

QUESTIONS & RESPONSES #01
CONTRACT NUMBER: 092026-1056
RFP/RFQ TITLE: Maximo Hosting and Support Services
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QUESTIONS DUE DATE: Friday, October 16, 2026 @ 2:00 PM (PDT)
Q&A ISSUE DATE: 10/13/26

#	Question	Answer	Question #
1	How many instances are there?	We have two instances, Test and Production. We will want a Test environment readily available when we need to troubleshoot issues or test changes before promoting them to Production. The Test environment can be offline when not in use.	Q-004204
2	Are you migrating SQL to OpenShift or leaving it as is?	Port staff are not that knowledgeable with OpenShift. We use SQL today. We need to continue to access the database using Azure Data Factory for existing integrations and reporting. We assume that means we will need a SQL database for Maximo after migrating to MAS. We would look to the selected consultant to advise us in this area.	Q-004204
3	Where are doc links currently stored?	Most document attachments are stored on the Maximo server. We are open to migrating those to our SharePoint environment and replacing the attachment links in Maximo with URLs pointing to the documents in our SharePoint environment.	Q-004204
4	What modules are planned for use? Just manage or other? e.g. Health/Monitor/Predict	In the short-term we want to continue using what we are using today (Manage) and migrate to MAS. If our long-term direction is to stay with Maximo then we will implement other modules and capabilities. If our long-term direction is to migrate to D365 Supply Chain Management then we would not add additional capabilities to Maximo. Our long-term direction has not been finalized.	Q-004204
5	Are there plans to use Maximo Mobile?	See question 4. If our long-term direction is to stay with Maximo then we will implement Mobile as one of the first modules after migrating to MAS. But Mobile will not be rolled out to users until we have determined our long-term direction..	Q-004204
6	Are there any JAVA customizations or business objects in the /SMP folder?	No	Q-004204
7	What is the platform for OpenShift? Azure/AWS/On prem?	This will depend on the environment used by the selected hosting partner. As stated in the RFP, the Port does not intend to continue hosting our Maximo environment in our own Azure tenant. The Port will consider hosting providers that utilize major cloud environments.	Q-004204
8	What are the exact current Maximo 7.6.1.x version, database platform/version, add-ons, and customizations to migrate to Maximo Manage on MAS?	This information can be found in RFP Attachment D.	Q-004225
9	Will the bidder perform a full source assessment, including Integrity Checker remediation, and what are the data-quality acceptance criteria?	The Port will look to the selected consultant to advise on the steps required to perform a high-quality migration of our existing functionality, data, integrations, and reports to the MAS hosted environment while minimizing impact to our users. Your proposal should indicate how you would accomplish this.	Q-004225
10	Will all customizations, Java classes, XML, scripts, reports, and extensions be packaged, validated, remediated, and deployed?	Required steps to migrate our existing functionality, data, integrations, and reports to the MAS hosted environment will need to be performed by the selected support vendor and hosting provider. The Port will assist with User Acceptance Testing. Also, see Question 6.	Q-004225
11	What non-production environments are required, and who provides infrastructure, licenses, refreshes, access, and test ownership?	See RFP Attachment D and Question 1.	Q-004225
12	What OpenShift version, topology, hosting model, sizing, storage, networking, DNS, load balancing, certificates, and registry arrangements are acceptable?	We will look to the selected consultant and hosting provider to advise us on these items. See information in the RFP, including Attachment D.	Q-004225
13	Who owns the database engine, administration, patching, tuning, HA, backup, recovery, licensing, and costs?	As indicated in the RFP, the Port has 200 Maximo App Points licenses from IBM that we intend to continue using. Other environment hosting and administration costs would be managed by the selected hosting provider and/or support vendor.	Q-004225

