051.89**

Monthly Expenses Summary

DESCRIPTION	AMOUNT
Monthly Management Summary	$4,003.90
Microsoft 365 Services - Recommended Option	$910.00
Monthly Total:	**$4,913.90**

*Optional Expenses

DESCRIPTION	RECURRING
Microsoft 365 Services	$742.00
Optional Subtotal:	**$742.00**

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(25) Arctic Wolf Managed Security Awareness Training Plus	$125.00
(25) WatchGuard AuthPoint Monthly	$112.50
(14) Microsoft 365 63 (GCC) Annual Paid Monthly	$504.00
(14) NCE Exchange Online (Plan 1) (GCC) Annual Paid Monthly	$56.00
(25) Barracuda Total Protection	$300.00
(25) Microsoft 365 Management Fee	$50.00
Schedule B subtotal (Monthly)	$1,147.50
Total Managed IT Expense (Monthly)	$4,913.90

Attachment A
RFP Response Form: Corporate Information

1.0 Corporate Profile

1.1 Company Name: Pacific Office Automation

1.2 Company Address: 14747 NW Greenbriar Pkwy Beaverton, OR 97006

1.3 Contact Information:
Jacob Fulk, Account Manager
503-568-5261 (cell)
503-601-2429 (office)
Jacob.fulk@pacificoffice.com

Patrick Loftus, IT Sales Engineer
503-536-1470
Patrick.loftus@pacificoffice.com

1.4 Company Website: www.pacificoffice.com

1.5 Main Products/Services:
Managed IT Services
VOIP Phone Systems
Managed Print Services
Copiers/Printers/Scanners/MFPs
Mailing Solutions
Production Print
Security Cameras/Access Control/Alarms
Software Solutions for document management, cybersecurity, print tracking, workflow
Electronic Vehicle Charging Stations

1.6 Main Market/Services
We work with customers in both the public and private sectors ranging from single-employee companies to multinational entities with tens of thousands of employees.

1.7 Number of Years in the Market: 46

1.10 Number of Employees: 1200+ and growing

1.11 Number of Employees in Account Management: ~300

1.12 Number of Employees in Technical Support: ~800

1.14 Key Business Partnerships: Too many to count. Dell, Microsoft, HP, WatchGuard, Barracuda, Azure, Aruba, dinCloud, ConnectWise, Citrix, Google Cloud, Datto, TrippLite, AWS, Fortinet, Arctic Wolf, Verkada, Eagle Eye, Brivo, Intermedia, Mitel, Docuware, Ricoh, Canon, Konica Minolta, Lexmark, Sharp, Square9, DocRecord, DocForm, eCopy, AutoStore, ACDI, to name about 25%.

Attachment B
RFP Response Form: Questions

1.0 General

1.1 Q. What are the general types of organizations your clients represent?

Because we have such a large share of the market in the major areas in which we operate, it's difficult to pinpoint a general type of client that represents who we serve. Our largest customers tend to be the largest organizations in Oregon, so it's difficult to find a trend around a specific industry or type of customer. In the public sector, we work with most of the cities, municipalities, counties, and school districts in the state of Oregon. However, some of Oregon's largest employers that also happen to be some of our largest customers in the state of Oregon come from a variety of industries, ranging from Kindercare and their 2300 early education facilities nationwide, to OHSU and Legacy in the healthcare space, to Portland General Electric, OnPoint Credit Union, Harder Mechanical, Reser's Fine Foods, etc.

1.2 Q. Why do you believe that you are a good fit for our organization?

I believe we are the best fit for your organization because what you're looking for is comprehensive IT support from an organization that can take ownership over a variety of technology-related facets across Port operations, both now and as the port grows. That's exactly what we do. Not only are we the only company that specifically offers every single service that you're hoping your IT provider will manage (we can interface with your phone provider because we are a phone provider, we can interface with your copier provider because we are a copier provider, etc.), but we have more local resources in each of these categories than your existing providers do, more than anybody else in the State. We're the largest independent technology provider not only in Oregon, the Pacific Northwest, or the United States, but in the World. And even though we've grown for 46 consecutive years to be so large, we're still owned by the same Beaverton-based family that founded the company 46 years ago. So while we have the resources of a large company, we're not subject to the red tape or regulations of a publicly traded company meaning we're able to act quickly to take care of our customers, even when solving problems quickly can be expensive.

1.3 Q. Describe your onboarding/implementation process and approach if you were selected?

Our onboarding process involves a team of onboarding engineers who are specifically tasked with onboarding new IT clients full-time. Their process is to gather all of the information we outline as part of our initial assessment/walkthrough and firm up any missing credentials, information, or clarifying questions about the existing environment. They then go through the process of outlining what has been included in the contracted IT services and create a scope of work to onboard the customer, typically within 30-45 days depending on the availability and participation level of the customer. Once the scope of work has been completed, the Sales Engineer (in your case Patrick) passes the customer off to the Technical Account Manager, who along with the primary account

manager (in your case Jacob) takes over responsibility as the ongoing account manager and primary point of contact regarding POA's Managed IT Services.

