



**AGENDA REPORT**

**PROPOSED ACTION: Resolution:** Approve and Authorize the Executive Director to Enter into a Professional Services Agreement With ROK Technologies for Hosted and Managed ArcGIS Enterprise Cloud Services in an Amount Not to Exceed \$2,000,000 for a Five-Year Term, with Two One-Year Options to Extend (or the Next Ranked Vendor) ; and Find That the Proposed Action is Exempt Under the California Environmental Quality Act. **(Engineering Services)**

Submitted By: Emilia Sanchez, Director of Engineering; Kristi McKenney, Executive Director

Parties Involved: ROK Technologies, Mt Pleasant, SC

Amount: \$2,000,000 (operating expense)

**EXECUTIVE SUMMARY:** The Port of Oakland’s GIS Program supports planning, infrastructure management, operations, and decision-making across Port business units. The next step to allow for centralized data management, multi-user editing, and system integration, is the implementation of a hosted and managed ArcGIS Enterprise platform. Following a competitive RFP process, staff recommend awarding the contract to ROK Technologies based on its experience with hosted and managed ArcGIS Enterprise services.

**BACKGROUND & ANALYSIS**

The Port of Oakland’s Geographic Information System (GIS) Program supports planning, infrastructure management, operations, and decision-making across Port business units. The program serves approximately 140 internal staff and external consultants and enhances operational efficiency, spatial data access, and project delivery across the organization.

The Port currently utilizes ArcGIS Online (AGOL) to support web mapping applications, dashboards, and field data collection. While AGOL effectively supports map creation, collaboration, and day-to-day operational needs, the Port’s expanding business and operational requirements necessitate additional enterprise capabilities. Specifically, the Port requires a centralized GIS environment that supports shared authoritative data across departments, concurrent multi-user editing, enhanced system integration, and improved governance and security controls. Without these capabilities, the Port’s ability to fully leverage GIS as an enterprise-wide decision-support platform is limited.

To address these needs, the Port is implementing a managed ArcGIS Enterprise environment hosted and operated by a qualified managed service provider. Under this model, AGOL will continue to support flexible field and public-facing applications, while ArcGIS Enterprise will provide the secure, centralized system architecture and data management foundation necessary to support enterprise operations. The hosted and managed cloud service will include cloud hosting, system administration, cybersecurity

management, monitoring, maintenance, backup and disaster recovery, and ongoing technical support.

Due to the technical complexity associated with deploying and maintaining an enterprise GIS platform, the Port requires a specialized Esri-certified managed services provider with demonstrated expertise in secure cloud-based ArcGIS Enterprise environments and public sector implementations. Accordingly, the Port issued a Request for Proposals (RFP) seeking qualified firms to provide hosted and managed ArcGIS Enterprise cloud services. Proposals were evaluated based on qualifications, technical approach, relevant experience, and ability to meet the Port’s operational and security requirements. Despite outreach efforts and evaluation of all proposals received, no Local Business Area (LBA), Local Impact Area (LIA), Small Business Enterprise (SBE), or Very Small Business Enterprise (VSBE) firms were identified among the respondents for this procurement. The evaluation results are summarized in Tables 1 and 2 below.

Based on the evaluation process, staff recommend award of the contract to ROK Technologies as the highest-ranked proposer. ROK Technologies demonstrated the strongest overall qualifications, including extensive expertise in hosted and managed ArcGIS Enterprise services, secure cloud infrastructure capabilities, and experience supporting complex public sector GIS environments.

**Table 1  
RFQ Scoring Criteria**

<b>Item</b>	<b>Criteria</b>	<b>Points</b>
1	Company Information, Litigation, and Other Information	10
2	Knowledge and Experience	15
3	Client References	20
4	Plan and Approach	25
5	Fixed Annual Cost Proposal	15
6	Non-Discrimination and Small/Local Business Utilization Policy (NDSLBP)	15
	<b>Total</b>	<b>100</b>

**Table 2  
Final Consultant Ranking**

<b>Rank</b>	<b>Consultant</b>	<b>City</b>	<b>Final Score</b>
1	ROK Technologies	Mt Pleasant, SC	77.88
2	CyberTech	Oak Brook, IL	63.13
3	The Gartrell Group	Portland, OR	60.88
4	GCS Holdings Inc.	Missoula, MT	45

**OTHER FINDINGS AND PROVISIONS**

**ENVIRONMENTAL REVIEW**

The proposed action was analyzed under the California Environmental Quality Act (CEQA) and was found to be:

Categorically exempt under the following CEQA Guidelines Section:

Choose an item.

"Common Sense" exemption under CEQA Guidelines Section 15061(b)(3).

Other/Notes:

**BUDGET**

Administrative (No Impact to Operating, Non-Operating, or Capital Budgets); OR

Operating

Non-Operating

Capital

Analysis: There is no impact to the FY2026 Engineering Division operating expense budget. Future annual costs will be included in future Engineering Division operating expense budgets.

**STAFFING**

No Anticipated Staffing Impact.

Anticipated Change to Budgeted Headcount.

Reason:

Other Anticipated Staffing Impact (e.g., Temp Help).

Reason:

**MARITIME AND AVIATION PROJECT LABOR AGREEMENT (MAPLA):**

Applies? Choose an item No (Not Aviation or Maritime CIP Project) – proposed action is not covered work on Port’s Capital Improvement Program in Aviation or Maritime areas above the threshold cost.

Additional Notes:

**LIVING WAGE** (City Charter § 728):

Applies?

Choose an item No (No Covered Agreement) – proposed action is not an agreement, contract, lease, or request to provide financial assistance within the meaning of the Living Wage requirements.

Additional Notes:

**SUSTAINABLE OPPORTUNITIES:**

Applies? **Choose an item**No.

**GENERAL PLAN** (City Charter § 727):

Conformity Determination:

<p><u>Reason:</u> There are no sustainability opportunities related to this proposed action because it does not involve a development project, purchasing of equipment, or operations that presents sustainability opportunities.</p>	<p>Choose an item Not Required – conformity determination not required because proposed action does not change use of or make alterations to an existing facility, or create a new facility.</p>
<p><b><u>STRATEGIC PLAN.</u></b> The proposed action would help the Port achieve the following goal(s) and objective(s) in the Port’s Strategic Business Plan:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Capture Our Market and Grow the Economic Base</li><li><input checked="" type="checkbox"/> Modernize and Upgrade Infrastructure</li><li><input checked="" type="checkbox"/> Maximize Land Use Value and Revenues</li><li><input checked="" type="checkbox"/> Transition to Zero-Emissions and Build Climate Resilience</li><li><input type="checkbox"/> Workforce Training and Jobs Development</li><li><input type="checkbox"/> Create Opportunities for Local Businesses and Community Economic Development</li></ul>	