



**POR T OF TACOMA  
REQUEST FOR PROPOSALS  
No. 070167**

**BREAKBULK TERMINAL OPERATING SYSTEM**

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

<b>RFP INFORMATION</b>	
Contact:	Heather Shadko, Procurement
Email Addresses:	<a href="mailto:procurement@portoftacoma.com">procurement@portoftacoma.com</a>
Phone:	253-428-8697
Submittal Date	<b>DECEMBER 11, 2015 @ 2:00 PM (PST)</b>

**PLEASE SUBMIT ALL CORRESPONDENCE AND PROPOSALS  
VIA E-MAIL DIRECTLY TO THE PROCUREMENT CONTACT LISTED ABOVE  
AND INCLUDE 'BREAKBULK TERMINAL OPERATING SYSTEM' IN THE  
SUBJECT LINE**

**PORT OF TACOMA**  
**Request for Proposals (RFP) #070167**  
**Breakbulk Terminal Operating System (TOS)**

The Port of Tacoma (Port), on behalf of the Northwest Seaport Alliance (NWSA), is soliciting proposals from firms interested in providing Software, consulting and technical support services for a Breakbulk TOS which includes Vessel Call Management.

**A. BACKGROUND**

The ports of Seattle and Tacoma joined forces in August 2015 to form The Northwest Seaport Alliance, unifying management of their marine cargo facilities and business to strengthen the Puget Sound gateway and attract more marine cargo and jobs for the region. The NWSA is the first of its kind in North America. The third-largest container gateway in North America, the NWSA delivers less congestion, closer proximity to Asia and award-winning ease of doing business.

Marine cargo operations in the north and south harbors supported more than 48,000 jobs in 2013, generating nearly \$4.3 billion in economic activity. That same year, maritime cargo activity generated \$379 million in state and local taxes, which support education, roads and police and fire protection in communities.

The alliance offers 11 container terminals, two breakbulk and project cargo terminals, six on-dock and three near-dock rail yards and one 165-acre auto processing facility with dedicated overpass and direct rail connections. Although a landlord port for container operations, the NWSA directly operates a breakbulk terminal at its South Harbor, and maintains the flexibility to expand breakbulk operations to other facilities if required.

The Port of Tacoma's grain terminal and industrial properties will continue to be managed by the home port, not the alliance. The NWSA prides itself on being proactive and performance-driven. It puts unrelenting focus on anticipating challenges and providing operational excellence and the best complete value to our customers worldwide. For more information on the NWSA and the OSC, visit <https://www.nwseaportalliance.com>

The Port provides Information Technology (IT) services to the NWSA through a service agreement. The Port maintains several enterprise and departmental software applications and platforms, including IBM Maximo, Microsoft Dynamics GP, Microsoft SharePoint, Microsoft Dynamics CRM, and Esri ArcGIS. The Port manages these applications on Microsoft Windows servers and Microsoft SQL databases. The Port has an in-house IT department and technical, functional, and business process staff.

The Port intends to implement a Breakbulk TOS software solution for the NWSA to manage its Breakbulk cargo terminal operations. This system should include Vessel Call Management functionality to provide visibility into vessel calls across multiple terminals and both harbors and the management of those calls as needed. The goal is to replace

the current systems used for managing Breakbulk cargo as well as improve Vessel Call Management. Currently these are managed using a combination of manual processes and in-house developed systems, which are not integrated and lack many of the capabilities necessary to operate efficiently. The Port is keen to implement a solution that fits with and minimizes functional overlaps between the Breakbulk TOS and other software systems within its enterprise software portfolio. Specific solution requirements are defined in Attachment D.

Licensing and implementation costs are anticipated to be less than \$600,000.00. It should be noted by all vendors submitting proposals that procurement of a solution is subject to authorization by the Port's Executives and/or Commission as well as the NWSA Managing Members. This authorization will not be sought until all project costs are known and authorization may be declined.

The Port anticipates awarding a single contract to the successful vendor. The period of performance of the contract is three (3) years, with an option to extend for additional one-year terms to provide related services as required.

The Port's Standard Terms and Conditions are included as Attachment B to this RFP. The Port's SaaS Agreement are included as Attachment C to this RFP, and will apply if the solution proposed and selected is a SaaS solution. By submitting a Proposal, the Proposer represents that it has carefully read and agrees to be bound by the Port's Standard Terms and Conditions and the Port's SaaS Agreement if applicable. By submitting a Proposal, the Proposer agrees that the Port's Terms and Conditions take precedent over all other agreements. Identify during the question submittal and response period, any sections you consider onerous, clarify why you consider these sections onerous, propose alternative language and describe why it is in the Port's best interests to adopt the alternative language. Taking exceptions to the Port's terms and conditions or conditioning your proposal on terms and conditions not contained in the RFP will render your proposal non-responsive. Proposers must be prepared to accept the terms and conditions stated in this RFP, Scope of Services, Insurance, Indemnity, and the SaaS Agreement.