1.4 Q. How do you typically work with IT Management at clients who have staff members?

It's not uncommon for Pacific Office Automation to provide Managed IT services to customers who have existing IT staff members in place. Typically, in addition to the extensive support infrastructure our managed IT customers utilize, we also designate both a primary account manager and a Technical Account Manager to manage the customer's experience working with Pacific Office Automation. The role of the Technical Account Manager for managed IT customers who don't have a formal IT staff is to act as the IT Director/CIO for the organization. In instances where there's already IT staff, the Technical Account Manager works in tandem with the customer's designated IT team to ensure smooth ongoing operations for the organization as they utilize POA's IT services, plan and implement various IT-related projects and initiatives, provide ongoing reporting for key stakeholders, and all of the other responsibilities primarily designated to the Technical Account Manager.

1.5 Q. What do you feel your overall strengths and differentiators are?

We are far and away the largest organization being considered for the opportunity. With over 1,000 employees, annual revenues exceeding $450 million, an IT helpdesk with over 120 IT Professionals, dozens of mobile technicians specifically for our IT customers (we also have designated mobile technicians for VOIP, and many more for copiers/printers), over $20 million on hand in inventory, parts, and replacement hardware, and 2 dedicated account managers for each Managed IT customer, we certainly have more resources than anyone else who could be an option for this opportunity.

However, we're very careful to build out our service and support infrastructure in a way that allows our customers to benefit from our massive infrastructure without experiencing some of the impersonal and inefficient downsides of working with a large organization. One such example is how our helpdesk operates. Our 120 helpdesk staff are divided into squads, and each squad has multiple tier 1, 2, and 3 engineers. Our managed IT customers are assigned to a specific squad, and each squad manages 50-100 customers. By working on the same 50 environments every day, not only do the helpdesk technicians become more familiar with the customers they support, but the customers don't feel like they're getting roulette-style service you think of when you think of calling your cable company or any number of major public entities with a customer service department. So while we have the most hands on deck, our customers are typically dealing with one of 6 individuals whom they get to know over the years when interacting with our customer service team.

1.6 Q. Do you serve clients with 24 x 7 requirements?

Yes, absolutely.

1.7 Q. What services do you offer besides the core services of an IT provider?

VOIP Phone Systems
Managed Print Services
Copiers/Printers/Scanners/MFPs
Mailing Solutions
Production Print
Security Cameras/Access Control/Alarms
Software Solutions for document management, cybersecurity, print tracking, workflow
Electronic Vehicle Charging Stations

1.8 Q. What type of training do you offer either during onboarding or continuing?

Unlimited ongoing training across all of our products and services.

1.9 Q. What type of general expertise can you provide in key technology areas?

As is the theme with our response, we have more infrastructure and expertise than anyone else locally in all these categories. In each of the above categories, we have multiple engineers/specialists who support our sales and account management staff in qualifying opportunities and connecting customer problems to our technology solutions (like Patrick has for our IT services), but also with troubleshooting and escalating any issues during the ongoing service. We have 24 IT Sales Engineers like Patrick, 14 for VOIP Phones, 4 for security cameras, and that's specifically for POA personnel. That doesn't include representatives from the manufacturers, of which we have at least one for all our Key Business Partnerships.

1.10 Q. What differentiates your organization from your competitors in the marketplace?

Service and support infrastructure. We have more technicians, more administrative support staff, more inventory, replacement inventory, parts, supplies, boots on the ground, and financial resources than any of our competitors.

Additionally, we keep track of a number of KPIs related to service and support, and they're a big part of our internal processes. For our IT helpdesk, technicians are tracked on their time to respond, time to resolve issues, and recidivism of issues after solving problems. These metrics are used not only to promote them internally but also are tied to their bonus compensation.

1.11 Q. What would be your guaranteed response time to the following service needs: Critical/Outage (1-2 hours) Service Degradation (3-4 hours), Minor Issues (2-3 Days)?

For our helpdesk, we average a response time of 30 minutes regardless of the severity of the

issue/service ticket. We promise an hour response time regardless of call severity. When customers reach out to our helpdesk to get a ticket in the queue, and also reach out to their Technical Account Manager and Primary Account Manager, typically issues are responded to in less than a half-hour. In the event of a Critical Outage, the account manager can be notified via phone call, email, or text and have the director of our helpdesk personally responding to the issue immediately.

1.12 Q. Based on the initial walkthrough, what recommendation might you make for improvements to IT infrastructure/facilities, if any?

