



**POR T OF TACOMA
REQUEST FOR PROPOSALS
No. 071008**

**ON-CALL IBM MAXIMO
SUPPORT SERVICES**

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

RFP INFORMATION	
Contact:	Heather Shadko, Procurement
Email Addresses:	procurement@portoftacoma.com
Phone:	(253) 428-8697
Submittal Due Date	NOVEMBER 20, 2018 @ 2:00 PM (PST)

PLEASE SUBMIT ALL CORRESPONDENCE AND PROPOSALS
VIA E-MAIL DIRECTLY TO THE PROCUREMENT CONTACT LISTED ABOVE
AND INCLUDE 'ON-CALL IBM MAXIMO SUPPORT SERVICES' IN THE
SUBJECT LINE

PORT OF TACOMA
Request for Proposals (RFP) # 071008
On-Call IBM Maximo Support Services

The Port of Tacoma is soliciting proposals from firms interested in providing support services relating to IBM Maximo and related systems and processes on an on-call basis.

A. BACKGROUND

The Port of Tacoma is a major center for container cargo, bulk, break-bulk, autos and heavy-lift cargo. Created by Pierce County citizens in 1918, the Port of Tacoma has become one of the largest container ports in North America and one of the top 50 in the world. The Port of Tacoma manages a diverse set of business operations relating to maritime trade. To learn more about the Port of Tacoma, visit www.portoftacoma.com.

The Port of Tacoma utilizes IBM Maximo to support the management and maintenance of its facility and equipment assets, and to manage procurement activities. Maximo has been in use at the Port of Tacoma for over fifteen years, and its implementation is on-premise and single-site. The Port has an Annual Software Subscription & Support agreement with IBM for Maximo and has utilized the services of IBM and third party Maximo support vendors to provide Maximo related support and system extension services. The Port has an in-house Information Technology department and in-house technical resources with experience in IBM Maximo support.

B. Contracting Description

The Port intends to award one task order based contract for initial amount not to exceed \$200,000.00, to a Certified, qualified and experienced vendor to provide services associated with performing software support, enhancement, update, and consulting services relating to IBM Maximo applications, related systems and processes on an on-call basis. The Port does not guarantee all disciplines of services will be used nor does the Port guarantee a specific volume of work under the contract.

The Port intends to contract for a 4-year term with a single consultant, but considers this agreement non-exclusive and reserves the right to solicit contracts to additional vendors for IBM Maximo support services as it determines necessary. Additional funds may be added to meet the Port's projected service needs during the term of the contract.

The Port's Standard Terms and Conditions are included as Attachment B to this RFP. 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. 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.

Proposals submitted with altered or conditioned Terms and Conditions or bid documents without prior written agreement from the Port will be considered non-responsive and not considered for evaluation.

B. SCOPE OF SERVICES

The consultant will provide the following services relating to Maximo IBM and related software systems on an as-needed basis:

1. Technical support (break/fix and escalated) and system maintenance services.
2. Consulting and advisory services regarding improvements to systems and business processes.
3. Technical and functional systems enhancement services, including relating to system extensions, updates, and integration tasks and projects.
4. Project Management and Business Analysis services.
5. Maximo User Training based on Port business processes, including both ad-hoc training and formal classroom training classes.
6. Other related services as required.

C. DELIVERABLES:

All tasks, services, scope and deliverables will be agreed between the Port and vendor before the commencement of work.

For Technical Support services:

- Technical Support services delivered within the terms of an agreed and documented Service Level Agreement.
- A software based Issue Tracking System for the logging, management and closure of all issues and resolutions with comprehensive notes.

For system enhancement services:

- Business Analysis, Design and Configuration documentation.
- Technical and User Acceptance Test plans.
- Test results from consultant's technical testing.
- Training Documentation.
- Source Code.

For Project Management Services:

- Project Management Plans summarizing the project management approach, scope, schedule, and budget.
- Work Breakdown Structures detailing all deliverables, milestones, schedule, project tasks, dependencies, and resource assignments to consultant and Port staff.
- Status Reports.

For Maximo User Training Services:

- Training documentation and materials based on Port specific processes.

Miscellaneous Services:

- Annually, a report detailing the product Road Map for IBM Maximo.

- Other related services as required.

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 requirements 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 a maximum of **15 numbered pages** (8 ½ by 11 inch) **including** the cover page, cover letter and any appendices. All pages shall be in portrait orientation with 1 inch margins. Font size shall be 11 point or larger. **Proposals that do not follow this format will not be reviewed.**

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.
- A statement indicating acceptance of the Port's Terms and Conditions and acknowledgement of any addenda issued.