## **B. SCOPE OF SERVICES AND DELIVERABLES:**

Through this RFP the Port aims to select a Breakbulk TOS that will increase the efficiency and effectiveness of the Port's Breakbulk cargo terminal processes.

Proposing vendors are expected to provide all required components of the Breakbulk TOS solution. This is anticipated to consist of vendor supplied software and licenses, implementation services (including design, configuration, testing and deployment), and ongoing support services.

Deliverables will include:

Software Solution and Licenses: All software components and licenses required to operate the solution. If any third party software components are required, specify the required components and any related licensing implications in your proposal.

Software licensing requirements will be dependent upon the licensing model of the selected solution. For purposes of this proposal, Software licenses will be required to support the following users and environments:

System administrators	2
Core Users	18
(final number required will be dependent upon TOS, Waterway and Billing functionality implemented)	
Mobile/Yard Users	10
(final number required will be dependent upon Mobile/Yard functionality implemented)	
Environments	2 (Dev/Test and Production)

Specific solution requirements are defined in Attachment D. If any defined requirements have implications on licensing, ensure these are identified and included in the proposal submitted.

SaaS or Hosting (if applicable): See Attachment C.

Support and Maintenance Agreement and Services (as applicable): Software technical support and maintenance agreements, providing the Port with access to technical support staff, software bug fixes and service packs, and the right to future releases of software purchased.

Project Management Deliverables and Services: Professional Project Management Services, Work breakdown structure, task and dependency-driven project schedule, weekly status reports including risk and task progress updates, including any risks beyond the control of the vendor and a mitigation plan for those risks, issues log, test scripts and results.

Solution Implementation: Comprehensive discovery, analysis, data mapping and conversion, solution design, configuration, implementation and testing services resulting in a tested and accepted solution implementation.

Training: End user and administrator training and training materials.

System Documentation: Comprehensive system documentation including infrastructure designs, database schemas, and System Administration Manuals.

Solution Configurations:

- All configuration files and detailed documentation defining system, infrastructure and environment configurations.
- System/Network/Data Flow Diagrams.

- Data Encryption at rest and in transit.
- Software/hardware platforms used in the deployment of the application.
- Frequency of patches, fixes and upgrades.

Services will be provided at the Port's direction and discretion and may be provided in collaboration with Port IT staff or third party support vendors. The Port will assign a Project Manager to act as a focal point for vendor communications. Services may be provided onsite or remotely, at the Port's discretion.

#### **D. RFP ELEMENTS & EVALUATION CRITERIA:**

Proposals should present information in a straightforward and concise manner, while ensuring complete and detailed descriptions of the firm's/team's abilities to meet the requirement of this RFP. Emphasis will be on completeness of content. The written proposals should be prepared in the sequential order as outlined below.

Proposals are limited to 40 numbered pages (8 ½ by 11 inch) **including** the cover letter and any submitted appendices, but excluding references and compensation information which are to be submitted separately. All pages shall be in portrait orientation with 1 inch margins. Font size shall be 11 point or larger.

The cover letter shall include the RFP title and number as well as the name, title, email address, phone number and address of the proposing team's main contact and include the following information:

- Describe any claim submitted by any client against the firm within the past two years related to the services provided by the firm or its key personnel. For purposes of this request, "claim" means a sum of money in dispute in excess of 5% of the firm's fee for the services provided.
- Any real or perceived conflicts of interests for team members, inclusive of the prime, sub-consultants and key team members.

**Proposals are to address, and will be evaluated upon, the following criteria:**

#### **INITIAL EVALUATION PHASE**

##### **1. Qualifications & Experience ..... 20 PTS**

Describe the qualifications and experience of the firm submitting the proposal, including:

- Length of time in business; length of time offering software and services similar to those proposed; market/vertical specializations.
  - Business history including patterns of growth, mergers or acquisitions; office locations.

- Number and business type of customers. Number of current, active users of the proposed software.
- Define any sub-consultants, and their roles and responsibilities.
- Number and experience of staff; staffing model including identifying the level to which consultants used are staff or independent contractors.
- Describe three projects completed within the past three years that demonstrate the firm's ability to successfully complete system implementation projects. Provide details of the projects business objectives, systems implemented, project duration, and the project budget.

2. Solution ..... 50 PTS

Describe in detail the software solution proposed, including:

- Software system; modules/components proposed to meet the solution requirements; functionality, features and capabilities; and other relevant information.
- Software version history, future lifecycle plan, version release model.
- Describe in detail the solution provisioning model proposed. For example, for SaaS Systems include information on service type (SaaS, hosted, etc.), infrastructure utilized, cybersecurity, physical security and redundancy considerations, multi-tenancy environments, data centers including third party information and physical locations, etc.
- Describe the ability of the software modules/components to be used independently of other modules/components without compromising overall system functionality.
- Describe in detail, including utilizing diagrams, the overall system and solution architecture and underlying technologies and technology infrastructure.
- Complete Attachment D, Solution Requirements. Define whether the software proposed and the overall solution meets or does not meet each requirement. Clearly, unambiguously, and in detail, describe functionally and technically how each requirement is met, including any restrictions, exceptions or variances.