We would recommend replacing the Sonicwall Firewalls with Watchguard Firewalls for the following reasons:

1. Enhanced Security Features: WatchGuard Firebox offers advanced security services such as AI-powered threat detection, DNS filtering, and endpoint protection, which provide a more comprehensive security solution compared to SonicWall.
2. Performance and Scalability: WatchGuard is an industry leading and award-winning product, and their Total Security Suite allows updates to be pushed out so as new cyber threats become commonplace, it's easy to push out updates to better tune the firewalls to prevent increasingly sophisticated threats.

We would recommend replacing Veeam with Datto SIRIS for the following reasons:

1. Comprehensive Backup and Disaster Recovery: Datto SIRIS offers an all-in-one solution for backup, disaster recovery, and business continuity, providing both local and cloud backups with rapid recovery options.

2. Ransomware Protection: SIRIS includes built-in ransomware protection and can automatically detect and alert on ransomware attacks, minimizing potential downtime and data loss.

We would recommend replacing Ubiquiti Access Points with Aruba Instant On for the following reasons:

1. Advanced Networking Features: Aruba Instant On access points offer robust wireless performance, seamless roaming, and advanced security features like WPA3 and application visibility, which are superior to Ubiquiti's offerings.
2. Simplified Management: The Instant On solution provides an easy-to-use cloud-based management interface accessible from anywhere, making network management more convenient and reducing the need for on-site administration.
3. Reliability and Performance: Known for their reliability and high performance, Aruba access points ensure consistent and stable connectivity, essential for a business environment.

We're also including a cost analysis regarding a number of the technology-related items that the new IT provider for the Port will be responsible for. These include the internet, the copier, the mail machine, and the phone system. Often in environments where the IT provider is different than the

service provider for a particular technology service, finger-pointing can occur if for example the IT vendor is blaming the phones but the phone provider is blaming the network infrastructure.

Because we are a provider for all of the aforementioned items (as well as other relevant technology like security systems), we took a brief look at the existing contracts and have developed a program we could implement that would consolidate the total number of vendors from 5 to 2 (including IT), and reduce the expenses substantially for the Port on the same (like the copier) or better (like the phones) functionality. We have included this cost analysis in Attachment E.

2.0 Processes
2.1 Q. Do you use in-house or contracted resources for services?

We use in-house services for virtually everything. The only time we use contracted resources are when we have tight deadlines for relatively simple IT projects like server or cloud-service migrations, and our project teams' existing workload negates our ability to complete the project during our customers' necessary timeline.

2.2 Q. Describe your process for absorbing the Port of Astoria into your organization?

The steps we take in the first month are critical to a successful partnership. This list provides a framework to work within as we integrate with your business.

Phase 1:

- Onboarding meeting conducted.

- Specific project timeline estimate is confirmed with the client.

- Timelines may be delayed/extended based on hardware delivery timing and complexity of the project.

- POA installs Automate (Remote Management Tool) in your environment:

    - Servers

    - Workstations

- POA/Customer: Antivirus solution deployment (if urgent).

- POA shares Client Site Survey and other information gathering is conducted at the customer end.

- POA sends Welcome email to end users to notify them of the change and the new processes for support.

- Initial system changes/inherited issues are addressed by POA (see rollout checklist for specific task summary).

- POA Help Desk is ready to go live.

- There may be limitations of service based on gaps of information provided until we have gathered all necessary documents, passwords, and network information.

Phase 2:

- A more advanced installation work begins when applicable:

    - Antivirus

    - Spam Filtering

    - Email migration

    - Initial Service Requests

    - Backups

    - Etc.

Phase 3:

- Project work begins if applicable (new devices & equipment are installed, tested, and configured).

- Update is provided to customer, informing them of progress and setting completion expectations.

Phase 4:

- Project work continues.

- Task work completed and tested, signed off on by the customer.

- One month conference call conducted with the customer:

    - Summary of progress

    - Expectations for additional required work set

    - Recommendations for adjustments or additional technology presented to the customer

    - Customer feedback to POA on the first 30 days

    - Quarterly Network Health Review set 90 days out.

2.3 Q. What Port of Astoria resources would you require (i.e., information, data, staff resources, communication) during initial migration and on an ongoing basis?

We would require administrative access to all data and IT systems that we are responsible for.

Outside of that, there are no specific resources we require from the Port of Astoria. Typically, a customer point of contact(s) is identified for escalation purposes and to simplify communication.

2.4 Q. Outline the methods by which clients can access you (i.e. online, by phone, etc.).

Customers can utilize our email ticketing system, call our helpdesk, call their helpdesk technicians directly, call/email/text their Technical Account Manager, or call/email/text their Primary Account Manager.