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

INITIAL EVALUATION PHASE

1. Qualifications & Experience..... 50 PTS

- Describe the history of the firm submitting the proposal, including :
 - Length of time in business
 - Length of time offering services similar to those proposed
 - Office locations, Business history including patterns of growth, mergers or acquisitions
 - Number of staff
 - Staffing model including identifying the level to which consultants used are staff or independent contractors
 - Number of customers and Market/vertical specializations
- Describe in detail experience supporting environments similar to that defined in Attachment E.

- Describe the level, type and duration of the certification and partner relationship the firm submitting the proposal holds with IBM relating to Maximo.
- Identify the proposed team that would be performing the services required.
 - Describe the team structure, roles, and management.
 - For team members, define working titles, degrees, certificates, licenses and training. Key Personnel must have a minimum of five years of directly relevant experience performing work of similar type and complexity.
 - Describe how the team meets or exceeds the required qualifications.
- Describe the standard support tools and processes utilized.
 - Include a copy of the firm's standard Service Level Agreement.
 - Describe all tools utilized to provide support services, including Issue Tracking Systems, Knowledge Bases, etc.
- Describe the firm's standard Business Analysis Methodology, including:
 - How are requirements elicited?
 - What standard artifacts are created?
- Describe the firm's standard Project Management Methodology, including:
 - What standard artifacts are created?
- Describe the firm's standard Training Approach, including:
 - Developing and delivering customized training courses for Maximo
 - Developing Maximo training materials customized based on a customer's business processes.

2. Contracts/Projects 20 PTS

- Provide a list of contracts/projects undertaken within the last three years for services relevant to the items listed in the Scope of Services and performed by the key personnel, including:
 - Customer contact information (phone and email).
 - Size of customer, type of business or industry.
 - A brief description of services provided.
 - Size of the contract/project in budget and number of team members, number of change orders processed, and original and actual schedule.

3. Work Approach..... 10 PTS

- What risks that are beyond your control do you see in providing this service and how would you mitigate them?

4. Compensation..... 30 PTS

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

- Include a Rate Sheet, Attachment D, that specifies the hourly rate of each Resource. Do not provide ranges.

All rates quoted shall be:

- **Fully burdened, including, but not limited to, administrative overhead and all direct/indirect expenses.**
- 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.

FINAL EVALUATION PHASE

NOTE: THE PORT OF TACOMA RESERVES THE RIGHT TO AWARD CONTRACTS FROM THE INITIAL EVALUATION PHASE TO THE TOP RANKED FIRM. IF THIS RIGHT IS NOT EXERCISED, THE PORT WILL REQUEST REFERENCES FROM AND INTERVIEW THE TOP RANKED FIRMS. THE REFERENCES AND INTERVIEWS WILL BE SCORED AS INDICATED BELOW IN THE FINAL EVALUATION PHASE. THE AWARD WILL THEN BE BASED ON THE FINAL, ACCUMLATIVE SCORE.

5. References..... 50 PTS

Ensure completion of a **minimum of 3, maximum of 5 references**, submitted using Attachment C-Reference Questionnaire. All references must be received by the Port by the requested 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.

6. Interviews 100 PTS

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

ATTACHMENTS

Attachment A – Instructions to Proposers

Attachment B – Sample Personal Service Agreement with Terms & Conditions

Attachment C – Reference Questionnaire

Attachment D – Sample Rate Sheet

Attachment E – Current Environment – IBM Maximo

BID PROCESS

SOLICITATION TIMELINE:

Issuance of ITB	NOVEMBER 2, 2018
Last Day To Submit Questions	NOVEMBER 12, 2018
Bid packets due	NOVEMBER 20, 2018 @2:00 PM (PST)
Review/Shortlist*	NOVEMBER 30, 2018
Interviews (if required)*	DECEMBER 12-13, 2018
Final Selection*	DECEMBER 4-17, 2018
Execute Contract*	DECEMBER 2018**

*Dates are tentative.

**Dependent on Commission approval.

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

VENDOR OBLIGATION

Port of Tacoma Invitation to Bid, Request for Proposals and Request for Qualifications can be accessed on the Port's website, 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 (**Solicitation Name** in the subject line).

Bidders 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. Acknowledgement of addenda is required in cover letter.

