



## QUESTIONS & RESPONSES #02

RFQ or RFP / TITLE      080415 | PROJECT TITLE: POM RFI

CONTACT      Mark Little

EMAIL      [procurement@portoftacoma.com](mailto:procurement@portoftacoma.com)

PHONE NUMBER      253-383-9453

PROPOSAL or SOQ DUE DATE      September 8, 2015 @ 5:00 PM (PST)

DATE ISSUED      4-Aug-15

PROPOSER QUESTIONS	PORT RESPONSES	RFI Section/Pg
Which Department is leading this effort?	<a href="#">The Information Technology Department in conjunction with the Operations Center.</a>	Purpose/Pg 2
Will information gathered be used to formulate a formal RFP?	<a href="#">Yes</a>	Purpose/Pg 3
When might that be released?	<a href="#">Within three (3) months</a>	Purpose/Pg 3
Are there any estimated costs associated with this Solution yet?	<a href="#">The information requested will lead to an understanding of the associated costs. From this a budget will be developed.</a>	Purpose
Any method of funding secured or determined?	<a href="#">See response above</a>	Purpose
Who is the head of the port and how are they chosen?	<a href="#">John Wolfe is our CEO and he was hired by the Port Commission</a>	
Who in the port prepares the budget and who plans technology purchases that need to be made?	<a href="#">The budget team. The IT director and her team</a>	
Who approves your budget?	<a href="#">The Port Commission</a>	
How do you generally fund technology purchases?	<a href="#">Through the Port's budget</a>	
What is the most common method of procurement for technology purchases the port makes?	<a href="#">State contracts and RFPs</a>	

Which vendors provide the following systems for you guys (if you use them at all): phone system, employee time/attendance system, desktops and laptops, servers, license plate readers, asset management system.	Phone system: Microsoft Lync employee time/attendance system: ADP desktops and laptops: Primarily Dell/Microsoft Windows servers: Primarily HP with Microsoft Hyper-V license plate readers: Genetec asset management system: IBM Maximo	
Break Bulk Terminal Operations is listed as an area of focus for this – should we assume this means the POT needs to have a system that will enable them to do the following: o Receiving and delivering of break-bulk cargo o Stuffing and stripping of cargo o Yard planning for break-bulk cargo o Rail planning for break-bulk cargo o Rail loading/unloading for break-bulk cargo	Yes	
• Automatic Identification System o What system is being used? o what is this for? Is this for personnel or for cargo?	There is currently no system in use for this, it is it would be for cargo/vessels	
Vessel Traffic Services What information will you be getting from the VTS and what are you going to be doing with it?		
• Automatic Equipment Identification – o what system is currently being used to automatically identify equipment?	There is currently no system in use for this	
• Geographic Information Systems – o what information will you be getting and what are you going to be doing with it?	For the purposes of the RFI, we would be interested in hearing about the capabilities of solutions that leverage existing investments in GIS. We currently maintain an Enterprise GIS system that maintains numerous layers of geospatial data relating to the Port, and a user interface that is utilized for multiple purposes, including from an operational perspective the real-time display of vessel traffic and weather.	