2.5 Q. Describe the escalation and account management process.

Service Call Escalation

The following outlines the process of escalating a service call in the event of an urgent service need or when resolution is not reached in a reasonable time, or the same problem continues to occur after the technician has attempted to resolve on two separate visits.

Account Management
All customers are assigned a TAM (Technical Account Manager). This person will provide detailed network health reports and recommendations to you for the duration of the relationship. Your TAM will meet with your team to review any business changes, review goals, and collaborate with your team to ensure there is a clear technology roadmap for the organization.

2.6 Q. Where is/are your support center(s) located?

We have 36 offices in 14 western states, and a small office/supplies storage in Vancouver, Washington, but our main helpdesk and most of our service and support infrastructure are in Beaverton at our company headquarters.

2.7 Q. How involved is your team with creating project plans/testing during technical projects?

Our team is fully involved and owns the entire process as the IT experts in the relationship. We take responsibility for creating detailed project plans, executing rigorous testing, and ensuring successful implementation of all technical projects.

2.8 Q. Do you follow ITIL, or other processes aligned with industry standard practices?

We have systems in place to ensure we are tracking, documenting, and monitoring our service for our customers. These systems align with industry standard practices, including key aspects of ITIL such as:

- **Service Strategy:** We define and prioritize services to meet our customers' business needs.

- **Service Design:** We create comprehensive service designs to ensure consistent and efficient service delivery.

- **Service Transition:** We manage changes effectively to minimize risk and ensure smooth transitions.

- **Service Operation:** We monitor and manage our services to ensure they are delivered effectively and efficiently.

- **Continual Service Improvement:** We regularly review and improve our services to enhance performance and customer satisfaction.

By incorporating these ITIL principles, we ensure high-quality and consistent service delivery as your managed service provider.

2.9 Q. Do you participate in drills or tests i.e. DR, Cyber Attack, etc.?

We periodically test and analyze any disaster recovery and cybersecurity technologies we have in place for our customers as part of our managed services program. These drills and tests include:

- **Disaster Recovery (DR) Drills:** Regularly scheduled simulations to ensure that our disaster recovery plans are effective and can be executed swiftly in the event of an actual disaster. This includes testing data backup and restoration processes, system failover procedures, and recovery time objectives (RTOs).

- **Ongoing Monitoring and Analysis:** Continuously monitoring the performance and security of our customers' IT environments. We analyze the results of our tests and drills to make necessary improvements and ensure the highest level of protection and preparedness.

Through these proactive measures, we ensure that our customers' systems are resilient and prepared to handle any potential disasters or cyber threats.

2.10 Q. How do you notify users of maintenance windows or system outages?

Our RMM tool promptly alerts us to any system outages. Upon receiving a notification, we immediately contact the customer's main point of contact. Maintenance windows are pre-planned and confirmed individually with each customer.

2.11 Q. What types of diagrams would you typically create/maintain?

Our advanced management systems empower us to produce comprehensive and up-to-date diagrams of our customers' network infrastructure at any time. These detailed network diagrams provide a clear and thorough visualization of your IT environment, enhancing our ability to manage, troubleshoot, and optimize your systems efficiently.

Additionally, we maintain a well-structured organizational chart for our customers. This chart clearly outlines the escalation path, ensuring that your team knows exactly who to contact for various types of support and decision-making needs. These tools not only facilitate smooth operations and quick issue resolution but also promote transparency and effective communication between our teams.

2.12 Q. Do you offer knowledge bases for common issues and how are they utilized?

Our customers can be given access to all documentation that we create for them as it relates to their workflows. This includes a comprehensive knowledge base for common issues, which is continually updated and maintained. These knowledge bases are utilized to empower our customers with self-service resources, enabling them to quickly resolve common problems and understand their IT environment better. This approach ensures that valuable information is always at their fingertips, promoting efficiency and reducing downtime.

2.13 Q. What is your willingness or ability to support the security systems, phone systems, audio/visual systems?

We are willing to support the security systems and phone systems at this time as they relate to the network and IT infrastructure. We have our own management program for these systems that will be attached to our RFP proposal. As long as there is a vendor contact in place and the issue is IT-related, we will act on your behalf to resolve issues relating to these items. While we don't directly support the equipment we'll interact with any vendor supporting this equipment if they need troubleshooting assistance related to the IT infrastructure we are supporting. An example being, an AV control system not being able to reach the network. We would work with the AV technician to troubleshoot the connectivity issue, but wouldn't be able to troubleshoot the AV control configuration itself.

3.0 Technology
3.1 Q. What types of monitoring agents would you use for end user devices?

We use ConnectWise Automate for monitoring and ScreenConnect for support.

3.2 Q. Do you offer managed firewalls or other managed technology?

Yes, we offer managed firewalls and management of all IT hardware and services as it relates to our customers.

