Date: July 20, 2018

To: Interested Maximo Mobile Solution Providers

Subject: Request for Information (RFI)

Purpose for this Request for Information:

The Port of Tacoma is issuing a RFI to seek information on vendor capabilities and budgetary costs for a mobile solution that would integrate with Maximo and provide access to view and update Work Orders, Purchase Requisitions, and other items in Maximo using smartphones and tablet devices running iOS, Android, and/or Windows Mobile.

Background:

Created by Pierce County citizens in 1918, the Port of Tacoma (Port) is a major center for container cargo, bulk, break-bulk, autos and heavy-lift cargo. To learn more about the Port of Tacoma, visit www.portoftacoma.com. Formed in 2015, The Northwest Seaport Alliance (NWSA) is a marine cargo operating partnership of the ports of Tacoma and Seattle. The NWSA is the fourth-largest container gateway in North America. To learn more about the NWSA, visit www.nwseaportalliance.com.

The Port of Tacoma utilizes Maximo to manage Assets, Inventory, Service Requests, Work Orders, Contracts, Purchase Requisitions, Purchase Orders, Invoices, and other items. The Port has approximately 75 active users of Maximo today but that is likely to increase after we enable mobile access to Maximo for additional Maintenance department crew members, who are working from paper work orders today. Currently, the Port does not have a solution that provides access to Maximo from mobile devices such as smartphones or tablets. See Attachment A for a description of the Port's current Maximo environment.

The intended result of this RFI:

The Port will use the information from this RFI for budget planning purposes and to assist us as we develop detailed requirements for a project to implement a Maximo mobile solution. Subsequently, we intend to issue an RFP to select a Maximo mobile solution and implementation vendor.

Solution Requirements:

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 a Maximo mobile solution. This is not intended to be a comprehensive list of all system requirements. Rather, it is meant to be a guide to the perceived needs of our Maximo users.

Work Order Related Capabilities

Currently, the Maintenance Department Planner and Leads/Foremen create work orders in Maximo and print them out to distribute daily to Crew Members who write notes and hours worked on the paper work orders while they are in the field and return them for others to make the updates in Maximo. The solution should enable the following to be done using a mobile device:

- Allow Crew Members to view work orders assigned to them directly or assigned to their Crew or Craft.
- Allow Crew Members to update work orders assigned to them (notes, labor hours, status, and other fields)
- Allow Crew Members to add attachments, including photos taken using the mobile device, to work orders assigned to them.
- Allow Foremen and Leads to view and assign work orders.
- Allow all users with sufficient permission to view work order information and to see where work orders are on a map, based on Service Address of the Work Order or related Asset location.

Service Request Capabilities

- Mobile users should be able to create, search for, view, and update Service Requests.
- Using a mobile device, Maintenance Foremen should be able to create Work Orders associated with Service Requests.
- Real Estate Tenants (who are customers of the Port and not Port employees) should be able to use the mobile solution to create Service Requests and view Service Requests that they created in Maximo using a no-cost or very low-cost license option.

Purchase Requisition and Invoice Capabilities

- The mobile solution should allow users to view purchase requisitions and invoices, including any attachments.
- Users should also be able to Approve or update the status of Purchase Requisitions and Invoices using their mobile device.

Asset Capabilities

- Users should be able to create, search for, view, and update Assets in Maximo using a mobile device.
- Users should be able to view the location of Assets on a map if the Asset has location data (such as Service Address) in Maximo.
- Users should be able edit an Asset and update the Asset's location (longitude/latitude) using the current GPS location of the mobile device.

Inventory Capabilities

- The mobile solution should have functionality that allows for inventory counting using a mobile device (Example: Scan barcode on a parts bin and enter the actual parts count).
- The mobile solution should allow for scanning a barcode for an inventory item to view the Inventory item information from Maximo or add the inventory item to parts used on a Work Order.

Mobile Device Capabilities

- The solution should support using common smartphone and tablet devices, ideally it should support devices that run iOS and Android operating systems.
- The solution should allow updating text fields in Maximo using speech-to-text dictation from the mobile device.
- Attachments from the mobile device, including photos from the device cameras should be able to be added as attachments to items (Work Orders, Service Requests, Invoices, etc.) in Maximo.
- Attachments of common formats (images, MS Office documents, PDFs, etc.) to items in Maximo should be able to be viewed using the mobile device.
- The device camera and specialized barcode readers on mobile devices should be able to be used to read barcodes and QR codes for entry into fields in Maximo.

Environment / Network Coverage Capabilities

The Port has Wi-Fi coverage for most of the buildings and terminals in the Port area. However, there are several areas with no Wi-Fi coverage or limited coverage.

- The mobile solution should provide the ability to use a mobile (cellular) network connection when Wi-Fi is not available.
- Ideally the solution can also be used offline to view and update locally-cached items when out of coverage and sync data to/from Maximo once the mobile device is back in coverage.

Response Requirements:

In responding, please provide the following, up to twenty (20) pages:

- A summary of your business and your firm's qualifications

- A description of the solution you would provide, including:

    o The operational functions managed, and how the solution would satisfy the high-level capabilities outlined in the Solution Requirements section

    o The technical architecture/design and technology components utilized

    o Considerations or concerns for using your solution with the Maximo environment at the Port (See Attachment A)

    o The degree to which the solution is standards based, flexible, and customizable

- o The capabilities of your solution that differentiate it from other Maximo mobile solutions

- Pricing Model and associated costs for your solution:

  - o Implementation/One Time Costs

  - o Recurring/Annual Costs

Questions:

Firms are encouraged to be creative and candid in their responses. Should you have any questions, please submit them by 5:00 PM PDT July 27, 2018. Questions received after this date cannot be considered.
Questions are to be submitted electronically to:

Heather Shadko
Contracts and Procurement Specialist
 procurement@portoftacoma.com

Response date:

Interested firms must provide their responses, by electronic means in PDF by August 10, 2018@2:00PM (PDT).
Responses are to be returned to:

Heather Shadko
Contracts and Procurement Specialist
 procurement@portoftacoma.com

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 DISEMINATION PLEASE ANNOTATE YOUR RESPONSE ACCORDINGLY.

ATTACHMENT A: PoT Current Maximo Environment

PRODUCT AND VERSION:
- App Server IBM WebSphere Application Server 8.5.5.12
- 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 for Internal Service Provider Add-on – 5
- Maximo for Transportation (not used) – 1
- Additional Maximo Express licenses will be purchased soon when additional Maintenance crew members begin using Maximo

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.

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

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

- The Port does not currently use LDAP for Maximo authentication but we have plans to implement LDAP integration prior to implementing a Maximo Mobile solution. The LDAP integration will NOT be using Single Sign-on (SSO) and will use Maximo native security groups.

- The Port also intends to implement a Maximo scheduling solution prior to implementing a Mobile Solution.