<ul style="list-style-type: none"> <li>Automate updates of all 'common' data across systems – <ul style="list-style-type: none"> <li>what are the examples of common data and what systems are being updated?</li> </ul> </li> </ul>	<p>This is not a comprehensive list, but information such as Customer information (company name, addresses, vessel name, BOL, booking number, etc.)</p> <p>systems updated include Microsoft GP, and 2 additional internal Microsof SQL based tools</p>	
<ul style="list-style-type: none"> <li>RFID, OCR, Bar code scanners, GPS etc. –</li> </ul> <p>Does the NWSA already have RFID, OCR, Bar Code scanners and GPS deployed throughout the Port and if so what vendors are being used?</p>	<p>There are some OCR available</p>	
<p>Real time planning and schedule (labor and equipment)</p> <p>Is the NWSA looking for a scheudling system for labor (union and non union?) and a dispatch system for equipment?</p>	<p>The NWSA is investigating what options are available for scheduling and dispatch of labor and equipment</p>	
<p>Ability to gather real time data on truck processing</p> <p>Is the NWSA looking to gather this at each individual terminal via hardware that the NWSA is deploying or is the data going to come via EDI from each terminal's Terminal Operating System?</p> <p>In terms of truck processing does this mean how long it takes to get a ticket issued at each location? Or the full turn time within the terminal</p>	<p>The NSWA is investigating what options are available with regards to gathering real time data. Hardware/Software options are all being considered, as is receiving EDI from a terminals TOS.</p> <p>With regards to truck processing, the NWSA is looking for full turn time within the terminal</p>	
<ul style="list-style-type: none"> <li>Detailed KPI monitoring and analysis including turn times and waiting/queue alerts. <ul style="list-style-type: none"> <li>From where will the data be gathered related to the queue times?</li> </ul> </li> </ul> <p>Is this queue times at each individual terminal or queue times down the Port of Tacoma road? Or something different?</p> <ul style="list-style-type: none"> <li>Is there hardware in place (i.e. RFID readers or some other mechanism) to capture queue wait times?</li> </ul>	<p>The NSWA is investigating what options are available with regards to gathering queue data. It could be individual queue or something different, there is not currently hardware in place to capture the queue wait times.</p>	

<ul style="list-style-type: none"> <li>· Ability to monitor/control gate flow – <ul style="list-style-type: none"> <li>o What does ‘control gate flow’ mean?</li> </ul> </li> </ul>	<p>The NWSA is investigating options for addressing traffic congestion in the area. Monitoring and controlling gate flow would be one of these options</p>	
<ul style="list-style-type: none"> <li>· Automatic AIS exchanged / updates including visualizations <ul style="list-style-type: none"> <li>o What AIS system is being used with relation to gates/queues/ and vessel management?</li> </ul> </li> </ul>	<p>There is not currently a system in place for gate queues and vessel management.</p>	
<ul style="list-style-type: none"> <li>· Ability to track vessel movements and details of activities <ul style="list-style-type: none"> <li>o Is this in relation to the docking and undocking of vessels at each terminal?</li> <li>o Does the NWSA expect each terminal operator to send this information automatically?</li> </ul> </li> </ul>	<p>Yes, this is in relation to docking/undocking vessels the NWSA is investigating options for receiving information.</p>	
<ul style="list-style-type: none"> <li>· Are the requirements for imports and exports for just the break-bulk cargo or all cargo (including containerized) across all terminals in the NWSA?</li> </ul>	<p>Ideally, the requirements would apply to all cargo across the terminals in the NWSA.</p>	
<ul style="list-style-type: none"> <li>· Automated system notifications (any/all states of cargo)- <ul style="list-style-type: none"> <li>o What kind of notifications are being requested?</li> <li>§ Gate in/gate out?</li> <li>§ Vessel load/discharge?</li> <li>§ Demurrage owed?</li> <li>§ Holds?</li> </ul> </li> </ul>	<p>Yes, these are some of the notifications being requested. A complete list would be provided with a RFP.</p>	
<ul style="list-style-type: none"> <li>· Record/confirm/validate discharged cargo against the manifest and report any discrepancies – <ul style="list-style-type: none"> <li>o Is it expected that the NWSA is going to be receiving the vessel manifest for all vessels in the NWSA?</li> <li><input type="checkbox"/> Are the terminal operators and or shipping lines in agreement to have the manifests sent to the NWSA?</li> </ul> </li> </ul>	<p>Currently a hardcopy of manifests is received, ideally this would be received electronically into the TOS.</p>	