3. Work Approach ..... 20 PTS

Describe the consultant's proposed project management approach.

- Include a draft project plan defining project phases, tasks, resources (both consultant and Port) and anticipated task durations.
- Assumptions and Risks: Define in detail the assumptions made regarding accomplishing the Scope of Services. Define the factors the consultant believes are risks to the successful completion of this project and proposed mitigation strategies.

- Include a summary of innovative ideas and suggestions for enhancing the scope of services.
- Coordination & Communication: Provide a plan for communications and coordination between the Consultants team and the Port.
- Technical Support: Define the consultant's experience providing technical support services and describe the organizational support structures and processes established.
  - Describe the consultants considerations for onsite or remote access performance of project tasks.

4. Compensation ..... 20 PTS

Present detailed information on the firm's proposed fee structure for the software and services proposed, including all licensing, support and maintenance items.

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

All rates and costs/fees quoted shall be:

- **Fully burdened, including, but not limited to, per diem, administrative overhead, travel, lodging, and transportation (all direct/indirect expenses included),**
- Quoted in US Dollars,
- Full cost inclusive of sales tax and other government fees, taxes and charges, and
- Valid throughout the contract period unless otherwise amended and agreed to by both parties in writing.

5. References ..... 20 PTS

Ensure completion of a **minimum of 3 references** submitted using Attachment C. All references must be received by the Port by the proposal due date. The Port will evaluate the reference checks to assess the proposed team's overall performance and success of previous, similar work. Reference checks will also be utilized to validate information contained in the proposal. The Port may contact submitted reference sites directly to accomplish this.

**FINAL EVALUATION PHASE (if applicable)**

**6. Interviews/Software Demonstrations.....100 PTS**

Software demonstrations will be conducted with the top-ranked proposers. Failure to participate in the interview process will result in the proposer's disqualification from further consideration. Software demonstrations will be held at the Port of Tacoma, Tacoma, WA. Travel costs will not be reimbursed for the interview.

Software demonstrations will be based on scripts provided by the Port. Software demonstrations are to be conducted in real time with live systems and data.

**ATTACHMENT A – INSTRUCTIONS FOR PROPOSING**

**ATTACHMENT B – PERSONAL SERVICES CONTRACT TEMPLATE & TERMS AND CONDITIONS**

**ATTACHMENT C – REFERENCE QUESTIONNAIRE**

**ATTACHMENT D – SPECIFIC SOLUTION REQUIREMENTS**

**ATTACHMENT E – SAAS TERMS AND CONDITIONS**-Will be provided separately via Addendum

## **PROCUREMENT PROCESS**

### **SOLICITATION TIMELINE:**

Issuance of RFP	NOVEMBER 19, 2015
Last Day To Submit Questions	DECEMBER 4, 2015
<b>Proposal packets due</b>	<b>DECEMBER 11, 2015 @ 2:00 PM (PST)</b>
Short List Consultants*	DECEMBER 18, 2015
Interviews (if required)*	JANUARY 6, 2016
Final Selection*	JANUARY 12, 2016
Execute Contract*	JANUARY 2016

\*Dates are tentative.

All status updates on the above solicitation timeline will be announced on the [Port's website for this solicitation](#).

### **VENDOR OBLIGATION**

Port of Tacoma Requests for Bids, Requests for Proposals and Requests for Qualifications can be accessed on the Port's website, [www.portoftacoma.com](http://www.portoftacoma.com) under 'Contracts'; 'Procurements'.

When viewing the details page for this procurement on the Port's Website firms have the option of subscribing to the Holder's List.

 **Holders list →**

By subscribing to the Holder's List, firms will automatically be notified when new documents or changes relating to this procurement occur.

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

### **COMMUNICATION / INQUIRIES**

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

Written questions about the meaning or intent of the Solicitation Documents shall only be submitted to the Procurement Department, [procurement@portoftacoma.com](mailto:procurement@portoftacoma.com) (**Solicitation Name** in the subject line).

Proposers who may have questions about provisions of these documents are to email their questions by the date listed above. The Port will respond to all written questions submitted by this deadline.

## **ADDENDA**

The Port may make changes to this Solicitation. Oral or other interpretations, clarifications or submittal instructions will be without legal effect. Any information modifying a solicitation will be furnished in a formal, written addendum. If at any time, the Port changes, revises, deletes, increases, or otherwise modifies the Solicitation, the Port will issue a written Addendum to the Solicitation. Addenda will be posted to the Port's web site and conveyed to those potential submitters who have requested to be placed on the Holder's List.

## **SUBMITTAL PROCESS**

Proposals must be received via email on or before the date and time outlined on the front page of this RFP. Send your electronic submittal to:

[procurement@portoftacoma.com](mailto:procurement@portoftacoma.com).  
Name of Firm, RFP Title (Subject Line)

Please submit proposal, including all appendices and compensation in two separate Adobe Acrobat PDFs. Submittals need to be limited to **9 MB in total email size**. It is the Consultant's responsibility to verify the receipt of the submittal. Electronic verification will be provided upon request.