14	What exact RTO/RPO targets and standby or failover model apply to MAS, Maximo, databases, storage, attachments, and integrations?	The RTO and RPO requirements defined in the RFP Attachment D are for the service, including all components required for the service to operate.	Q-004225																
15	What disaster-recovery architecture and frequency of failover/restoration testing are expected?	Please share information on how your firm performs these activities for Maximo hosting in your proposal.	Q-004225																
16	What backup scope, retention, encryption, immutability, geographic replication, and restoration validation are required?	Please share information on how your firm performs these activities for Maximo hosting in your proposal.	Q-004225																
17	What identity and access model is required, including Entra ID/LDAP, SSO, MFA, privileged access, service accounts, role mapping, and user lifecycle?	Pending	Q-004225																
18	Which integrations must be migrated or rebuilt, and what interface SLAs apply?	See RFP Attachment D for integrations that we have today and uptime requirements.	Q-004225																
19	Do any integrations require direct database access? If so, which objects, accounts, volumes, and replacement approach apply?	See RFP Attachment D.	Q-004225																
20	Who owns MAS/Maximo upgrades, patching, vulnerability remediation, OpenShift updates, testing, rollback, scheduling, maintenance windows, and VM procurement?	The selected hosting provider and/or support vendor would own these items. You should indicate in your proposal how your firm(s) would cover these. See Initial Evaluation item #4b on page 8.	Q-004225																
21	What post-go-live support hours, severity definitions, SLAs, monitoring, capacity/performance, incident/change management, documentation, and IBM case ownership are required?	See RFP Scope of Services section C-2-b for high-level SLA requirements. Please share proposed SLA details in your proposal. The Port has a Change Approval Board that approves planned production changes. Support vendor will be authorized to coordinate on the Port's behalf with IBM on IBM support cases. The Port uses ServiceNow for incident/request ticket management and selected support vendor will be given access.	Q-004225																
22	What exact target MAS V9 version is expected?	As stated in the RFP, a recent stable version of MAS v9. We will look to the selected support vendor and/or hosting provider to advise us on the recommended version.	Q-004225																
23	Is Microsoft SQL Server mandatory, and what compatible version is required for MAS V9.x?	We will need a database server that will support our integration requirements. See RFP Attachment D. We would expect the selected consultant or hosting provider to advise on specific versions required.	Q-004225																
24	Please provide Production and Test infrastructure sizing, utilization, growth, users, transaction rates, integration volumes, and peak metrics.	TEST: There are only a few users that use the Test environment. Probably 3-5 people during testing and troubleshooting activities. PRODUCTION: There are approximately 20 leads/foremen that interact with Maximo daily to manage Work Orders, and Assets. We have 1 Planner/Asset Manager that plans PMs and manages Assets. We have 1 Admin that is backup for the Planner/Asset Manager and also audits labor entry records. We have a Storeroom staff of about 5 users managing Inventory items. There are 60 Maintenance crew members, the majority of those folks use paper printed Work Orders while out in the field and update labor hours and other information on the Work Orders at the end of their shift using 6 Kiosks. We last ran IBM's auditing script on 5/12/26 for the period from 11/1/24 --> 4/30/26. It shows 3 peak usage days, all in 2025. We expect our usage to remain similar in the near-term. Our peak usage time is around 3:00 PM PT, at day to evening shift change-over. Here is the output of that last script run: <table> <thead> <tr> <th>RECID</th><th>PEAKCC</th><th>PEAKDATE</th><th>TotalPoint</th></tr> </thead> <tbody> <tr> <td>1</td><td>28</td><td>2025-01-28 14:53:23.517</td><td>145</td></tr> <tr> <td>2</td><td>25</td><td>2025-08-06 15:44:26.220</td><td>105</td></tr> <tr> <td>3</td><td>24</td><td>2025-03-10 14:33:04.093</td><td>130</td></tr> </tbody> </table>	RECID	PEAKCC	PEAKDATE	TotalPoint	1	28	2025-01-28 14:53:23.517	145	2	25	2025-08-06 15:44:26.220	105	3	24	2025-03-10 14:33:04.093	130	Q-004225
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25	Are Development, QA/UAT, performance, training, or DR environments required beyond Production and Test?	We anticipate that only Production and Test will be required.	Q-004225																
26	What architecture and connectivity mechanism must ADF use to access hosted MAS/database?	Pending	Q-004225																