3.3 Q. Do you offer MDM or other mobile management technology?

Yes, we can support Intune management for MDM devices to ensure compliance, security, and provide a uniform experience across mobile devices.

3.4 Q. Do you offer a SIEM or other security-based technology?

Yes, our recommended firewalls come with SIEM integration, and all customer telemetry is rolled into our management, monitoring, and ticketing systems and analyzed.

3.5 Q. Do you have tools to provide system uptime metrics?

Yes, our RMM will provide us with uptime monitoring and performance metrics on all managed devices. This information can be furnished to our customers at any time, but a full quarterly business report is included as part of our managed services.

3.6 Q. What tools do you use for network monitoring?

We utilize Automate and Auvik for comprehensive network monitoring to ensure optimal performance and security for our customers.

- **Automate:** This tool provides extensive monitoring capabilities for end user devices and network components. Automate tracks system performance, detects potential issues, and generates alerts for anomalies. It offers real-time insights and detailed reporting, allowing us to proactively address problems before they impact the network. Additionally, Automate supports remote management, enabling us to perform maintenance and troubleshooting efficiently.

- **Auvik:** Auvik specializes in network-specific monitoring and management. It automatically discovers network devices and maps out the entire network topology, providing a clear visual representation of the infrastructure. Auvik continuously monitors network traffic, device performance, and configuration changes. It alerts us to any irregularities or potential threats, ensuring we can respond swiftly. Auvik also offers detailed analytics and reporting, helping us optimize network performance and maintain robust security standards.

By leveraging Automate and Auvik, we deliver a comprehensive network monitoring solution that ensures our customers' networks are secure, efficient, and reliable.

3.7 Q. What tools do you use for system monitoring or general health level of end user devices?

ConnectWise Automate, our RMM platform.

3.8 Q. Do you offer laptop encryption?

Yes, we offer drive encryption for laptops.

3.9 Q. If hosting/co-location is an option please describe details of option i.e. services, vendor partners, etc.

Our typical process is to evaluate the Azure cloud as a primary resource before considering colocation, depending on our customers' needs. For colocation, we generally broker out services and provide our customers with different options and price points tailored to their specific requirements. We do not host servers at our offices. Instead, we partner with reputable colocation providers to ensure our customers receive the best solutions and support for their infrastructure needs.

4.0 Support

4.1 Q. Describe fully your technical support options including the assistance request process, escalation process, support hours, response times, staffing levels, staff expertise, and physical location of the help desk.

At Pacific Office Automation (POA), we offer comprehensive technical support options designed to ensure the productivity and stability of your business operations.

Technical Support Options:

- **Unlimited Helpdesk and Onsite Support:** Our support model provides unlimited helpdesk and onsite support at a fixed monthly cost, eliminating worries about fluctuating bills.

Assistance Request Process:

- **Service Desk:** When your team encounters an issue or has a question, our Service Desk serves as the primary point of escalation. Issues can be logged via email or phone, and our dedicated staff will respond promptly.

- **Ticketing Software:** Our ticketing system tracks and monitors all service requests, allowing us to measure response times, resolution times, and customer satisfaction ratings. This ensures we meet our Service Level Agreements (SLAs) and maintain high standards of service delivery.

- **Remote Support:** POA has the ability to securely remote into any managed computer with the permission of the end user, allowing for fast response times without waiting for a technician to arrive onsite.

Service Ticket Prioritization and Escalation:

- **Service Request Submission:** Service requests can be placed by phone (local or toll-free depending on location), email (Support@pacificoffice.com), or through an online form

(pacificoffice.com). The end-user must provide the equipment identification number, their contact information, and a brief description of the problem.

- **Notification to Dispatchers:** Upon submission, a notification is sent directly to local dispatchers for immediate dispersal to the appropriate technician.

- **Standard Procedure:**

    1. The dispatcher confirms the account information in our database.

    2. The correct location, caller's name, and direct phone number are verified and entered.

    3. A service call verification code is given to the caller.

    4. A brief description of the problem and dispatcher's initials are entered into the comment field.

    5. Accounts are assigned to the proper technician based on predefined territories. If the primary technician is absent, the dispatcher contacts an alternate technician.

- **Escalation Process:**

    - **Level 1:** Report issue or concern to the Account Manager. The Account Manager contacts a Technical Specialist or Professional Services Manager to find a solution. The technician and/or Product Specialist informs the Service Manager, and the ticket is posted.

    - **Level 2:** If unresolved, the issue is reported to the Branch Manager, who escalates it to Department Heads & Managers. Documentation, date/time, contacts, and progress are logged.

    - **Level 3:** If further escalation is needed, the issue is reported to the President. All departments engage to remedy the problem.

Support Hours:

- **Standard Business Hours:** Monday to Friday, 7:30 am to 5:30 pm.