**\*Late proposals will not be accepted by the Port. Proposals received after the stated date and time will not be reviewed and shall be deemed non-responsive.**

All proposals submitted shall be valid and binding on the submitting firm for a period of ninety days following the Proposal submittal deadline and for any extension of time granted by the submitting firm.

## **EVALUATION AND AWARD PROCESS**

An evaluation team will review each proposal and evaluate all responses received based upon the criteria listed herein. The Port may request clarifications or additional information, if needed. After the evaluation team individually scores each proposal, the scores are tallied and the firms are ranked based on the scores.

A selection may be made based on the proposals and initial evaluation criteria alone. Alternatively, the evaluation team may create a short list of the top ranked firms and invite the short listed firms in for interview and/or check references. Scores for reference checks and interviews will be tallied and added to the short listed firm's initial evaluation scores. Final selection will be based on reference checks and interviews.

The Port intends to select the Proposer who represents the best value to the Port and begin the negotiation and award process based on the evaluated scores.

The selected Consultant will be invited to enter into contract negotiations with the Port. Should the Port and the selected firm(s) not reach a mutual agreement, the Port will terminate negotiations and move to the next highest ranked firm and proceed with negotiations.

The Port reserves the right to accept or reject any or all information in its entirety or in part and to waive informalities and minor irregularities and to contract as the best interest of the Port may require. The Port reserves the right to reject any or all Proposals submitted as non-responsive or non-responsible.

### **Procedure When Only One Proposal is received**

In the event that a single responsive proposal is received, the Proposer shall provide any additional data required by the Port to analyze the proposal. The Port reserves the right to reject such proposals for any reason.

### **GENERAL INFORMATION**

News releases pertaining to this RFP, the services, or the project to which it relates, shall not be made without prior approval by, and then only in coordination with, the Port.

### **COSTS BORNE BY PROPOSERS**

All costs incurred in the preparation of a Proposal and participation in this RFP and negotiation process shall be borne by the proposing firms.

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

The Port of Tacoma encourages participation in all of its contracts by MWBE firms certified by the Office of Minority and Women's Business Enterprises (OMWBE). Participation may be either on a direct basis in response to this solicitation/invitation or as a subcontractor to a Bidder/Proposer. However, unless required by federal statutes, regulations, grants, or contract terms referenced in the contract documents, no preference will be included in the evaluation of bids/submittals, no minimum level of MWBE participation shall be required as a condition for receiving an award and bids/submittals will not be rejected or considered non-responsive on that basis. Any affirmative action requirements set forth in federal regulations or statutes included or referenced in the contract documents will apply. The selected firm will be required to show evidence of outreach.

### **PUBLIC DISCLOSURE**

Proposals submitted under this Solicitation will be considered public documents and, with limited exceptions, will become public information and may be reviewed by appointment by anyone requesting to do so following the conclusion of the evaluation, negotiation, and award process. This process is concluded when a signed contract is completed between the Port and the selected Consultant.

If a firm considers any portion of its response to be protected under the law, the vendor shall clearly identify each such portion with words such as "CONFIDENTIAL," "PROPRIETARY" or "TRADE SECRET" on each page for which the protection is sought. If a request is made for disclosure of such portion, the Port will notify the vendor of the request and allow the vendor not less than ten (10) days to seek a protective order from the Courts or other appropriate remedy and/or waive the claimed confidentiality. Unless such protective order is obtained and provided to the Port by the stated deadline, the Port will release the requested portions of the Proposals. By submitting a response the vendor assents to the procedure outlined in this paragraph and shall have no claim against the Port on account of actions taken under such procedure.

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## Port of Tacoma Terms And Conditions Personal Services Agreement

In consideration of the mutual covenants, obligations, and compensation to be paid by the Port to Consultant, it is agreed that:

### **1. Key Personnel**

The Consultant and/or its subconsultants' key personnel, as described in its Consultant selection submittals, shall remain assigned for the duration of the Project unless otherwise agreed to by the Port.

### **2. Relationship of the Parties**

Consultant, its subconsultants and employees, is an independent Contractor. Nothing contained herein shall be deemed to create a relationship of employer and employee or of principal and agent.

### **3. Conflicts of Interest**

Consultant warrants that it has no direct or indirect economic interest which conflicts in any manner with its performance of the services required under this Agreement. Consultant warrants that it has not retained any person to solicit this Agreement and has not agreed to pay such person any compensation or other consideration contingent upon the execution of this Agreement.

### **4. Compliance with Laws**

Consultant agrees to comply with all local, state, tribal and federal laws and regulations applicable to the project, including building codes and permitting regulations existing at the time this Agreement was executed and those regarding employee safety, the work

place environment, and employment eligibility verifications as required by the Immigration and Naturalization Service. Consultant shall obtain all professional licenses and permits required to complete the scope of work as defined.

