PORT OF OAKLAND

Purchasing Department
530 Water Street
Oakland, CA 94607

Date: **October 26, 2018**

ADDENDUM No. 1

RFP No. 18-19/04 – Maritime Port Registry & Truck Positioning System Management and Maintenance

This Addendum modifies the original RFP Documents for the above mentioned RFP. **Acknowledge receipt of this addendum in the space provided on the RFP Acknowledgement and Signature Form (Attachment 3). Failure to do so may disqualify your proposal.**

The following questions were submitted by the deadline and are answered in this addendum:

1. **Supplier Question**: Can companies from Outside USA respond to this RFP (like from India or Canada)?

    Port Response: Yes. However, at a minimum, proposer must be fully authorized to conduct business within the State of California.

2. **Supplier Question**: Will companies be required to attend meetings at the Port?

    Port Response: Yes

3. **Supplier Question:** Can companies perform the tasks (related to RFP) outside USA (like from India or Canada)?

    Port Response: There may be some functions that can be performed remotely, however, at the very least, the Customer Service Center requires a 40 hour/week on-site presence at the Port and the designated project manager would need to be readily available.

4. **Supplier Question:** Can proposal responses be submitted via email?

    Port Response: No, all proposals must be submitted per the RFP "Instructions for Submitting Proposals" found on the Invitation, Page 1 of 3 and per Section IV, Item C "Deadline for Receipt of Proposal" listed on page 13 of 15 of the RFP.

5. **Supplier Question:** For the current Port Drayage Truck Registry (DTR) and Truck Management Systems (TMS) what other Amazon Web Services (AWS) are in use regarding an Relational Database Service (RDS), Simple Storage Service (S3), and Simple Email Service (SES), etc?

   Port Response: The database is not using AWS RDS, it's using SQL Server installed on a Windows Server 2012 EC2 instance. Including EC2/VPC, there is SES, SNS, and Lambda.

6. **Supplier Question:** How many Elastic Compute Cloud (ec2) instances are in use, what instance types, how much Elastic Block Store (EBS) storage is there, and is any of it provisioned for Input/Output operations per second (iops)?

   Port Response: There are 5 EC2 instances in use for production:

   - ***TMS & DTR DB PROD***
   - ***TMS Web Prod –v3***
   - ***TMS Integ Prod***
   - ***DTR Web Test***
   - ***DTR Web Prod***

   Currently the active DB volume is using PIOPS, but the number of IOPS is not optimized.

7. **Supplier Question:** Is the current Amazon Web Service (AWS) account supported by the current incumbent contractor set-up as a standalone AWS account with no other non-port systems or applications co-existing on that same AWS account?

   Port Response: Yes, it is a standalone account that is linked to an AWS Organizations Organizational Unit (OU). It can be removed and ownership can be transferred fairly easily.

8. **Supplier Question:** Is it anticipated that the new incoming contractor would take full control of the existing AWS account in its as-is account status and continue supporting it post turnover?

   Port Response: Yes

9. **Supplier Question:** Will the outgoing contractor transfer over ownership and control the AWS account to the new incoming contractor? If not, will full access be granted to allow migrating systems to a different account?

   Port Response: Yes, following AWS's ownership transfer process.

10. **Supplier Question:** What is the current monthly bill from AWS for these systems?

    Port Response: Approximately $3000/month.

11. **Supplier Question:** Is the equipment (hardware and software) currently in-use to support the performance of the current contract in the STEP Customer Service Center (CSC) was procured under the original contract as port owned equipment? This port-owned equipment was to be maintained and updated as necessary to the latest professional use standards over the period of performance of the contract, meaning both the original initial start-up 5-year contract period and this current contract

period. The following is an example inventory list of CSC port-owned equipment that was transitioned from the initial start-up 5-year contract to the current contract.