SUBMITTAL PROCESS

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

procurement@portoftacoma.com
Name of Firm, ITB Title (Subject Line)

Please submit proposal, including all appendices and compensation in separate Adobe Acrobat PDF format. 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 bids 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 (90) days following the submittal deadline and for any extension of time granted by the submitting firm.

EVALUATION AND AWARD PROCESS

An evaluation team, using the point method of award, 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 the accumulative score.

The Port of Tacoma intends to select the Proposer who represents the best value to the Port

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 Bid is received

In the event that a single responsive bid 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 bids 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 proposal. 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.

PERSONAL SERVICES AGREEMENT NO. 071008

PROJECT: On-Call IBM Maximo Support Services

CONSULTANT: Company, Address, City, State, Zip

PROJECT MANAGER: Martyn Adamson GL ACCOUNT NO. 10-6005-70-0000-00

THIS AGREEMENT is made and entered into by and between the **Port of Tacoma** (hereinafter referred to as the "Port") and **xxCOMPANYxx** (hereinafter referred to as the "Consultant") for the furnishing of **On-Call IBM Maximo Support Services** Personal Services (hereinafter referred to as the "Project").

The Port and Consultant mutually agree as follows:

SCOPE OF WORK

The Consultant will

DELIVERABLES

ASSUMPTIONS

COMPENSATION

This will be accomplished on a **fully-burdened, Task Order** basis and will not exceed **\$00,000.00** without prior written approval from the Port.

Consultant is responsible for working within the budget as agreed. Should the Consultant incur costs beyond the not-to-exceed contract budget amount without an executed amendment to this contract, the Consultant is solely responsible for the additional costs.

All invoices shall be emailed to cpinvoices@portoftacoma.com. The email must include the required supporting documentation. Incomplete or improperly prepared invoices will be returned for correction without processing or payment.

Consultant agrees to submit timely invoices as the work progresses. Invoices that are submitted for payment 90 days or more after the work was completed are subject to non-payment.

The length of this agreement is from **the date of execution** to **xxDATExx**.

This agreement is expressly conditioned upon the **Terms and Conditions** attached and by reference incorporated herein. Consultant acknowledges reading this Agreement, understands it and agrees to be bound by its Terms and Conditions.

AGREED

PORT OF TACOMA

By

Name
Title

Date

CONSULTANT (LEGAL NAME)

By

Date

Print Name

Title

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

The Port is a public entity and must maintain access to, and be able to provide, records per RCW 40.14, RCW 42.56 and the Secretary of State's Local Government Common Records Retention Schedule (CORE) Version 3.3 (October 2016). Therefore, 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. Notwithstanding anything to the contrary in this Agreement, Consultant and its personnel are free to use and employ their general skills, know how, and expertise, and use,

disclose, and employ any generalized ideas, concepts, know-how, methods, techniques, or skills gained or learned during the course of this Agreement so long as they acquire and apply such information without any unauthorized use or disclosure of confidential or proprietary information from the PORT.

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, hours, hourly rate by the 10th 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 or 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. Certificates of Insurance shall evidence:

i. Commercial General Liability coverage on occurrence form CG0001 or equivalent with limits of \$1,000,000 per occurrence and \$2,000,000 aggregate.

ii. Automobile Liability: ISO Form Number CA 00 01 covering owned, non-owned and hired vehicles of \$1,000,000 combined single limit per accident.

iii. Workers Compensation Insurance: Statutory Workers Compensation Insurance as required by the State of Washington.

iv. Stop Gap/Employers Liability Insurance shall be provided with a limit of not less than \$1,000,000 per claim.

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.
- d) All policies shall be issued by a company having an A. M. Best Financial Strength Rating of A- and Financial Size Category of VI or better. The Consultant shall be responsible for notifying the Port in writing within ten (10) days of receipt of notice of coverage being suspended, voided, cancelled or materially reduced. The Port shall be named as an additional insured on all policies by endorsement on ISO Form CG 20 10 Form B or equivalent. Additionally, except for Workers Compensation, waivers of subrogation shall be provided by endorsement to all policies.

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.

amended only by written instrument signed by both the Port and Consultant.