### **5. Records and other Tangibles**

Until the expiration of six years after the term of this Agreement, Consultant agrees to maintain accurate records of all work done in providing services specified by the Agreement and to deliver such records to the Port upon termination of the Agreement or otherwise as requested by the Port.

### **6. Ownership of Work**

The services to be performed by Consultant shall be deemed instruments of service for purposes of the copyright laws of the United States. The Port has ownership rights to the plans, specifications, and other products prepared by the Consultant. Consultant shall not be responsible for changes made in the models, programs, reports or other products by anyone other than the Consultant. Consultant shall have free right to retain, copy and use any tangible materials or information produced but only for its own internal purposes. Use of models, programs, reports or other products prepared under this Agreement for promotional purposes shall require the Port's prior consent.

### **7. Disclosure**

All information developed by the Consultant and all information made available to the Consultant by the Port,

and all analyses or opinions reached by the Consultant shall be confidential and shall not be disclosed by the Consultant without the written consent of the Port.

## **8. Compensation**

As full compensation for the performance of its obligations of this Agreement and the services to be provided, the Port shall pay Consultant as specified in the Agreement.

## **9. Payment Schedule**

Consultant shall submit detailed numbered invoices showing contract number, description of work items being invoiced, title of project, total authorized, total current invoice, balance of authorization, labor categories, hours, and hourly rate by the 10<sup>th</sup> of the month to be paid by the end of the current month, unless other terms are agreed to by the parties.

## **10. Costs and Disbursements**

Consultant shall pay all costs and disbursements required for the performance of its services under this Agreement.

## **11. Insurance - Assumption of Risk**

a) As a further consideration in determining compensation amounts, the Consultant shall procure and maintain, during the life of this Agreement, such commercial general and automobile liability insurance as shall protect Consultant and any subconsultants performing work under this Agreement from claims for damages from bodily injury, including death, resulting there from as well as from claims for property damage which may arise under this Agreement, whether arising from operations conducted by the Consultant, any

subconsultants, or anyone directly or indirectly employed by either of them.

- b) With respect to claims other than professional liability claims, Consultant and its subconsultants agree to defend, indemnify and hold harmless the Port of Tacoma, its appointed and elective officers and its employees from and against any and all suits, claims, actions, losses, costs, penalties and damages of whatever kind and nature, including attorney fees and costs by reason of any and all claims and demands on it, its officers and employees, arising from the negligent acts, errors or omissions by the Consultant in the performance of the Consultant's professional services.
- c) With respect to professional liability claims only, Consultant and its subconsultants agree to indemnify and hold harmless the Port of Tacoma, its appointed and elective officers and its employees from and against any and all suits, claims, actions, losses, costs, penalties and damages of whatever kind and nature, including attorney fees and costs by reason of any and all claims and demands on it, its officers and employees, arising from the negligent acts, errors or omissions by the Consultant in the performance of the Consultant's professional services.

## **12. Standard of Care**

Consultant shall perform its work to conform to generally accepted professional standards. Consultant shall, without additional compensation, correct or revise any errors or omissions in such work.

**13. Time**

Time is of the essence in the performance by the Consultant of the services required by this Agreement.

**14. Assignability**

Consultant shall not assign any interest in this Agreement and shall not transfer any interest in the Agreement to any party without prior written consent of the Port.

**15. Term of this Agreement**

The effective dates of this Agreement are as specified. This Agreement may be terminated by the Port for cause when the Port deems continuation to be detrimental to its interests or for failure of the consultant to perform the services specified in the Agreement. The Port may terminate this Agreement at any time for government convenience in which case it shall provide notice to the Consultant and reimburse the Consultant for its costs and fees incurred prior to the notice of termination.

**16. Disputes**

If a dispute arises relating to this Agreement and cannot be settled through direct discussions, the parties agree to endeavor to settle the dispute through a mediation firm acceptable to both parties, the cost of which shall be divided equally. The Port reserves the right to join any dispute under this Agreement with any other claim in litigation or other dispute resolution forum, and the Consultant agrees to such joinder, so that all disputes related to the project may be consolidated and resolved in one forum. Venue for any litigation shall be the Pierce County Superior Court of the state of Washington and the prevailing party

shall be entitled to recover its costs and reasonable attorney's fees.

**17. Extent of Agreement**

This Agreement represents the entire and integrated understanding between the Port and Consultant and may be amended only by written instrument signed by both the Port and Consultant.

**Attachment "B"****HOURLY RATES****Consultant  
BREAKBULK TERMINAL OPERATING SYSTEM**

<u>Personnel</u>	<u>Hourly Rates</u>
Sr. Consultant 2	\$
Sr. Consultant 1	\$
Consultant 2	\$
Consultant 1	\$
Project 2	\$

Additional labor categories are not authorized without prior written approval from the Port's Project Manager.