- Desktop workstations, including keyboard, mouse, display, and operating software applications
- Printers
- Telephone, Fax and/or Scanner
- Zebra Decal Printer and software application

Can the port supply an updated and complete equipment inventory list of port-owned equipment (hardware and software operating applications) that the control of that equipment would be transferred over from the outgoing contractor to incoming contractor during a transition. For each equipment item please provide a description of the equipment, make, model, serial numbers (if available), current in-use software application type/versions.

> *Port Response: CSC Equipment:*
> - *2 HP DC7800 SFF Desktop PC's with Windows 10, MS Office*
> - *1 Dell P2417 monitor, 1 Dell 1505FP monitor*
> - *1 Brother MFC-L5850DW Printer/Scanner/Copy/Fax*
> - *1 Brother LC 3017 Printer/Scanner/Copy/Fax*
> - *1 – HP Color Laserjet – M252DW Printer*
> - *1 Zebra ZM400 label printer*

12. **Supplier Question**: For the office furnishings that reside in and are in-use by staff at the Port STEP Customer Service Center (e.g. office desks, tables, chairs, file cabinets, bookshelves, etc.), please provide an inventory of those furnishings and their condition. Also, who are all the parties that will need to engage in regards to any transfer in responsibility of those furnishings and what will the Port be expecting of the incoming contractor during transition to accept responsibility for the office furnishings?

    Port Response: The Customer Service Center office furnishings excluding, at a minimum, computer equipment, printers, telephone, fax, scanner, and software applications mentioned in #11 above, are the property of the current contractor. If a new contractor is selected they would have the option of providing their own reasonably conditioned office furnishings or to negotiate with the current contractor to take possession of existing furnishings. The Project Manager and Customer Service Center Operations Director for the current contractor will work with the project manager for any new contractor in managing all aspects of potential transfer in responsibility of furnishings mentioned above.

13. **Supplier Question**: Regarding office supplies, what is the average monthly expenditure to support the Customer Service Center? In the event of a transition, how many months of office supply stock will the Port require the current outgoing contractor to provision and handover to a new incoming contractor?

    Port Response: Average monthly cost of office supplies is less than $1000.00, with most months being much less. The Port would require the current contractor to transfer any stock that has been purchased up to the point of transition. As part of the transition plan, the amount of stock on-hand and what may be required going forward will be discussed.

14. **Supplier Question:** In the event the Port selects a new incoming contractor, this would then necessitate transition from the current contractor to the new incoming contractor. Respectfully ask if the Port can share what the specific tasks, deliverables, and delivery periods of performance and/or specific delivery dates that the outgoing contractor has signed up for and will be obligated-accountable to perform under contract with the Port in support in the event of transition and handover?

   Port Response: In the event a new contractor is selected, the Port anticipates an adequate overlap with current service provider to ensure a seamless transition of services. Current deliverables and periodicity are described in Enclosure 1 attached to this Addendum.

15. **Supplier Question:** Related to the above, who specifically from the current contractor staff team is identified/assigned to support and ensure successful transition and handover (from their end) -- and can the Port share details on the agreed to level of support utilization time (e.g. 20% time, 50% time, 100% time) for each current contractor staff member, and for what period length of time (e.g. 2 weeks, 4 weeks, 6 weeks, etc.) each staff member will be providing transition support, and what specific roles-duties-deliverables each of the staff members will perform/be accountable for towards ensuring a successful transition and handover of current operations to the incoming contractor?

   Port Response: The current contractor is contracted through February 28, 2019 and will support transition activity through that timeframe. Attachment 10 in the RFP, Appendix A-3 "Transitioning Services at Termination of Contract" requires upon termination or expiration of the contract, the Consultant must assist with the transition to a new service Consultant to minimize service interruption to the Port at the end of their contract period.

16. **Supplier Question:** Can the Port provide a copy of the detailed transition support plan that the current contractor has committed to under contract and has been accepted by the Port?

   Port Response: The current contractor will support the AWS transition to a new account, provide training on the DTR and TMS system and provide training of Customer Support Center daily operations.