- **After Hours Service:** Available from 5:30 pm to 11:30 pm.

- **Overnight Service:** Available from 11:30 pm to 7:30 am.

- **Holiday Service:** Available all day at the current market rate.

Response Times:

- **Infrastructure Emergency (servers, multiple workstations):** 15 minutes

- **Help Desk Response Time During Standard Business Hours:** < 60 minutes

- **Average Onsite Response During Standard Business Hours:** < 3 hours

- **Non-critical On-Site Service Related Issues:** < 4 hours

Staffing Levels and Expertise:

- **Staffing Levels:** We have over 85 certified IT technicians on staff, ensuring quick and effective resolution of issues.

- **Staff Expertise:** Our helpdesk team holds a range of certifications and educational qualifications, including:

    - A+

    - N+

    - BSc in Computer Science

    - BSc in Business Administration

    - BSc in Computer Software Systems

    - Certified CRM Administrator (Connectwise)

    - Cisco Certified Network Administrator (CCNA)

    - Microsoft Certified Solutions Associate (MCSA)

    - Microsoft Certified Professional (MCP)

    - Microsoft Certified Technology Specialist (MCTS)

    - Microsoft Certified Solutions Expert (MCSE)

    - MS in Business Information Systems

Physical Location of the Help Desk:

- Our help desk is located in Beaverton, Oregon. We take pride in not outsourcing or offshoring our helpdesk services. With over a 90% success rate of resolving customer issues remotely, our local presence ensures familiarity with your network and personalized support.

This combination of comprehensive support options, a structured assistance request and escalation process, qualified staff, and local presence ensures that POA can effectively meet your IT support needs.

4.2 Q. Please provide details on your standard reporting capabilities.

Our standard reporting capabilities leverage the powerful tools provided by ConnectWise Automate

and ConnectWise Manage, along with other integrations, to deliver comprehensive insights into your IT infrastructure and service performance.

ConnectWise Automate Reporting:

- **Network Health Reports:** Detailed reports on the health and performance of your network, including server uptime, workstation status, and network traffic analysis.

- **Patch Management Reports:** Comprehensive reports on the status of patches applied across your network, ensuring all systems are up-to-date and secure.

- **Asset Inventory Reports:** Detailed inventory of all hardware and software assets within your network, helping you keep track of your IT resources.

- **Endpoint Security Reports:** Reports on the status of endpoint security measures, including antivirus updates and malware detection activities.

- **Backup and Recovery Reports:** Regular reports on the status of backups, including the success or failure of scheduled backup jobs and data recovery tests.

ConnectWise Manage Reporting:

- **Service Ticket Reports:** Detailed reports on service tickets, including the number of tickets opened, closed, and pending, along with resolution times and customer satisfaction metrics.

- **SLA Compliance Reports:** Reports on compliance with Service Level Agreements (SLAs), showing response times and resolution times compared to agreed-upon standards.

- **Project Management Reports:** Comprehensive reports on ongoing and completed projects, including timelines, resource allocation, and project milestones.

- **Customer Interaction Reports:** Detailed records of all interactions with customers, providing insights into communication history and customer satisfaction levels.

Additional Reporting Features:

- **Customizable Dashboards:** Both ConnectWise Automate and ConnectWise Manage offer customizable dashboards, allowing you to view key metrics and reports in real-time.

- **Scheduled Reports:** Reports can be scheduled to run automatically at specified intervals, ensuring that you receive regular updates without manual intervention.

- **Ad Hoc Reporting:** The flexibility to generate ad hoc reports based on specific queries or criteria, providing tailored insights as needed.

Our reporting capabilities ensure that you have comprehensive visibility into your IT environment, enabling informed decision-making and proactive management of your network and systems.

4.3 Q. What options are available for user training and technical training that may be required by staff?

We offer a variety of training options to meet the needs of your staff:

1. **Basic User and Technical Training:**

- **Help Desk Interactions:** Our help desk provides basic user and technical training through day-to-day interactions. Users can learn how to resolve common issues and use IT resources more effectively by working with our certified technicians.

- **Technical Account Managers (TAMs):** Our TAMs offer personalized training and guidance during regular meetings, helping your staff stay informed about best practices and new technologies.

2. **Security Training Programs:**

- **As a Service:** We provide comprehensive security training programs designed to educate your staff on the latest security threats and best practices. These programs can be tailored to your organization's specific needs and delivered as a service.

3. **Scheduled Classroom Training:**

- **Certified Technical Trainers:** For more in-depth training, we can arrange scheduled classroom sessions with our certified technical trainers.

Our training options ensure that your staff has access to the knowledge and skills they need to effectively use and manage your IT resources. Whether it's through everyday interactions, personalized guidance, or structured classroom sessions, we are committed to supporting your team's training needs.