**ATTACHMENT C**  
**REFERENCES QUESTIONNAIRE**

**INSTRUCTIONS TO THE PROPOSER:**

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Proposers are allowed three (3) completed reference questionnaires. The completed references questionnaires must be from individuals, companies, or agencies with knowledge of the proposer's experience that is similar in nature to the products or services being requested by this RFP, and are within the last three (3) years from the date this RFP was issued.

If more than three (3) qualifying references are received, the first three (3) fully completed references received will be used for evaluation purposes. References will be averaged.

1. Proposers must complete the following information on page 2 of the "Reference's Response To" document before sending it to the Reference for response.
  - a. Print the name of your reference (company/organization) on the "REFERENCE NAME" line.
  - b. Print the name of your company/organization on the "PROPOSER NAME" line.
  - c. Enter the RFP Closing date and time in Instruction 5 (see the INSTRUCTIONS block.)
2. Send the "Reference's Response To" document to your references to complete.

**NOTE:** It is the proposer's responsibility to follow up with their references to ensure timely receipt of all questionnaires. Proposers may e-mail the Procurement Representative prior to the RFP closing date to verify receipt of references.

REFERENCE QUESTIONNAIRE  
REFERENCE'S RESPONSE TO:  
RFP Number: 070167  
RFP Title: Breakbulk Terminal Operating System

REFERENCE NAME (Company/Organization): \_\_\_\_\_

PROPOSER NAME (Company/Organization): \_\_\_\_\_ has submitted a proposal to the Port of Tacoma, provide the following services: Breakbulk Terminal Operating System, we've chosen you as one of our references.

**INSTRUCTIONS**

1. Complete **Section I. RATING** using the Rating Scale provided.
2. Complete **Section II. GENERAL INFORMATION** (*This section is for information only and will not be scored.*)
3. Complete **Section III. ACKNOWLEDGEMENT** by manually signing and dating the document. (*Reference documents must include an actual signature.*)
4. E-mail **THIS PAGE** and your completed reference document, **SECTIONS I through III** to:  
  
Procurement Representative: Heather Shadko  
  
E-mail: [procurement@portoftacoma.com](mailto:procurement@portoftacoma.com)
5. This completed document **MUST** be received no later than December 11, 2015 at 2:00 PM. (Pacific Time). Reference documents received after this time will not be considered. **References received without an actual signature will not be accepted.**
6. DO **NOT** return this document to the Proposer.
7. In addition to this document, the Port may contact references by phone for further clarification if necessary.

## Section I. RATING

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Using the Rating Scale provided below, rate the following numbered items by circling the appropriate number for each item:

**Rating Scale**

Category	Score
Poor or Inadequate Performance	0
Below Average	1 – 3
Average	4 – 6
Above Average	7 - 9
Excellent	10

*Circle **ONE** number for each of the following numbered items:*

[SAMPLE QUESTIONS PROVIDED; REVISE QUESTIONS TO FIT YOUR RFP]

1. Rate the overall quality of the firm's services:

10    9    8    7    6    5    4    3    2    1    0

2. Rate the response time of this firm:

10    9    8    7    6    5    4    3    2    1    0

3. Rate how well the agreed upon, planned schedule was consistently met and deliverables provided on time. (This pertains to delays under the control of the firm):

10    9    8    7    6    5    4    3    2    1    0

4. Rate the overall customer service and timeliness in responding to customer service inquiries, issues and resolutions:

10    9    8    7    6    5    4    3    2    1    0

5. Rate the knowledge of the firm's assigned staff and their ability to accomplish duties as contracted:

10    9    8    7    6    5    4    3    2    1    0

6. Rate the accuracy and timeliness of the firm's billing and/or invoices:

10    9    8    7    6    5    4    3    2    1    0

7. Rate the firm's ability to quickly and thoroughly resolve a problem related to the services provided:

10    9    8    7    6    5    4    3    2    1    0

8. Rate the firm's flexibility in meeting business requirements:

10    9    8    7    6    5    4    3    2    1    0

9. Rate the likelihood of your company/organization recommending this firm to others in the future:

10    9    8    7    6    5    4    3    2    1    0

## **Section II. GENERAL INFORMATION**

1. Please include a brief description of the services provided by this firm for your business:

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2. During what time period did the firm provide these services for your business?

Month: \_\_\_\_\_ Year: \_\_\_\_\_ to Month: \_\_\_\_\_ Year: \_\_\_\_\_

## **Section III. ACKNOWLEDGEMENT**

I affirm to the best of my knowledge that the information I have provided is true, correct, and factual:

---

Signature of Reference

---

Date

---

Print Name

---

Title

---

Phone Number

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Email Address

## Attachment D - Solution Requirements

The following table provides a summary of the minimum, high level, requirements of a Break Bulk Terminal Operating System with the ability to allow vessel call management.

