

October 19, 2026

TO: PLAN HOLDERS LIST

SUBJECT: PROCUREMENT NO. 092026-1056
MAXIMO HOSTING AND SUPPORT SERVICES

ADDENDUM NUMBER 01

This addendum is issued to amend the following:

ATTACHMENT D – CURRENT MAXIMO ENVIRONMENT AND MAS HOSTING REQUIREMENTS:

The following text should **replace ATTACHMENT D** in the original RFP document.
Changed/added text is identified in **red**.

ATTACHMENT D - Current Maximo Environment and MAS Hosting Requirements

	Current Maximo Environment	Comments & MAS Considerations
Maximo version	7.6.1.3	Will want to be on a recent stable version of MAS 9.x
Maximo Environment Location	Production and Test environments are hosted in the Port's Azure cloud tenant.	Port data must be stored only in datacenters located in the US
Database type	MS SQL Server	Must continue using SQL Server DB after migration to MAS Hosted environment. DB must be encrypted.
Database Version	Microsoft SQL Server 2019 (CU32+GDR) (KB5122772) - 15.0.44990.9	
Database Size (approx. in GB)	36 GB	
Maximo Industry Add-ons	None used	
3rd Party Tools/Add-ons	none	
Maximo Licenses	200 App Point licenses	We will want to continue to utilize our existing licenses (BYOL)
Integrations		
Maximo DB access from PORT's Azure Data Factory (ADF) jobs and Power BI Reporting	MIF MBO, Publish Channel and Enterprise Service to send to and take data from external SQL Server database tables.	Will need to be supported in MAS Hosted environment

Inventory Counting (Maximo→ADF→Spreadsheet →ADF→Maximo)	For inventory item counting we extract inventory counts from Maximo via Azure Data Factory (ADF) and populate a spreadsheet that is updated by Storeroom staff then imported back into Maximo via ADF to Maximo MIF tables. - Frequency: Quarterly - Volume: 2000 parts per count and 8 fuel tanks - Protocol: Direct DB Query / File - Authentication: Windows - Criticality: High - Error Handling: Msg Reprocessing - Monitoring: Reactive (failure notification) - Retry Requirements: N/A	This will need to continue to be supported (ADF access to Maximo DB) in the hosted MAS environment
Fuel System (FDS→ADF→Maximo)	Fuel transactions and odometer readings from Fleet Data Systems fuel pump solution to update fuel inventory items and vehicle Asset meters in Maximo. ADF jobs update MIF tables in Maximo daily. - Frequency: Daily - Volume: 30 per month - Protocol: Direct DB query / File - Authentication: Windows - Criticality: High - Error Handling: Message Reprocessing - Monitoring: Failure notification - Auto Retry: 5	Will need to be supported in MAS Hosted environment. ADF in the Port's Azure environment will need to be able to update MIF tables in the hosted MAS DB daily.
Item Master Integration (D365→API→Maximo)	When inventory Item Masters are created in D365, D365 calls a Maximo API so Item Master creation/updates can happen in near real-time. - Frequency: every 5 minutes - Volume: Varies but not high volume - Protocol: API - Authentication: Windows - Criticality: High - Error Handling: Message reprocessing - Monitoring: Error notification - Auto Retry: 5	Will need to be supported in MAS Hosted environment
Inventory Adjustments – PO (D365→API→Maximo)	Maximo inventory balances are updated via a near real-time Maximo API that is called by D365 when Material Receipts are made in D365. - Frequency: Every 5 minutes - Volume: ~180 per month - Protocol: API - Authentication: Windows - Criticality: High - Error Handling: Message reprocessing - Monitoring: Error notification - Auto Retry: 5	Will need to be supported in MAS Hosted environment