4.4 Q. How do you monitor customer satisfaction and quality assurance on an ongoing

basis and how might we benefit from this process?

We monitor customer satisfaction and ensure quality assurance through a comprehensive, ongoing process designed to provide valuable feedback and maintain high service standards. Here's how we do it and the benefits you can expect:

1. **Customer Feedback and Surveys:**

- **Post-Service Surveys:** After resolving support tickets, we send out surveys to gather immediate feedback on the quality of service provided. This helps us identify areas for improvement and recognize outstanding performance.

- **Regular Satisfaction Surveys:** Periodically, we conduct more extensive customer satisfaction surveys to gain deeper insights into your overall experience and satisfaction with our services.

2. **Service Ticket Monitoring:**

   - **Ticketing Software:** Our ticketing system tracks and monitors all service requests, allowing us to measure response times, resolution times, and customer satisfaction ratings. This ensures we meet our Service Level Agreements (SLAs) and maintain high standards of service delivery.

3. **Technical Account Manager (TAM) Involvement:**

   - **Regular Check-Ins:** Our TAMs conduct regular check-ins with you to discuss your network's health, review any issues, and gather feedback on our services. This personalized approach helps us stay aligned with your business needs and expectations.

   - **Quarterly Health Reports:** We provide quarterly health reports that include an overview of your network's performance, identified threats or weaknesses, and any feedback from you. These reports allow us to address any concerns proactively and maintain transparency.

   - **Quarterly Technical Business Review:** During these reviews, our TAMs will discuss the technical aspects of your business, review the performance of your IT infrastructure, and plan future technology needs. This ensures that our IT strategies are aligned with your business goals and objectives.

4. **Quality Assurance Reviews:**

   - **Internal Audits:** We perform regular internal audits of our processes and service delivery to ensure compliance with industry standards and best practices. This continuous improvement approach helps maintain the quality of our services.

   - **Performance Metrics:** We analyze key performance metrics, such as first-call resolution rates, average response times, and customer feedback scores, to identify trends and areas for improvement.

Benefits to You:

- **Improved Service Quality:** By continuously monitoring and improving our services, we ensure that you receive high-quality support that meets your expectations and needs.

- **Proactive Issue Resolution:** Regular feedback and health reports allow us to identify and address potential issues before they impact your business, ensuring a stable and reliable network.

- **Personalized Support:** Ongoing interactions with your TAM ensure that our services are tailored to your specific business requirements, enhancing your overall satisfaction.

- **Transparency and Trust:** Regular updates and open communication foster a transparent relationship, building trust and confidence in our ability to support your IT needs.

- **Strategic Alignment:** Quarterly technical business reviews ensure that our IT strategies are aligned with your business goals, helping you leverage technology effectively to achieve your objectives.

Through these processes, we aim to provide exceptional service, continuously improve our performance, and ensure your satisfaction with our IT support.

4.5Q. The Port of Astoria user base varies considerably in its level of technical

sophistication. Please describe your experience in successfully supporting users

that may be remote and possess limited technical skills.

At Pacific Office Automation (POA), we have extensive experience in supporting a diverse user base with varying levels of technical sophistication, including remote users who may possess limited technical skills. Here's how we ensure effective support for all users:

1. **Personalized Support:**

   - **Help Desk Accessibility:** Our help desk is easily accessible via phone and email during standard business hours (M-F 7:30 am - 5:30 pm). Users can reach out directly to our certified technicians for immediate assistance.

   - **Remote Assistance:** We can securely remote into users' computers with their permission to resolve issues quickly without requiring on-site visits. This is especially beneficial for remote users with limited technical skills.

2. **User-Friendly Communication:**

   - **Clear Instructions:** Our technicians are trained to communicate complex technical concepts in simple, easy-to-understand terms. We ensure that users understand the steps being taken to resolve their issues and feel comfortable with the process.

   - **Patience and Empathy:** We understand that users with limited technical skills may require more time and patience. Our support staff is empathetic and patient, ensuring a positive support experience for all users.

3. **Proactive Support and Training:**

   - **Basic Training Through Interactions:** During support interactions, our technicians provide basic training to users, helping them understand how to prevent common issues and use their IT resources more effectively.

   - **Technical Account Managers (TAMs):** Our TAMs regularly check in with customers to discuss any recurring issues and provide guidance on best practices, ensuring users are well-supported and informed.

4. **Comprehensive Support Model:**

   - **Unlimited Helpdesk and Onsite Support:** Our proactive support model includes unlimited helpdesk and onsite support, ensuring that all users, regardless of location or technical skill level, receive the help they need without worrying about additional costs.

   - **Local Presence:** With over 85 certified IT technicians based in Beaverton, Oregon, we can quickly dispatch local engineers to your location if an issue cannot be resolved remotely.