17. **Supplier Question:** How does the process currently work with Drayage trucks coming to the Port of Oakland? Do they create an appointment at one of the terminals and this information is sent to the Truck Management System to inform us that a truck has arrived for pick up or drop off?

   Port Response: This is not applicable to the prescribed scope of work. We will happily discuss with the selected contractor.

18. **Supplier Question:** If there is an issue with any hardware related to WhereNet system that cannot identify Drayage truck, is the replacement of this hardware the responsibility of the marine terminal operator (MTO) or the contractor's responsibility?

   Port Response: This is the responsibility of the marine terminal operator.

19. **Supplier Question:** Is there any responsibility for the contractor to track Drayage trucks throughout each terminal, or are contractors just interested when the truck enters and exits at a security station in each terminal? If it is not a responsibility of this scope of work, could we provide this support as a value added to the port and MTO?

Port Response: Tracking drayage trucks throughout the terminals is not a responsibility under the prescribed scope of work. It is something that could be discussed with the selected contractor.

20. **Supplier Question:** How does support currently work when there are Port Registry issues? Is there a Customer Service Center or other alternative in operation at this time?

    Port Response: If there is an issue with the Port Registry prohibiting a drayage truck from accessing a terminal the Customer Service Center (CSC), as described in the Request for Proposal, would help address these issues during working hours. Outside of CSC working hours there are certain actions that a marine terminal may take to potentially alleviate the issue.

21. **Supplier Question:** Is there any conflict with a company submitting a RFP as primary and also being included as a subcontractor in another RFP submission?

    Port Response: No

22. **Supplier Question:** Respectfully asking the Port to confirm that Forms-Attachments 5-C, 5-D, 7-A, 7-B, and 10 are not required to be included in the proposal to be submitted by current due date of November 8, 2018?

    Port Response: That is correct. Please refer to the Table of Contents, Attachments table, attachments noted as "no" are not required to be returned with proposal.

23. **Supplier Question:** Please confirm that only Forms-Attachments 1, 2, 3, 4, 5-A, 5-B, 6, 8, and 9 are required to be included in the proposal to be submitted by current due date of November 8, 2018?

    Port Response: Please refer to the Table of Contents, Attachments table, items noted "yes" must be returned with proposal. Note Attachment 5-A and 5-B are required with the Proposal.

24. **Supplier Question:** Referencing RFP Section IV. Submission Requirements that states proposal "responses may not be longer than 28 pages one-sided"; does this max. 28-page limitation exclude or include Proposal Labelled Section-Item 8: Required Forms and Adherence to Port Policy and Other Requirements?

    Port Response: Exclude, please refer to RFP Section IV, Item 8 stated here for your convenience: "Required Forms and Adherence to Port Policy and Other Requirements, these required forms will not count against the maximum page count for your response."

25. **Supplier Question:** Refencing Section IV, Proposal Submission Item 5 – Proposed Costs, it states the following; "The Port intends to pay the Proposer for all services required under the agreement, using the Proposal Worksheet (Attachment 4). Attach detail of the annual costs and list how they are broken out by function and/or deliverables, on a separate sheet and include with your proposal." Do proposers need to replicate the information submitted in the Proposal Worksheet (Attachment 4) into this Proposal Submission Section Item 5? – OR not since this information already submitted and available in the Proposal Worksheet (Attachment 4)? Also, would the port would deem it acceptable to submit detail annual costs and lists as either by function "OR" by deliverable? – OR does the port seek and require detail for both by function "AND" deliverable? Lastly, in regards to the statement "on a separate sheet and include with your proposal", does the port mean this separate sheet is a

single sided page? – and is this to be placed within the Proposal Labelled Section-Item 5 – Proposed Costs? – and this separate sheet is to be counted as part of the 28 single-sided page limitation?

Port Response: The proposer would not need to replicate the information provided in Attachment 4 when submitting the cost breakdown. It is acceptable to provide the annual cost breakdown by either "Function" or "Deliverable", both are not required as long as all costs are accounted for. A separate sheet can be deemed as whatever may be required to explain your annual costs, and should be included with Attachment 4. The annual cost breakdown sheet will be counted toward the 28 single-sided page limitation.

