



Terminal Rugged Hardware

Request for Proposal (RFP)

October 12, 2026



Crowley Maritime Corporation
9487 Regency Square Boulevard
Jacksonville, FL 32225

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1. Introduction

Crowley Maritime Corporation (herein referred to as “Crowley”) is issuing this Request for Proposal (RFP) to qualified suppliers (herein referred to as “Suppliers”) for the procurement of rugged hardware for our terminal locations. These locations are in Florida, Jacksonville and Port Everglades, and in San Juan, Puerto Rico. This rugged hardware consists of handheld devices, vehicle-mounted tablets, mobile RFID thermal printers, and laptops. All rugged hardware may not include components from prohibited manufacturers. All rugged hardware must be delivered to Crowley’s headquarters in Jacksonville, Florida by Friday, December 28, 2026. The details of this request, including technical specifications and grant funding requirements, are outlined in the accompanying documentation.

It is expected Suppliers receiving and responding to this RFP will review, adhere, analyze, and respond to this RFP and the process outlined thoroughly. The intent is to identify the best Supplier that can deliver the rugged hardware requested in a timely, professional, efficient, and cost-effective manner while ensuring the highest standards of performance, integrity, responsiveness, customer service, and fiscal accountability.

1.1. Company Overview

Crowley, founded in 1892, is a privately held, U.S. owned and operated logistics, marine and energy solutions company serving commercial and government customers that is headquartered in Jacksonville, Florida. Services are provided worldwide by two primary business units – Crowley Shipping & Logistics and Crowley Energy.

For more information on our company visit our website www.crowley.com

2. RFP Guidelines

2.1. Acknowledgment of RFP Receipt and Intent to Bid

Please acknowledge receipt of this RFP within 24 hours and intend to bid by **October 13, 2026.**

In the event you elect not to proceed with submission of a response, please inform Crowley of your decision via email to: Kimberly.Thompson@crowley.com.

2.2. RFP Questions, Inquiries, and Clarifications

All questions or requests for clarification concerning this RFP must be submitted via email to: Kimberly.Thompson@crowley.com.

Crowley requests that all questions regarding the RFP be submitted by **October 15, 2026**, as directed above.

To ensure consistent interpretation of the RFP, all the written answers will be sent to all Suppliers by **October 19, 2026**. Information which would identify the inquiring Supplier will be removed.

Each Supplier has the responsibility to request further explanation if the Supplier does not fully understand or believes a question or requirement may be interpreted in more than one way. Crowley shall have no obligation to correct, nor bear any responsibility for errors (whether by commission or omission), ambiguity, or inconsistency in this RFP. If any Supplier is aware of or believes that the RFP contains such an error, it is the Supplier’s responsibility to promptly notify Crowley in writing.

By submitting a response, the Supplier represents that they have read and clearly understand this RFP, and they are capable of providing the required rugged hardware.

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2.3. Contacts and Important Dates

Intention to respond must be submitted via email by end of business day **October 13, 2026**.
RFP response must be delivered electronically by end of business day **October 23, 2026**, Email to:
Kimberly.Thompson@crowley.com.

Please respond to this RFP via email using the attached Excel workbook, add any other type of documentation requested or needed. Crowley expects that Supplier will respond completely about each requirement and will use the standard format provided when responding. If any items are not completed, Crowley will assume that the Supplier's solution does not provide the respective requirement.

Responses shall be signed by an individual authorized to legally represent the organization.

RFP Schedule:

Milestones	Dates
Release of RFP	October 12, 2026
Communication of intent to bid to Crowley	October 13, 2026
Supplier Questions Due	October 15, 2026
Crowley answers to all Supplier Questions	October 19, 2026
RFP response received by Crowley	October 23, 2026
Supplier provides three (3) sample devices of each device type to Crowley, one (1) for each terminal for expedited testing	October 30, 2026 at the latest
Crowley Target Selection Date	November 13, 2026
Crowley receives rugged hardware	December 28, 2026 at the latest

2.4. No Guarantee

Crowley is not committed to any course of action as a result of its issuance of this RFP and/or its receipt of proposal from you or other Suppliers in response to it. The issuance of this RFP does not imply that Crowley is making an offer to conduct, expand, or terminate business with any Supplier.

