



Purchasing Department
530 Water Street
Oakland, CA 94607

February 24, 2021

Addendum No. 2

RFP No.: 20-21/11, Enterprise Asset Management System

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. **Question:** Appendix B – Payment, 2. Payment Schedule (Page 56 of RFP) - It states Progress payments for Services for each phase of the work shall be made as follows: as set forth in the attached schedule. What “attached schedule” are you referring to?

Answer: Appendix B is part of the sample Professional Services Agreement (PSA), the successful Respondent will execute a revised version based on the proposed cost – attachment 4.

2. **Question:** Are you looking to request budget for this project in time for FY22 funding?

Answer: Budget will be approved once the project is awarded.

3. **Question:** Are you looking to use federal funding for this project? If so, which percentage/dollar amount?

Answer: We have not identified any available Federal funding for this project. Should funding become available at a future date, we will determine what proportion of the project will use those funds at that time.

4. **Question:** Can system development be performed offshore?

Answer: Due to the complexities of this project, development should be performed in the United States.

5. **Question:** Have you decided on a cloud hosting service? Please confirm if Azure?

Answer: No, Proposers should assume they will need to supply a hosting service

6. **Question:** Are you open to other hosting/ licensing agreements? (I.e. directly from vendor, rather than through SI?)

Answer: Vendors should propose what they think would be the best solution for the Port.

7. **Question:** What is your future state ERP core for Financials? Please confirm if Oracle?

Answer: Currently the core ERP system is Oracle and we will continue to use this system for the foreseeable future.

8. **Question:** Do you foresee Maintenance and Reliability master data transformation being part of the scope of work?

Answer: That is undetermined at this time.

9. **Question:** Is a Master Data Management Tool required for asset/ data requests, approval, and creation? Has it been defined?

Answer: No this has not been defined.

10. **Question:** You mention 3 business units, can you please provide the names and how many expected users for each?

Answer: The three business units are: Aviation, Maritime and Commercial Real Estate. The names and expected users have not been determined at this time.

The precise number in each role has not been determined at this time. For purposes of pricing the benchmark for this project will be the following number of users:

- *300 Total Users*
- *100 Mobile Users*
- *50 Concurrent users*

The actual number of users will be determined at time of contract award.

11. **Question:** How many assets and asset classes per Business Unit?

- *Answer: We will provide our current asset and asset class list after the award of contract.*

12. **Question:** Has a middleware been identified, if so, would it be newly implemented?

Answer: No, Vendors will need to provide a middleware solution if that is how they intend to integrate their solution.

13. **Question:** Have you preformed any assessments on EAM/ CMMS solutions? If Yes, will you please name the tools?

Answer: No

14. **Question:** If you have performed an assessment on EAM providers, have you down selected or have a preference on the EAM solution?

Answer: No

15. **Question:** What is the OBDC platform?

Answer: We believe that was a typo and should read ODBC. Our current database is Oracle

16. **Question:** Is the current EAM platform is integrated with Azure services?

Answer: No

17. **Question:** As per the section (II.3.ii) Software / Technical Requirements, EAM solution should have Analytics module. Please confirm whether predictive analytics is also required?

Answer: Yes

18. **Question:** Are all the modules from cloud platform need to be integrated with mobile solution?

Answer: We are looking for the most capable mobile solution. Given the many different types of potential mobile offerings, we are unable to determine which modules can or cannot be included.

19. **Question:** In section I, company says "the Proposer shall include an end-to-end business process review to ensure all physical processes are optimized to take advantage of the efficiencies introduced by the EAM System." Please clarify what are all the physical process.

Answer: We do not have a complete listing of all the physical processes currently however proposers should include (at a minimum) some of these processes: work order intake, assignment, prioritization, reporting, etc. It is anticipated that a more complete listing should be available once the project is started.

20. **Question:** What is expected data volume which needs to be migrated?

Answer: It is undetermined at this point.

21. **Question:** What is the current solution for "fleet management"? Is fleet management done within current Oracle EAM?

Answer: Fleet management is done in Oracle and through hardcopy binders.

22. **Question:** Will historical data be part of data migration?

Answer: Yes, an exact determination of how much historical data will be migrated will occur once the project is started.

23. **Question:** What is the current Inventory Management system used?

Answer: We do not have a formal Inventory Management system, rather limited inventory is kept via excel worksheets.

24. **Question:** Do you maintain all your assets in-house or is it outsourced to maintenance contractors? If outsourced then,

a. Is the contractor responsible to maintain the entire facility on its own cost (contractor manages the procurement of spare parts and manage its own resources to perform maintenance activity at the facility)?