26. **Supplier Question:** Refencing Section IV, Proposal Submission Item 5 – Proposed Costs, sub-item C, it states the following; "However, if a Proposer wishes to submit alternative, cost-effective methods for meeting stated requirements that may include adding, replacing, and/or modifying any of the Port's software that supports the TMS/DTR, the Port encourages Proposers to submit additional information about the software, level of effort, timing to deploy, and cost information in the Proposal (shall not exceed 2 pages front and back and shall also be separate and in addition to Attachment 4)." Would this be 2 pages "front and back" meaning double-sided? (4 single sided pages?) - OR was it meant to be 2 pages single-sided or 1-page double-sided? Also, are these pages counted as part of the 28-page limitation or excluded from that max. limit? And lastly, in regards to the statement "shall also be separate and in addition to Attachment 4", does the port mean these pages are to be placed along with/following Attachment 4 or within Proposal Labelled Section-Item 5 – Proposed Costs?

Port Response: Additional proposal information is limited to 2 pages, utilizing both front & back (equal to 4 single sided pages); these will not be counted against the 28-page limitation. Please include these in these in the same section as Attachment 4 (i.e. your cost proposal for the operating and maintaining the system "as-is").

There are no other questions to RFP No. 18-19/04

ENCLOSURE 1

Task 1.0 Deliverables	Description	Date or Time Interval
Quarterly DTR System Performance Report	Complete report on how DTR performance is measured against Port SLAs and back-up and restore services	Quarterly, March 30, June 30, Sept. 30, December 31
DTR Semi-Annual System Maint. Documentation Update Report	Update changes to any system maintenance or technology architecture specs. material in the DTR system manuals	Semi-Annually, March 30 and September 30
DTR Semi-Annual Training Manuals Update Report	Update changes to the DTR Training Manuals	Semi-Annually, June 30 and December 31
Monthly DTR System, Trouble Ticket and/or Maintenance Logs	Monthly DTR event logs to Port's log management Security Information and Event Management (SIEM) system	Monthly, at end of each month as needed

TASK 2 - Truck Management System (TMS) and Web Hosting

Consultant shall pay for hosting services. Port also reserves the right, at any time during the term of this agreement, to migrate system to Port facilities or Port designated hosting provider, in which case Port would be responsible for all costs associated with the migration and hosting

Task 2.0 Deliverables	Description	Date or Time Interval
Quarterly TMS System Performance Report	Complete report on how TMS performance is measured against Port SLAs and back-up and restore services	Quarterly, March 30, June 30, Sept. 30, December 31
TMS Semi-Annual System Maint. Documentation Update Report	Update changes to any system maintenance or technology architecture specs. material in the TMS system manuals	Semi-Annually, March 30 and September 30
TMS Semi-Annual Training Manuals Update Report	Update changes to the TMS Training Manuals	Semi-Annually, June 30 and December 31
Monthly TMS System, Trouble Ticket and/or Maintenance Logs	Monthly TMS event logs to Port's log management Security Information and Event Management (SIEM) system	Monthly, at end of each month as needed

TASK 3 - Customer Service Center (CSC)

Task 3.0 Deliverables	Description	Date or Time Interval
Weekly CSC Activity Updates (calls or email format)	Call volumes, requests and service follow-ups, major CSC issues and/or problems,	Weekly
Monthly CSC Activity Report (word document via email)	Log summaries of customer service request sign-in sheets, call volumes, issues, problems, customer feedback	Monthly
Annual STEP Registration Renewals	The re-registration process and ordering, package preparation, and issuance of STEP registration artifacts	Annually, starting Sept. 15 thru December 31
Briefings and Overall Program Status Reports – as requested	Content to be developed as per Port requests	As requested

For subsequent years 2 and 3, and option years 4 and 5 if exercised, the recurring activities and deliverables will continue as denoted in Year 1 above.