27	Is direct database access mandatory for ADF, Power BI, Bartender, and Excel, or are supported API alternatives acceptable?	Pending	Q-004225
28	Please provide the complete integration inventory, including frequency, volume, protocol, authentication, criticality, error handling, monitoring, and retry requirements.	Pending	Q-004225
29	Please provide the inventory of automation scripts, Java customizations, BIRT reports, workflows, escalations, and other custom components.	Pending	Q-004225
30	Is MAS compatibility remediation or redevelopment included in the fixed-price migration scope?	We would expect your proposal to assume a reasonable amount of effort for this, given your experience migrating other customers to MAS.	Q-004225
31	What data migration scope applies to historical data, attachments/Doclinks, audit history, exclusions, reconciliation tolerances, and acceptance criteria?	The selected Consultant would need to work with the Port to determine these items as part of initiating the migration project. See also Question 3.	Q-004225
32	What Production outage window is acceptable for final migration and cutover?	For planned outages, we typically try to schedule those to happen between 5:00 PM and 6:00 AM PT to avoid key shift change-over times.	Q-004225
33	For the 30-minute restoration SLA, is service restoration or permanent resolution required, and how are SLA events and exclusions defined?	SLA is for service restoration (impact to users is resolved). Share your SLA details in your proposal.	Q-004225
34	Please provide the previous 12 months of Production/Test ticket volumes by severity and type.	Pending	Q-004225
35	Please clarify the RACI between the Port, hosting provider, and support vendor for infrastructure, OpenShift, database, MAS, IBM Support, integrations, security, backup/DR, and upgrades.	The Port does not have dedicated Maximo support staff. We will need these to be covered by the hosting provider or the support vendor. You should indicate in your proposal how these will be covered. See Initial Evaluation item #4b on page 8.	Q-004225
36	Which services are included in the annual MAS hosting subscription, VM procurement/running costs, and Task Order 2 support fee?	If a hosting vendor and a support vendor are submitting a joint proposal, your proposal should indicate how these will be handled.	Q-004225
37	Is VM procurement for MAS hosting excluded from the stated MAS Hosting Subscription budget?	VM procurement would be included in the MAS Hosting Subscription costs.	Q-004225
38	Which cybersecurity and regulatory requirements are mandatory, and what evidence, assessment, notification, audit, insurance, and shared-responsibility obligations apply?	The Port is required to comply with U.S. Coast Guard cybersecurity regulations (33 CFR Part 101, Subpart F) and has adopted NIST CSF 2.0 to guide cybersecurity risk management. The selected solution must support these requirements and existing security controls. Vendors may be required to provide security documentation, assessments, audit evidence, incident notification procedures, and shared-responsibility details, as applicable. Insurance requirements are outlined in the Terms and Conditions in Attachment B of the RFP.	Q-004225
39	Is India based vendors allowed to bid for this RFP?	Yes, as long as requirements in the RFP are met.	Email
40	have you been working with a vendor to prepare teh RFP? would they be able to respond to this?	Our current Maximo support vendor is JFC and Associates. They did not help the Port write the RFP beyond answering technical questions we had when defining our requirements. They are eligible to respond to the RFP.	Bidders Conf
41	What mobile product is the Port presently using?	We are not currently using any mobile solution. See also Question 5.	Bidders Conf
42	Does the port have any specific security requirements?	See Question 38.	Bidders Conf
43	Migration complexity.. Can the Port provide a current inventory of Maximo customizations, automation scripts, integrations, reports, and other configurations requiring migration or remediation?	See Questions 28 and 29.	Bidders Conf
44	NIST requirements are in there then	See the National Institute of Standards and Technology website for the NIST Cybersecurity Framework (CSF) 2.0 definition. The Port follows this framework. See also Question 38.	Bidders Conf
45	With the NIST and CG are you also being required to use a PIV authentication or CAC?	The Port does not currently utilize CAC.	Bidders Conf

46	Hosting architecture: Are there restrictions or preferences regarding the hosting provider's cloud infrastructure, network connectivity, database management?	The Port is open to solutions that utilize most major cloud hosting platforms from Google, Amazon, IBM, Microsoft, and others. For database, we use SQL Server today and access it directly using Azure Data Factory to support existing integrations and Power BI reporting. See Questions 7, 23, and 27	Bidders Conf
47	Common Access Card or smart card authentication	See Question 45.	Bidders Conf
48	Service restoration SLA: The RFP specifies a 30-minute production outage restoration requirement. Would the Port accept a tiered SLA distinguishing infrastructure availability from application or integration recovery, with defined recovery objectives?	Yes. The Port is open to considering a tiered SLA structure distinguishing between infrastructure availability, application-level outages, and integration recovery requirements.	Bidders Conf
49	200 app points i believe you guys have, they are concurrent as opposed to authorized or named users?	Yes, concurrent App Point licenses.	Bidders Conf