	Requirement	Met	Not Met	Description of How Requirement is Met, including Restrictions and Exceptions
<b>1.</b>	<b>Reporting Requirements:</b>  Provides standard reports out of the box for all core system functions and activities.  Ability to develop custom reports.  Utilizes Microsoft SSRS for report writing functions.  Ability for users to perform ad-hoc queries.  Ability to report on all data fields within the system.  Full database schema and database access provided to allow reporting from third party applications.  Automate the dissemination of reports via email.  Historical reporting, For Example: vessel calls within a past date range, vessel calls year to year comparison)  Provide the ability to download reports to other formats For Example: Excel, PDF, etc.			
<b>2.</b>	<b>Inventory and Yard Management</b>  Provide the ability to create a customizable yard layout for multiple terminals/yards and traffic patterns/routes.  Provide the ability to track and manage inventory. For Example: <ul style="list-style-type: none"><li>• MAFI trailer and bolster including ID number, whether they are empty or loaded.</li><li>• track lashing inventory such as chains, binders and straps</li><li>• lifting gear inventory such as wires, straps, plasma slings</li><li>• equipment inventory such as lift trucks, vehicles</li><li>• dunnage inventory such as lift trucks, vehicles</li></ul> Perform a physical inventory count and reconcile inventory discrepancies.			
	Provide the ability to track/locate cargo as it is moved throughout the terminal/yard.			
	Provide the ability to track and report damaged/inoperable cargo associated with a vessel voyage and booking number (exports) or BOL (imports).  For Example: <ul style="list-style-type: none"><li>• Damage description.</li><li>• Repaired or not repaired.</li><li>• Cargo was sent out for repair (track cargo until it returns to the terminal).</li><li>• Cargo returned to the supplier.</li><li>• Upload/attach supporting photos of the damage.</li></ul>			

Requirement		Met	Not Met	Description of How Requirement is Met, including Restrictions and Exceptions
<b>3. Imports</b>				
Provide the ability to record/confirm discharged cargo. For Example: commodity, quantity, marks.				
Provide the ability to record damages on discharged cargo.				
Provide the ability to record when an inspection request has been submitted to USDA.				
System notifies customer service personnel when the USDA inspection has not occurred within 48 hours from when it was requested.				
Provide the ability to record whether cleaning was required.				
Provide the ability to record receipt date of the original EAN (Emergency Action Notification).				
System notifies customer service when a delivery ticket has not been received within 5 business days from the original EAN receipt date.				
System verifies delivery order data against manifest data and notifies customer service of discrepancies for reconciliation.				
Provide the ability to notify terminal gate security personnel of pending truck arrivals after truck received at gate.				
Provide the ability to notify longshore personnel of pending truck and railcar arrivals and cargo to be loaded after truck received at gate.				
Provide the ability to notify Rail Car Coordinators of pending railcar arrivals.				
Provide the ability to submit railcar dispatch and retrieval requests to Rail Car Coordinators.				
Provide the ability to add cargo items to a bill of lading. For Example: a component of a unit has to be removed and added as a separate item before the Record of Delivery document is created for the truck driver.				
Provide the ability to generate and print signed and timestamped Record of Delivery documents.				
Provide the ability to capture railcar cargo inspection information. For Example: whether railcar cargo was inspected, when it was inspected, inspector's name, and how much time it took to complete the inspection.				
Provide the ability to change the tariff item/billing rate for a specific delivery. For Example: engine on a drivable cargo unit will not start and the unit must be lifted onto the truck and, as a result, billed using a different tariff item/rate.				
<b>4. Export</b>				
System verifies broker and freight forwarder dock receipts against the shipping line's export lineup and notifies customer service of discrepancies for reconciliation.				
System able to provide notifications of truck or railcar arrival to other parties in the process such as security, longshore, railcar coordinators				

Requirement		Met	Not Met	Description of How Requirement is Met, including Restrictions and Exceptions
	Provide the ability to record/confirm received cargo against the broker or freight forwarder dock receipt.			
	Provide the ability to record cargo damages.			
	Provide the ability to generate and print signed and timestamped Export Receipt documents.			
	Provide the ability to generate and print cargo tags.			
	Provide the ability to submit cargo to the stevedore for vessel loading along with the cargo location.			
	Provide the ability to track cargo as it is loaded onto the vessel. For Example: know what cargo still remains to be loaded.			
	Provide the ability to track cargo that was unable to be loaded onto the vessel. For Example: inoperable cargo needing repair.			
	Provide the ability to confirm vessel loading is complete.			
	Provide the ability to record and track cargo mitigation. For Example: seasonal fumigation for cargo going to Australia, country specific requirements for steam cleaning, or manufacturer cargo requiring specific protective coatings.			
	Provide a means to reconcile project cargo (cargo disassembled for shipping) prior to releasing cargo for loading.			
<b>5.</b>	<b>Other Requirements</b>			
	Provide the ability to upload/attach files For Example: pictures, documents and associate with a booking number, bill of lading, or cargo item.			
	Provide the ability to log all activities performed in the system. I.e., who performed the activity and when. If data was changed by the activity, report the previous and current value.			
	Date and time stamp all documents and reports produced from the system.			
	Provide the ability to record and track terminal operating expenses.			
	Provide the ability to create and manage quotes.			
	Quote performance reporting capability. <ul style="list-style-type: none"> <li>• Turn-around time (request received and quote delivered).</li> <li>• Quote conversions to actual business.</li> <li>• Actual cost compared to the quoted cost.</li> </ul>			
	Provide the ability to create and manage truck delivery appointments.			
	Equipment Request handled by system			
	Resource Requests handled by system			