17. Extent of Agreement

This Agreement represents the entire and integrated understanding between the Port and Consultant and may be

DRAFT

ATTACHMENT C

REFERENCES QUESTIONNAIRE

INSTRUCTIONS TO THE PROPOSER:

Proposers are allowed three (3) completed reference questionnaires. To ensure the receipt of three(3) references, we recommend that 4-5 are sent. The completed reference 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 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'S RESPONSE TO:
RFP Number: 0710087
RFP Title: On-Call IBM Maximo Support Services

REFERENCE NAME (Company/Organization): _____

PROPOSER NAME (Company/Organization): _____ has submitted a proposal to the Port of Tacoma, provide the following services: On-Call IBM Maximo Support Services 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

5. This completed document **MUST** be received no later than December 11, 2018 COB (Pacific Time) for firms selected for interviews. Reference documents received after this time will not be considered.
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.

REFERENCE QUESTIONNAIRE
RFP Number: 071008

RFP Title: On-Call IBM Maximo Support Services
E-mail: procurement@portoftacoma.com

Reference Firm Name	
Reference Name	
Project Name /Year work done	
Generally describe the nature of the project, including the Contract term and cost.	
Is the Project Demonstrating Experience of A Key Individual? If So, Who?	
1. Was the work completed within schedule & within budget? If not, explain.	
2. How would you rate the quality of work provided? <i>1 poor – 10 outstanding</i>	
3. Would you hire them again? Why or Why not?	

<p>4. How would you rate the quality of their staff?</p> <p><i>1 poor – 10 outstanding</i></p>	
<p>5. How would you rate their responsiveness to your requirements for changes/amendments, invoicing/billing reconciliation and responsiveness to inquiries?</p> <p><i>1 poor – 10 outstanding</i></p>	
<p>6. General Comments</p>	

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

Email Address

Attachment D

HOURLY RATES

Consultant

**On-Call IBM Maximo Support Services
PSA No. 071008 / GL Account No. 10-6005-70-0000-00**

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

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

Attachment E– Current Environment – IBM Maximo

PRODUCT AND VERSION:

- App Server IBM WebSphere Application Server 8.5.5.14
- Version Tivoli's process automation engine 7.6.0.9-IFIX20180314-1711 Build 20171127-0100
 - DB Build V7609-45 HFDB Build HF7609-03
- IBM Maximo Asset Management Work Centers 7.6.0.3 Build 20171121-0723
 - DB Build V7603-175
- IBM TPAE Integration Framework 7.6.0.9 Build 20171126-2330 DB Build V7609-32
- IBM Maximo for Service Providers 7.6.3.0-20180326-0921 Build 20170221-2101
 - DB Build V7630-21 HFDB Build HF7630-05
- IBM Maximo Transportation 7.6.2.4 Build 20170221-0604 DB Build V7624-02
- IBM Maximo Asset Management 7.6.0.9 Build 20171127-0100 DB Build V7604-01
- Server OS Windows Server 2016 10.0
- Server DB Microsoft SQL Server 13.0 (13.00.4001)

LICENSES:

- Maximo Base Authorized User licenses – 75
- Maximo Express User licenses – 20
- Maximo for Internal Service Provider Add-on – 5
- Maximo for Transportation (not used) – 1

INSTANCES:

Three separate standing WAS-Maximo environments: MaxProd, MaxTest and MaxDev; the first two instances are both vertical and horizontal clustering configurations on two nodes (separation roles between UI and MIF functions), while the MaxDev is just on a single node WAS setup. BIRT Report runs in the UI clustered member instances. Currently our Maximo Production instance is hosted on-premise.

Communication between browser and Maximo servers is encrypted using SSL. The Port uses Microsoft Active Directory integration for Maximo authentication. The AD integration is not using Single Sign-on (SSO) and uses Maximo native security groups

STORAGES:

- Primary Maximo Database Storage, currently used: 17 GB (SQL Compressed Backup size: 2.4GB)
- Email attachments (on file system): About 8 GB in total size

APPLICATIONS:

- Maximo Base
- Maximo for Internal Service Provider Add-on

- Maximo for Transportation (not used)
- (Old Maximo Mobile Application Suite; dropped for use and not upgraded to MX-7.6)

CUSTOMIZATIONS:

- A few custom Java classes in the areas of Service Request and Work Order Tracking modules/applications
- A few cloned applications (PR, Project Cost Management, and CREATESR)
- A dozen custom BIRT reports
- Custom workflows are used for Work Order Management and Invoice Approvals

INTEGRATIONS

- Several flatten Object Structures using Interface tables external destinations for pushing invoice and work order transactions to Microsoft Dynamics GP financial system.
- Numerous Excel spreadsheets and SQL Server Reporting Service queries connected to the Maximo database directly for data retrieval only; There is also a label printing Windows application (Bar Tender) which also holds a database connection to the Maximo database