By combining accessible, user-friendly support with proactive training and a comprehensive support model, POA successfully supports a diverse user base, including remote users with limited technical skills. Our approach ensures that all users receive the assistance they need to stay productive and secure.

5.0 Pricing & Contracts

5.1 Please attach cost estimates and worksheets to support these estimates if applicable. Itemize non-recurring and recurring costs as well as CPI. Recurring costs should be quoted as per user per month costs. Other pricing models may be provided as an option. (Place in a 5-year agreement.)

We have included Attachment D that outlines our comprehensive costing options. Please note that for IT services nothing is one-size fits-all or set in stone. We've included some recommended cybersecurity software, data backup and DR solutions, initial hardware replacement recommendations, and other elements in our costing that can be modified or removed completely to hit the financial goals for the Port. We simply make recommendations and then tailor our solution to fit our customers' goals, though we would want to have a larger discussion about these items ahead of finalizing anything.

5.2 Please attach a Master Services Agreement or other legal documents beyond a proposal for the Port of Astoria to review.

See Attachment C. This is our Total Solutions Agreement and includes all the terms and conditions for all of our products and services, along with our general terms and conditions. We typically keep one such agreement on file per customer, but the terms and conditions for the specific services are only relevant once an accompanying order form for a particular service has been signed and processed.

6.0 References

6.1 Please provide at least two to three references for customers with similar operations to the proposed solution. Include contact names, phone numbers, email addresses and industry.

Seaside Civic and Convention Center

Hospitality Industry, local to the coast

Pacific Office manages their IT (slightly smaller environment than Port of Astoria), copiers, and printers

Brian Owen General Manager

503 738 8585 bowen@seasideconvention.com

Continental Marketing

B2B Service Industry (e-commerce consulting)

Pacific Office manages their IT (larger environment than Port of Astoria), copiers, printers

This is a long term IT client that Jacob personally manages.

Jamie Baker President

912 691 7051 jbaker@cmsales.com

Seaside Lodging

Hospitality Industry, local to the coast

Pacific Office manages their IT (slightly smaller environment than Port of Astoria), copiers, and printers

Clarann Register

503 470 0152

August 13, 2024

Robert Stevens, Commission President
Port of Astoria
422 Gateway Ave., Suite 100
Astoria, OR 97103

RE: Award for Special Public Works Fund, Pier 2 Byproduct Recovery Center, Project
Number A25002, 8/6/2024

Dear Mr. Stevens:

Congratulations on your successful application for the above-referenced project. Enclosed please find a summary showing the funding amount and special terms and conditions of the award. The financing contract will contain the full terms and conditions of your award and will be sent to you for proper signatures. Please note that the legal obligations for funding and for reimbursement of project expenses are subject to execution of the contract.

The project must comply with all applicable state laws, regulations and procurement requirements. As a reminder, you must provide copies of all solicitations at least 10 days before advertising, and all draft contracts at least 10 days before signing.

We encourage you to offer appropriate media opportunities to help build public awareness of your project's purposes and benefits. Please notify us of any event celebrating your project. As always, we are available to answer questions that may arise during the implementation of your project. If you need assistance, please contact me at 541-297-3682 or by email at Becky.A.Bryant@biz.oregon.gov. .

Sincerely,

Beks

Becky Bryant, Regional Project Manager
Business Oregon

c: Matt McGrath, Deputy Director
Melanie Olson, Regional Development Officer
Representative Cyrus Javadi
Senator Suzanne Weber

SUMMARY OF AWARD

Project Number: A25002   **Date of Award:**   August 6, 2024

Recipient: Port of Astoria

Project Name: Pier 2 Byproduct Recovery Center

Source of Funding (Grant/Loan/Forgivable Loan)	Award Amount
SPWF – Industrial Land Planning Grant, Tax Exempt	$60,000
Total	**$60,000**

General Description of Loan	
Interest Rate	**N/A**
Maximum Term	**N/A**

Approved Project Description
Project Description: The Recipient will procure services of a qualified firm to complete a byproduct recovery center study. The study will include at the minimum the following: • Characterize the flow and quality of wastewater to the BRC (from data from the sources potentially sending water to the BRC) • Identify infrastructure requirements to transport wastewater to the BRC and from the BRC to the outfall • Prepare a conceptual layout for BRC facility and wastewater transport infrastructure (working with PND Engineers currently working on Pier 2 West Rehabilitation project) • Assess potential impacts from the BRC discharge to the Columbia River (mixing zone study) • Assess environmental permitting requirements (DEQ, USACE, NMFS) including discussions with agencies, if relevant; and • Assess infrastructure requirements for treatment systems, such as space requirements, foundation requirements, and other infrastructure needs.

Note: The full terms and conditions will be contained in the contract.