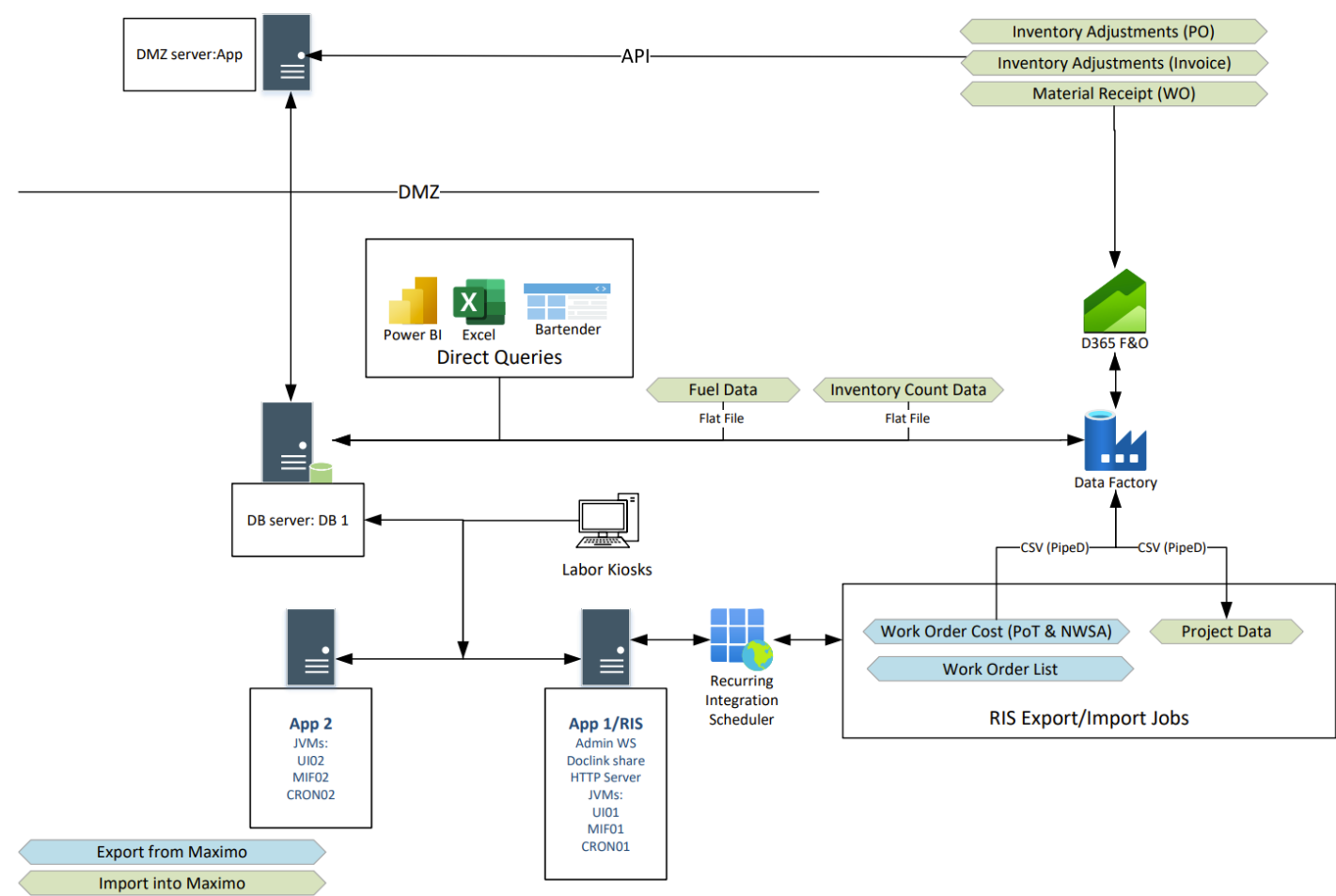
Inventory Adjustments – Invoice (D365→API→Maximo)	When Receipts are done in D365, D365 calls a Maximo API so Maximo can perform Invoice adjustments in near real-time. - Frequency: Every 5 minutes - Volume: ~65 per month - Protocol: API - Authentication: Windows - Criticality: High - Error Handling: Message reprocessing - Monitoring: Error notification - Auto retry: 5	Will need to be supported in MAS Hosted environment
Work Order List (Maximo→ADF→FILE→RIS→D365)	ADF accesses Maximo DB and creates a flat file in a folder that Microsoft Recurring Integrations Schedule (RIS) scans and sends to D365. - Frequency: every 5 minutes - Volume: Varies. Delta list of WOs every 5 minutes (0-5). Full List of active WOs (~2000) once per day - Protocol: File - Authentication: Windows - Criticality: High - Error Handling: D365 Error handling - Monitoring: Error notification - Auto retry: 5 NOTE: RIS is a Windows application from Microsoft that facilitates flat file integration with D365 and is currently installed on one of our Maximo Application Servers in Azure.	Continue to allow ADF in the Port's Azure environment to access Maximo DB in the Hosted MAS environment. The Port can continue to host the RIS component in our Azure infrastructure.
Work Order Detail (costs) (Maximo→ADF→FILE→RIS→D365)	ADF accesses Maximo DB and creates a flat file in a folder that RIS scans and sends to D365. - Frequency: 2x per month - Volume: 3000-5000 records - Protocol: File - Authentication: Windows - Criticality: Medium - Error Handling: D365 Error handling - Monitoring: Error notification - Auto retry: 5	Continue to allow ADF in the Port's Azure environment to access Maximo DB in the Hosted MAS environment.
Project Data (D365→RIS→FILE→Maximo)	Maximo consumes project data from D365 via flat file integration. RIS creates a file on the Maximo Application server. A scheduled task runs every 5 minutes to update the information in Maximo - Frequency: RIS runs every 10 minutes. Task scheduler Maximo every 5 minutes. Maximo imports every 5 minutes. - Frequency: every 5 min - Volume: List of Projects from D365 (~600) - Protocol: File - Authentication: Windows	We will need to have a way for this to work. One option is for the Port to provide a shared file location in our Azure environment where the Hosted MAS solution can pick up the file for processing. The scheduled task to process the flat file will need to continue to run in the hosted MAS