Crowley reserves the right to accept a complete response, or portion thereof, or to accept none of the responses. Your preparation and submission of a response does not commit Crowley to award the business to any Supplier even if all the requirements are met.

All costs associated with preparing Supplier's proposal in response to this RFP and for providing any additional information requested by Crowley to facilitate the evaluation process are the sole responsibility of the Supplier and will not be reimbursed by Crowley.

The general coverage of a Crowley RFP, and any agreement resulting from this solicitation, shall be for Crowley along with any affiliate. Crowley reserves the right to not enter into any contract, to add and/or delete elements, or to change any element of the coverage and participation at any time without prior notification and without any liability or obligation of any kind or amount.

2.5. Conflict of Interest

The Supplier shall disclose any actual or apparent conflict of interest that may exist between the Supplier,

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any employee or owner, or any party that the Supplier contemplates may provide services or materials to Crowley if the Supplier is selected and any party having an interest in Crowley.

2.6. Confidentiality

Confidentiality is to be maintained as per the Non-disclosure Agreement.

2.7. Selection Criteria

Proposal will be evaluated based on the following criteria in no order:

- **Technical Compliance with Specifications:** Evaluation of the proposed hardware's ability to meet or exceed the mandatory technical requirements outlined in this RFP.
- **Product Performance and Demonstration Results:** Assessment of production-equivalent demonstration units.
- **Total Cost of Ownership:** Evaluation of all costs associated with the hardware over its expected lifecycle.
- **Warranty, Support and Service Capabilities**
- **Product Roadmap and Lifecycle Management:** Assessment of the Supplier's ability to provide long-term support.
- **Delivery Schedule and Supply Chain Reliability:** Delivery of hardware by December 28, 2026.
- **Cost valid through December 31, 2026.**

2.8. Award – Primary Contractor Statement and Guarantee

Crowley reserves the following rights concerning the proposals received in response to the RFP:

- To accept or reject a proposal in whole or in part.
- To reject any or all proposals received from this request without explanation.
- In regards to this request Crowley's decision will be final and not subject to review.

2.9. Supplier Responses

- Price Sheet: complete Excel sheet provided
- Minimum Insurance Requirements: Attachment A (confirm that Supplier meets these requirements in Word document)
- Sam.gov active registration information (provide information in Word document)

Crowley expects that Suppliers will respond completely within a section and will use the standard outline provided when responding to items. If all questions within a section are not complete, Crowley will assume that the Supplier does not wish to provide the respective section's overall service.

3. Scope and Requirements

3.1. Scope

Crowley is soliciting proposals from qualified Suppliers for the supply and support of ruggedized mobile computing and printing equipment used across its terminal operations. This procurement initiative supports critical operational functions including gate processing, vessel operations, yard management, vehicle and container inspections, equipment operations, inventory management, traffic control, planning, and documentation workflows.

The objective of this RFP is to identify commercially available rugged hardware solutions that can reliably operate in demanding marine terminal environments. Proposed solutions must support outdoor and industrial operating conditions, including exposure to sunlight, rain, dust, vibration, temperature extremes, vehicle-mounted use cases, and continuous operational demands. Equipment must provide high availability, durability, Confidential

ease of deployment, and compatibility with Crowley's existing terminal technology ecosystem.

Suppliers are invited to submit proposals for one or more of the following hardware categories:

- Rugged Handheld Mobile Computers
- Rugged Vehicle-Mounted Tablets
- Rugged Mobile RFID Thermal Printers
- Rugged Laptops

Proposed equipment must meet or exceed the minimum technical specifications outlined in this RFP and support Crowley's operational applications.

Per Section 9(e) of Federal Funding Special Conditions Provisions and Mandatory Clauses, we understand that BABA (Build America, Buy America) does not apply to this procurement.

Proposed equipment must not contain components from 1. Huawei Technologies Company 2. ZTE Corporation 3. Hytera Communications Corporation 4. Hangzhou Hikvision Digital Technology Company 5. Dahua Technology Company, or any subsidiary or affiliate of such entities.