<ul style="list-style-type: none"> <li>· Receive electronic holds, removals, releases from relevant source (shipping line, US Customs etc.)-</li> <li>o This usually goes to the terminal operator, is the NWSA asking for this to be sent to the NWSA in addition to it being sent to the individual terminal operators?</li> </ul> <p>Are the Terminal Operators in agreement to having this information being sent to the NWSA?</p>	Currently there is a semi-automated process by which the NWSA BreakBulk customer service people can monitor the status of custom releases. Ideally this information would be automatically fed into a TOS	
<ul style="list-style-type: none"> <li>· Ability to manage across multiple terminals –</li> <li>o what needs to be ‘managed’?</li> </ul>	Cargo status	
List of Items, Schedule of Requirements, Scope of Work, Terms of Reference, Bill of Materials required	See Submission requirements, RFI page 4-5	
Soft Copy of the Tender Document through email.	We understand "Tender" to mean a solicitation document. Based on this, we will issue a solicitation as a result of this RFI.	
Names of countries that will be eligible to participate in this tender	Per the Q/A above, we are not seeking countries to bid on the solicitation that will result from this RFI. We are seeking qualified firms to repond to the RFP once it is issued and there is no restrictions on what compnay may respond other than offer what we are looking for.	
Information about the Tendering Procedure and Guidelines	These will be issued with the solicitation.	
Estimated Budget for this Purchase	This is what the RFI is help establish	
Any Extension of Bidding Deadline?	No	
Any Addendum or Pre Bid meeting Minutes?	No	
Can you provide more details of the Vendor Conference on 18 <sup>th</sup> August please? Is it a requirement to join?	There is no requirement to join	
Is it possible to join by video conference or telephone conference?	WE HAVE A SKYPE MEETING SETUP (DETAILS IN THE INVITATION)	

What is the agenda?	OPEN FORUM FOR Q/A. THERE WILL BE A BRIEF DISCRIPTION OF WHAT WE ARE TRYING TO ACCOMPLISH WITH THE RFI AT THE BEGINNING. IT WILL BE A THUMBNAIL OF WHAT IS IN THE RFI.	
Will minutes/presentations be issued to non-attendees?	WE WILL BE TAKING NOTES AND WILL ISSUE THEM IN THE FORM OF AN ADDENDUM TO THE RFI ALONG. ADDITIONALLY, THE RESPONSES TO THE QUESTIONS WE RECEIVED WILL BE ISSUED AT THAT TIME.	
VTs: Which system are you currently using?	We are using Puget Sound Marine Exchange. Anything we use would have to interface with the marine exchange and there is nothing that we're aware of that would be withheld	
Budget/timeframe/demo's: Are you looking for actual costs?	We are looking for anything you can provide. All information would be useful. We believe there is a budget range you can provide, and we would like to know what that range is so we have some idea of what we're working with. Current plan shows latter modules being complete by 2017 – we are looking at a 2 year implementation timeframe	
Will you allow demo's?	We may have demos for the RFP NOT for the RFI	
Solution type: Are you looking for a turn key solution, or will infrastructure be provided?	We are more open to a SaaS, not necessarily a full infrastructure turn key solution, but we are leaning more towards a SaaS – away from on premise supported system.	
GIS: Can you speak to the vision around using GIS?	We have an investment in GIS and we use it extensively in operations	
What is the annual tonnage of break-bulk cargo that is being handled that the TOS will be servicing?	Approximately 250000 short tons.	
What are the main break-bulk commodities that the TOS needs to be able to accommodate?	Varies dependent on the time of year	
We understand POMS to be installed at a single location Northwest Seaport Alliance? Please confirm	The POMS will be primarily used at the NWSA Tacoma Operations Center location, but should be available for use at the Seattle location as well	