	- Criticality: High - Error Handling: Message reprocessing - Monitoring: Error notification - Auto retry: 5	solution. We are open to other ideas as well.
Barcode Label Printing (Maximo→DB→Bartender)	An application called Bartender utilizes a pre-built Template file for printing barcode labels. The template has a username and password pre-loaded into it which is saved in the encrypted template file. This then logs into the Maximo SQL server to pull Inventory Parts information (read-only) out of Maximo so the information can be added on printed labels. - Frequency: As needed - Volume: 1-3 labels about 2x per week - Protocol: Direct DB Query / File - Authentication: Windows - Criticality: Medium - Error Handling: Retry manually - Monitoring: reactive - Auto retry: n/a	Bartender needs to continue to be able to connect to a Maximo DB in the hosted MAS environment.
Spreadsheet access (Maximo→Spreadsheet)	We have a few Excel spreadsheets that connect read-only to Maximo database for reporting. - Frequency: As needed - Volume: Low (few folks in Finance) - Protocol: Direct DB Query / File - Authentication: Windows - Criticality: Medium - Error Handling: Retry manually - Monitoring: reactive - Retry Requirements: n/a	This should be supported in the MAS Hosted environment if possible.
Labor Entry Kiosks	Not really an integration, but we have six web browser kiosks with barcode scanners. Kiosks auto-login to Maximo and display simplified / restricted Maximo screens allowing Maintenance staff to scan barcodes on printed work orders and enter labor hours on work orders.	These kiosks will need to continue to connect to Maximo and work when we upgrade to MAS and move to the hosted MAS environment.
Uptime and Recovery (Production):		
Uptime Requirement	99.9% (3-nines)	Will need to be able to achieve this in the hosted MAS environment for our Production environment.
Recovery Time Objective (RTO) - time between disaster and full recovery to recovery site	8 hours	will need to be able to achieve this in the hosted MAS environment for our Production environment.

Recovery Point Objective (RPO) - amount of data which could be lost in the event of a disaster	12 hours	will need to be able to achieve this in the hosted MAS environment for our Production environment.
User Authentication and Synchronization		
Integration for authentication	Microsoft Azure AD integration is used for authentication in Production and Test environments	SSO (preferred) or AD integration with the Port's Azure AD will be required for the hosted MAS environment.
Automated User creation and deactivation	In Production (not test) Azure AD LDAP integration is used for user creation and deactivation in Maximo when we add/remove users to a Windows Security Group. Maximo native user group management is used (Not AD integration).	User creation via AD/LDAP integration is desired in the MAS hosted environment.

Current Maximo Environments Diagram

The PORT’s Maximo Test and Production environments are hosted in PORT’s Azure tenant. Below is our current environment architecture with integration info shown.



Integrations shown in the diagram are the same as those in the table but may be referenced by a different name. Please use integration details shown in the table for your proposals.