As part of the evaluation process, Suppliers shall provide quantity three (3) production-equivalent demonstration units for all proposed device models, one (1) for each terminal for expedited testing. Demonstration equipment will be evaluated for durability, sunlight readability, scanning accuracy, RFID capabilities where applicable, application performance, connectivity, battery performance, and operational suitability within terminal environments.

Crowley seeks Suppliers capable of delivering reliable hardware, comprehensive warranty and support coverage, clear product lifecycle management, and proven experience supporting industrial, transportation, logistics, maritime, or terminal operating environments.

Proposals should include all relevant commercial information, including product specifications, pricing, lead times, support service levels, warranty terms, freight, and any deviations from the stated requirements. Suppliers must identify any exceptions to the specifications and provide supporting documentation demonstrating compliance with the proposed solution.

The successful Supplier(s) will provide solutions that enhance operational efficiency, improve workforce mobility, support current and future application requirements, and deliver long-term reliability across Crowley's terminal operations.

Please refer to the attached "Terminal Rugged Hardware RFP Specifications" for more detailed information.

3.2. Location:

The following geographic location will receive the delivery of the hardware described in this RFP. The hardware will be used at our terminals in Florida, Jacksonville and Port Everglades, and in San Juan, Puerto Rico.

- 9487 Regency Square Blvd, Jacksonville, Florida 32225 US

4. Contract Terms

A PO will be issued to the selected Supplier(s). Below is the link to our PO Terms and Conditions.

<https://www.crowley.com/po-terms-and-conditions/>

In addition, the Selected Supplier(s) must comply with Federal Funding Special Conditions Provisions and

Mandatory Clauses that is attached.

5. Non-Disclosure Agreement

All Suppliers must have a fully executed mutual non-disclosure agreement in place with Crowley to participate in this RFP process. If you do not have an NDA, sign and return the attached MNDAs.

Disclosure of any information related to this RFP, or the award of any contract related to this RFP may not be made without prior written approval of an authorized representative of Crowley.

No publicity or news releases pertaining to this RFP, responses to this RFP, and discussions of any kind related to this RFP, or the award of any contract related to the bid document, may be released without the prior written approval of an authorized Crowley representative.

6. Costs

The RFP does not oblige Crowley to pay for any costs, of any kind whatsoever, which may be incurred by a respondent or any third parties, in connection with your response. All responses and supporting documentation shall become the property of Crowley, subject to claims of confidentiality in respect of the response and supporting documentation.

7. Code of Conduct – Contractors and Suppliers

Crowley aspires to be an ethical and socially responsible company. This Code of Conduct for Contractors and Suppliers ("Suppliers"), summarizes Crowley's expectations on a wide variety of important subjects and provides guidance on how to find additional resources. While Crowley understands that Suppliers are independent entities, the business practices and actions of a Supplier may, at times, affect Crowley's image or reputation in the community. Crowley recognizes that there are different legal and cultural environments in which Suppliers operate throughout the world. This Code sets forth the basic requirements that Suppliers shall embrace and adhere to when conducting business with and/or on behalf of Crowley.
<https://www.crowley.com/code-of-conduct/>

8. Intellectual Property

The respondent should not use any intellectual property of Crowley including, but not limited to, all logos, registered trademarks, or trade names of Crowley, at any time without the prior written approval of Crowley.

9. Response Ownership

All material submitted in response to this RFP shall become the property of Crowley upon delivery and will not be returned.

10. Governing Law

This RFP and the Respondent's Response shall be governed by and construed in accordance with the laws of the State of Florida. Venue for any and all legal action regarding or arising out of transactions covered herein shall be solely in the District Court in and for Duval County, State of Florida.

11. No Liability

Crowley shall not be liable to any respondent, person, or entity for any losses, expenses, costs, claims, or damages of any kind:

- Arising out of, by reason of, or attributable to, the respondent responding to this RFP; or
- As a result of the use of any information, error, or omission contained in this RFP document or provided during the RFP process.