Answer: In these instances, the vendor is responsible for the procuring of all parts and assigning resources for asset maintenance. In addition, some assets are leased to tenants who are then responsible for all maintenance associated with that asset. The Port inspects these leased assets to determine if they are being maintained properly.

b. Contractor only provides the required expertise (SME) and manpower to perform the maintenance activity and procurement of spare parts, min/max, re-order level are being performed by the Port using existing Purchasing module of Oracle EBS 12.2?

Answer: see answer above.

25. **Question:** Do you have outside processing cost where the OEM / consultants (SME) charges you based on individual maintenance activity?

Answer: See answer to question 24.

26. **Question:** Please provide details about integration with financials for functionalities such as work order billing, charging cost of maintenance to internal cost centers, financial life cycle of capital assets defined in fixed asset module of your existing Oracle EBS 12.2?

Answer: It is not possible to provide details as all integrations work within Oracle ERP. With regard to financials and functions as we are not sure of what capabilities exist in the proposed software solution.

27. **Question:** Do you require the attach functionality for documents only at work order level? Do you have a document management system to store critical asset information such as CAD drawings, Maintenance integration documents, etc.? If yes do you require integration of Document Management System with EAM?

Answer: It is not possible to make a complete determination at this time as we do not know what the proposed software is capable of performing. However, at a minimum we

would like the attach function for documents at the workorder level. Currently we utilize SharePoint as our document management system. We would like to integrate all the critical documents, via SharePoint, for our assets at all appropriate levels of the EAM.

28. **Question:** Do you require Quality Review process to ensure the contractors are completing the jobs with industry best practice standards and agreed SLA?

Answer: We are unsure what you mean by this question. If you mean, do we need Quality Review of completing this job as it pertains to this particular RFP, no we will be performing that review in house.

If you mean Quality Review as it pertains to maintenance and repair work done on Port assets by outside contractors, then no, this is not a requirement for the RFP.

29. **Question:** Do you intend to use EAM for Corrective Maintenance and Preventive Maintenance only? or are you also considering the solution to provide predictive maintenance functionality?

Answer: We intend to use the system for corrective/preventative maintenance and for predictive maintenance.

30. **Question:** Do you already have asset taxonomy defined with asset barcode labels? if yes, how many levels of asset hierarchy do you have and are they defined based on location or make/model?

Answer: No

31. **Question:** Do you have a Fault reporting call center to address service requests from customers i.e. passenger and tenant?

Answer: We have a limited capability.

32. **Question:** Do you charge your tenants for maintenance work being done in the property leased to them and/or common area (Work order billing functionality)?

Answer: We do charge if and when we perform maintenance for tenants.

33. **Question:** For meter based assets how are you capturing the reading currently? Is it in manual/ excel records or do you have any system to records these readings?

Answer: We do capture meter readings for meter-based assets such as tractors, generators, etc. These readings are captured through a manual process. Utility meter readings are not currently included in this RFP.

34. **Question:** How are Spare Parts function managed in Port particularly for the assets maintained by external maintenance contractors?

Answer: For assets maintained by external contractors, the spare parts are managed by the contractor.

35. **Question:** Do you intend to have the work order cost interfaced with Finance system?

Answer: It is undetermined at this time.

36. **Question:** Are you using Fixed Assets system, and do you intend to perform the asset capitalization and depreciation functionality?

Answer: Not within this program.

37. **Question:** Has the Port completed the asset data collection, cleansing, validation exercise for the proposer to use this data for data migrations?

Answer: No

38. **Question:** What are the total number of assets, locations and the number of Preventive maintenance WO's in Port current maintenance system?

Answer: The information will be provided upon award of contract.

39. **Question:** Do you intend to integrate EAM with external systems that monitors the asset condition such as Building Management System (BMS), Baggage Handling System (BHS) and Airfield Ground Lighting monitoring and control system etc?

Answer: Yes

40. **Question:** It is mentioned in the requirements that EAM system should be able to integrate with the Port's existing systems such as Oracle eBS. Which all systems and modules of Oracle eBS should the EAM system needs to be integrated?

Answer: We do not have a complete listing at this time.

41. **Question:** Do you intended to have both labor, spares/material and tools cost interfaced with Oracle Financials - GL?

Answer: If this is possible, we would like this functionality.

42. **Question:** Do you intend to use the Oracle Procurement system for ordering the spares for the outsourced asset maintenance work?

Answer: Not at this time.