Requirement		Met	Not Met	Description of How Requirement is Met, including Restrictions and Exceptions
Provide the ability to support/use QR Codes				
Provide the ability to record manning hours (labor per shift) for labor efficiency reporting.				
<b>6. Technical Requirements:</b>				
If Solution is Software as a Service (SaaS), cloud based, or otherwise off-premise hosted:				
• Vendor meets all terms defined in the Port's SaaS Agreement.				
If Solution is to be implemented on-Premise:				
• Utilizes the Microsoft technology stack, including Microsoft SQL Server, Windows Server and IIS.				
All solution components, including as applicable the code base, application, servers, web servers, databases, data at rest and in motion, and network infrastructure including firewalls, are developed, configured and maintained using industry standard cybersecurity best practices.				
Technical Support is available 24/7.				
System provides a Mobile capability accessible through Windows, iOS and Android mobile device app's or mobile browsers.				
System provides the ability to work offline and synchronize information when reconnected.				
All software components/modules can be used independently of other components/modules without compromising overall system functionality.				
Solution utilizes a role-based security authentication model.				
<b>7. Data Management Requirements:</b>				
Provides an integration facility for bi-directional automated data transfers between the proposed system and other Port databases that maintains business rules and application logic.				
Provides published API's to allow the Port to develop application integrations that maintain business rules and application logic.				
Provides an integration with Esri ArcGIS allowing the display of geospatial related data from the proposed solution within the GIS system.				
Provides integration capabilities with Microsoft SharePoint allowing functionality including the management of attached documents within SharePoint, and SharePoint access to the proposed systems database.				
Provide the ability to lookup a Port customer number in Microsoft Dynamics GP (to assign, to the respective import or export billing customer)				
Automate the population of third-party data into or out of the system (including EDI types such as 322, 323, 324, 404, 418, 715, 856, XLS, etc.).  For Example: <ul style="list-style-type: none"><li>• Vessel schedule from the shipping line</li></ul>				

Requirement		Met	Not Met	Description of How Requirement is Met, including Restrictions and Exceptions
	<ul style="list-style-type: none"> <li>• Shipping line manifest</li> <li>• Shipping line export lineup (original and updates)</li> <li>• Broker and freight forwarder dock receipts</li> <li>• USCBP export cargo releases</li> <li>• Vessel and Voyage Information, Cargo class, etc.</li> <li>• Cargo discharge confirmations to shipping line</li> <li>• Delivery confirmations to shipping line</li> </ul>			
	Provide the ability to electronically receive authorizations or approvals from brokers, freight forwarders, truckers, etc.			
<b>8. Billing Requirements:</b>	System automatically assesses storage charges for export and import cargo per applicable tariff item parameters and rates, as well as, customer specific parameters.			
	Provide the ability to add a customer and associated Port customer number for a BOL who is not the notify party or consignee.			
	Provide the ability to submit customer records (new and changes) to system.			
	Provide the ability to submit import/export cargo billing to system when cargo loading/discharge has been confirmed			
	Provide the ability to associate a Port customer number is with the booking including labor time/tracking			
	Provide the ability to bill customers for additional charges For Example: materials, special handling, and leased equipment.			
	Ability to handle Special billings.			
	Must have the ability to accumulate all costs associated with a billable transaction			
	Provide the ability to interface with the Port's existing financial system to transfer costs for final invoicing and billing.			
	Capture customer specific billing requirements in the TOS. For Example: WWL requires the associated bill of lading (BOL) number from their import and export manifest be included on all invoices from the Port of Tacoma.			
<b>9. Vessel Tracking/Scheduling</b>				
	System tracks vessel time related data separately for example: ETA, ETD, actual arrival, actual departure, time anchored, time at berth etc., etc. when the same vessel voyage stops at both harbors.			
	Provide the ability to change third-party data populated in the system.			
	Provide the ability to establish additional data related to vessel voyages. For Example: berth, terminal name, number of projected shifts, stevedore, maintenance and security requirements, etc.			

Requirement	Met	Not Met	Description of How Requirement is Met, including Restrictions and Exceptions
Provide the ability to flag certain voyages For Example: military to not be included on reports or viewable in the system except by designated personnel			
Provide configurable alert notifications. For Example: two hour delay in vessel arrival or departure, customs release has occurred, etc.			
Provide visibility and data for waterway activities at all North and South Harbor berths and waterways.			
Provide the ability to designate some berths as 'lay berth' (typically for barges).			
Remote or mobile access to information for night and weekend on-call waterway coordination.			