<p>The current systems used for POMS are a combination of manual processes, in-house developed systems and a small number of commercial off the shelf (COTS) systems which are not integrated, are obsolete, and lack many capabilities necessary to operate efficiently. Please let us know if there are any data migration requirements? Please provide the details</p>	<p>There may be some data to migrate, this would be detailed in a RFP</p>	
<p>Waterway and Berthing Management. Please provide more details on waterway management requirements?</p>	<p>Please solution requirements on RFI page 3 -4. More detailed requirments will be available in a RFP</p>	<p>page 3-4</p>
<p>Intermodal. Please provide more details on Intermodal requirements?</p>	<p>Please solution requirements on RFI page 3 -4. More detailed requirments will be available in a RFP</p>	<p>page 3-4</p>
<p>Port Community System (PCS): Please provide more details on PCS requirements from perspective of Northwest Seaport Alliance operations</p>	<p>Please solution requirements on RFI page 3 -4. More detailed requirments will be available in a RFP</p>	<p>page 3-4</p>
<p>Business Intelligence Intelligent displays/dashboards: 1) Please let us know whether Port of Tacoma is having preference for any BI Tool 2) Please provide the details of key performance indicators (KPIs).</p>	<p>There is no prefrence for any specific BI tool.</p> <p>An example of KPIs is monitoring and analysis of gate times including turn times and waiting/queue alerts</p> <p>additional KPI information will be available in detail in a RFP</p>	
<p>Number of truck traffic per month.</p>	<p>Please see the cargo stats on the port of tacoma website <a href="https://www.nwseaportalliance.com/stats-stories/cargo-stats">https://www.nwseaportalliance.com/stats-stories/cargo-stats</a></p>	
<p>Could you please describe the legacy systems which is running together with your TOS currently (e.g. Finance System, HR System, and/or Customs etc.)?</p>	<p>Please solution requirements on RFI page 3 -4. More detailed requirments will be available in a RFP</p>	<p>page 3-4</p>
<p>Any materials or information shared during the vendor conference on Aug. 18, could you please share with TSB also?</p>		

How many shipping lines (or billing account) do you need to manage in billing system?	this will be detailed in a RFP	
What is the number of TEUs daily/monthly/yearly?	please see the cargo stats on the port of tacoma website <a href="https://www.nwseaportalliance.com/stats-stories/cargo-stats">https://www.nwseaportalliance.com/stats-stories/cargo-stats</a>	
What is approximate annual revenue, if you can share? ( it is for software cost information purpose )	please see <a href="http://portoftacoma.com/about">http://portoftacoma.com/about</a>	
Can you please provide list of typical services rendered to the Shipping Lines that billing system should handle?	this will be detailed in a RFP	
What would be average # of billable transactions daily/monthly?	this will be detailed in a RFP	
What is typical type of billing cycles (monthly/bi-monthly/Quarterly/yearly) do you need?	this will be detailed in a RFP	
How many bill cycles in a month do you need for regular billing, if any?	this will be detailed in a RFP	
How many invoices do you need to generate daily/monthly?	this will be detailed in a RFP	
Do you expect billing system manage dunning or collection process?	this will be detailed in a RFP	
Can you please provide list of legacy or to-be systems that billing system is expected to have interface?	see systems referenced in solutions requirements additional details will be available in a RFP	page 3-4
What is the legacy ERP system, if any?	see systems referenced in solutions requirements additional details will be available in a RFP	page 3-4
Could please describe how billing system needs to integrate with legacy ERP system from business process and technical integration perspective?	see systems referenced in solutions requirements additional details will be available in a RFP	page 3-4
What is the legacy CRM system, if any?	Microsoft Dynamics  see systems referenced in solutions requirements	Page 3
Do you have any legacy taxware software, i.e. Vertex for example? What is it, if any?	this would be detailed in a RFP	



Do you have a legacy payment processor or payment gateway such as Chase Paymentech, if any, that billing system needs to integrate?	this would be detailed in a RFP	
Number of business intelligence users including admin users, general users (using dashboard and ad-hoc reporting), and mobile users(if needed)	this would be detailed in a RFP	
Number of truck traffic per month.	please see the cargo stats on the port of tacoma website <a href="https://www.nwseaportalliance.com/stats-stories/cargo-stats">https://www.nwseaportalliance.com/stats-stories/cargo-stats</a>	
Could you please describe the legacy systems which is running together with your TOS currently (e.g. Finance System, HR System, and/or Customs etc.)?	see systems referenced in solutions requirements	page 3-4
Number of business intelligence users including admin users, general users (using dashboard and ad-hoc reporting), and mobile users (if needed)	this would be detailed in a RFP	