



**PORT OF TACOMA  
REQUEST FOR INFORMATION**

**No. 080415**

**Port Operations Management Solution**

Issued by  
Port of Tacoma  
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<b>RFI INFORMATION</b>	
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Submittal Date:	September 08, 2015 @ 4:00 PM (PST)

PLEASE SUBMIT ALL CORRESPONDENCE AND RESPONSES  
VIA E-MAIL DIRECTLY TO THE PROCUREMENT CONTACT LISTED ABOVE AND INCLUDE 'PORT  
OPERATIONS MANAGEMENT SOLUTION' IN THE SUBJECT LINE

**Port of Tacoma**  
**Request for Information (RFI) 080415**  
**PORT OPERATIONS MANAGEMENT SOLUTION**

**Background**

In 2014 commissioners from the Port of Seattle and Port of Tacoma developed a plan to form a Northwest Seaport Alliance to unify management of the two ports' marine cargo terminals and related functions. The Northwest Seaport Alliance (NWSA or Alliance) mission is to be the easiest and most reliable gateway for business by providing 'best in class' service delivery and customer care.

In order to support the goals of being the easiest and most reliable gateway for business, NWSA created the Operations Service Center (OSC). The OSC is established to enable the Seaport to coordinate operational oversight and management, to maximize efficiency of the supply chain and provide 'best in class' service delivery and customer care to our customer and Alliance stakeholders.

The OSC focus is on breakbulk operations, waterway management, road and rail network efficiency, terminal operations, operational planning and analysis and supports business continuity as required. Maximizing the efficiency and reliability of each of these operational areas within the Alliance systems, including the terminals and supporting infrastructure, is critical to our success and the success of our customers.

**Purpose for this Request:**

The Port of Tacoma on behalf of the Northwest Seaport Alliance, is issuing a RFI to seek information on vendor capabilities and comparative costs for an initiative to improve operations through the implementation of a Port Operations Management Solution (POMS).

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.

It is anticipated that a POMS will be modular, extensible, and fully integrated. This solution should allow optimization of all levels of logistics, planning and information sharing. By modernizing, and providing real time information on cargo, water, roadway and intermodal management, the POMS will become an integrated one-stop location where port and port related entities can obtain information and plan or manage their work. This modernization and optimization will also support NWSA efforts to monitor key performance indicators (KPIs) surrounding the overall performance of the Alliance operations.

The operational areas of focus included for consideration in this RFI are in the following prioritized order:

1. Break bulk Terminal Operations;
2. Waterway and Berthing Management;
3. Roadway, Truck and Congestion Management;
4. Intermodal; and
5. Port Community System

Responses are sought from vendors capable of providing a system(s) to improve overall functionality in all or a core set of these areas. Vendors who develop or resell solutions that manage all, core functions, or portions of the operational requirements, and system integrators who have experience combining components into comprehensive solutions are encouraged to respond.

Based on the information received, the NWSA will develop a selection and implementation strategy. It is anticipated that the solution(s) will be implemented in phases with break bulk terminal operations management, waterway management and truck/roadway management being the highest priorities. The intent is not only to reduce the initial cost, but to allow each phase to be evaluated before proceeding to the next.

Dependent on the strategy developed, it is anticipated that Request for Proposal(s) RFP(s) will be issued to contract with technology vendor(s) or system integrator(s), for the provision of components or solutions(s) within three months of this RFIs release.

### **Solution Requirements**

NWSA OSC anticipates the implementation of a highly integrated system(s) platform, accessed through a single integrated interface, which is intuitive, provides fully searchable content and advanced reporting and analytics capabilities, and provides enhanced cargo visibility throughout the supply chain. The NWSA Systems implementation prefers, but is not limited to SaaS solutions. Solutions based on defined standards and open platforms are preferred. The NWSA encourages responses that seek to solve problems, not simply implement technologies. Vendors are encouraged to be creative and candid in their responses.

Full solution requirements will be developed following the review of responses to this RFI and will be included in a RFP to be issued at a later date. Below is a high level list of representative capabilities that are desired in any new solution. This is not intended to be a comprehensive list of all system requirements. Rather, it is meant to be a guide to the minimum needs of our operations service center toolset.

### **Data Integration & Management**

- Automate the population of third-party data into the systems, including payments, (Electronic Data Exchange (EDI), United Nations/Electronic Data Interchange For Administration, Commerce and Transport (UN/EDIFACT), Automatic Identification System (AIS), Vessel Traffic Services (VTS), AEI(Automatic Equipment Identification), Geographic Information Systems (GIS), .csv, .xls, .txt, etc.)
- Automate the feed of data to third-party systems (Microsoft Dynamics GP, IBM Maximo etc.)
- API (application programming interface) integration (Simple Object Access Protocol (SOAP) or Representational State Transfer (REST))
- All systems integrated/able to share common data
- Automate updates of all common data across system(s)
- System peripheral support
  - RFID, OCR, bar code scanners, GPS, printers, mobile devices, etc.

### **Reporting**

- Highly configurable reporting and data queries across all data
- Business Intelligence Intelligent displays/dashboards
- Configurable based on roles, users and departments
- Ad-hoc reporting capabilities as needed (rail/truck/ship)

### **Inventory and Yard Management**

- Real-time planning and scheduling (labor and equipment)
- Real time views with customizable layout

### **Gate/Queue/Vessel Management**

- Ability to gather real time data on truck processing
- Detailed KPI monitoring and analysis including turn times and waiting/queue alerts
- Ability to control/monitor gate flow
- Ability to track vessel movements and details of the activities around the vessel (arrival/departure etc.)
- Automatic AIS exchange/updates including visualizations

### **Imports / Exports**

- Automated system notifications (any/all states of cargo)
- Record/confirm/validate discharged cargo against the manifest and report any discrepancies
- Submit railcar dispatch and retrieval requests to Rail Car Coordinators.
- Receive Electronic holds, removals, releases from any relevant source (shipping line, US Customs and Border Patrol (USCBP) & US Department of Agriculture (USDA) )
- Change the cargo type to enable billing at a different rate.
- Track Vessel name, voyage number, customer number, Bill of Lading (BOL) number, commodity, quantity, marks, weight (kgs), cubic measure, cargo type (e.g., static, drivable), railcar designation (as applicable), tariff item code , booking number. Additional charges notation for a BOL number (e.g., photos, shadow labor).

### **Billing**

- Automated real-time charging for all cargo activities including additional services (fully configurable)
  - Automatically assess storage charges for cargo
  - Automatically bill the customer for additional charges
  - Electronically Send/Receive new customer requests including updates/changes/billing data
- Fully searchable content
- Tariff Management
- Dynamic updates to any/all customer information

### **Other Requirements**

- Ability to manage across multiple terminals
- Provide the ability to upload/attach files (e.g., pictures, documents) and associate with a booking number, bill of lading, or cargo item etc.
- Track all changes including date and time stamp of all activities performed in the system and by which user
- Print all documents (individually or multiple)
- Include Quotes in the system.
- Appointment system for truckers.

### **Response Requirements**

In responding, please provide the following:

- A summary of your business
- A summary of your firm's qualifications
- A description of the solution you would provide, including:
  - The operational functions managed, and how they integrate
  - The technical architecture/design and technology components utilized
  - The degree to which the solution is standards based, flexible, and customizable
- Pricing Model and associated costs for your solution
  - Implementation/One Time Costs
  - Recurring/Annual Costs

### **Submission Requirements**

- Please submit all correspondence and submittals via e-mail directly to Mark Little ([mlittle@portoftacoma.com](mailto:mlittle@portoftacoma.com)) and INCLUDE 'Port Operations Management Solution' in the subject line
- A vendor conference will be held on Tuesday, August 18, 2015 at 10:00 at the Port of Tacoma Fabulich Center, 3600 Port of Tacoma Road, Tacoma, WA 98424. Driving directions may be found at <http://portoftacoma.com/real-estate/fabulich>.

- Please submit all questions in writing regarding the RFI or the Solution requirements by Tuesday, August 25, 2015.
- Vendors subscribed (<http://portoftacoma.com/contracts/procurement>) to receive information about the RFI will automatically be notified when new documents or changes relating to this RFI occur and can find details on the Port's Website

Again, Vendors are encouraged to be creative and candid in their responses. Teaming is strongly encouraged.

NOTE: ALL COST INFORMATION IS FOR BUDGETARY PURPOSES ONLY AND NO CONTRACT OR PURCHASE ORDER WILL BE ISSUED AS A RESULT OF THIS RFI. SHOULD ANY OF YOUR RESPONSE BE CONSIDERED A TRADE SECRET OR OTHERWISE NOT FOR PUBLIC DISSEMINATION PLEASE MARK YOUR RESPONSE ACCORDINGLY. ANY INFORMATION RECEIVED SHALL BE TREATED IN ACCORDANCE WITH WASHINGTON PUBLIC RECORDS ACT.