43. **Question:** Are the assets tagged already for tracking of assets?

Answer: No

44. **Question:** For the KPI's and dashboard functionality is Port having an Analytics solution already in place which can be used for the requested functionality?

Answer: No

45. **Question:** Is there a separate IoT Platform where Asset sensor data is recorded which the EAM system will refer to?

Answer: Yes

46. **Question:** Has there been standardization done for departments, asset categories and asset types across various facilities to remove the duplication or this exercise is expected as part of the RFP scope?

Answer: No, we do not have a standard, however the development should be included in the RFP proposal.

47. **Question:** Is there a central planning and scheduling function across the port business - Seaport, Airport etc.?

Answer: No

48. **Question:** Is there a defined asset assurance process to check the quality of work completion?

Answer: No

49. **Question:** How is the process of maintenance integration performed for the new assets?

Answer: New assets are manually entered into Oracle.

50. **Question:** What is the level of training for the 60 Port Staff (Train-the-Trainer) users? Will trainers be specific to a user role or department?

Answer: Trainers will be admin level users. The trainers will not be tied to a specific role or department.

51. **Question:** In the cost table, #2 is the Implementation Cost. For the Cost per Item field, what are you expecting to see? Also, do you require for the cost to be broken down further?

Answer: Include the end-to-end Business Process Review in the implementation cost. Attach any supporting documentation that substantiates your cost to the proposal worksheet.

52. **Question:** There is a statement that the Port would like to see our rates over the duration of the project, with any increases shown. Is there any specific format this needs to be shown in?

Answer: No

53. **Question:** Are there any special access requirements, background checks, security training, etc. that must be performed by the team before work begins?

Answer: Background checks and security training will be required for contractors that will be working on site at the Airport.

54. **Question:** For travel expenses, does the Port utilize GSA per diem and reimbursement rates?

Answer: No

55. **Question:** For the five (5) years of additional support, is there a preference on whether this support is prepaid at the beginning of each year at a set rate or is the preference for this support to be based on actual hours expended?

Answer: Prepaid

56. **Question:** Is there a specific vendor preference for the cloud-based hosting? Assuming a hosted solution provides two (2) environments (development and production), will additional environments for QA or Training be required?

Answer: There is not a preference. At the very minimum there should be development and production. Vendor should propose the best solution and environments based on their experience.

57. **Question:** The RFP states, "All technical documentation including user guides, back-up and recovery processes, and license information must be provided NLT 30 days after contract award." We could provide IBM Maximo user guides from IBM, but we would not have the requirements defined to a point to deliver Port specific user guides that time. Can you please clarify if the generic Maximo user guides are what is being requested here?

Answer: Generic manuals can be submitted but they must include a timeline for when the Port specific manuals will be delivered. Project will not be considered complete until all Port specific user guides and other related materials have been submitted.

58. **Question:** In a previous response to a question, only the GIS integration is in scope for Phase 1, does that mean that the mobile integration is not required for Phase 1? What integrations should be included in our cost proposal?

Answer: Mobile solutions are not considered integration but should be include with the overall solution. Other integrations will be considered.

59. **Question:** Does a current GIS asset mapping solution exist? If yes, what is the platform?

Answer: Yes, Currently ESRI ArcServ version 10.2.2. The Port is planning an upgrade in the next 12 months.

60. **Question:** What portions of the port infrastructure are modeled? (in 2D or 3D)

Answer: None.

61. **Question:** What portions of the port infrastructure need to be modeled/collected?

Answer: Modeling/collecting of Port infrastructure is currently not part of this RFP.

62. **Question:** Does the Port want to be able to edit the GIS data in the EAM application and/or edit the EAM data in the GIS application? Or will read-only suffice?

Answer: It is undetermined at this time. We are open to considering options.

63. **Question:** Have IoT sensors been incorporated into existing GIS feature layers?

Answer: No.

64. **Question:** Do you plan to capture any BMS/BAS Data within this system?

Answer: Yes.

65. **Question:** Do any of those dynamic features produce data streams that could/should be modeled in a time-dimensioned GIS data layer?

Answer: No

66. **Question:** If “not yet” Is the goal to have IoT sensor data in the GIS platform?

Answer: Yes at a later date.

67. **Question:** Does the current GIS mapping data adhere to ISO 55000 standards?

Answer: We do not believe the current GIS mapping solution adheres to the current ISO 55000 standard.

68. **Question:** Do you follow any ISO standards for Facility Operations such as ISO 55000 or ISO 41001

Answer: Not currently.

69. **Question:** Will the current GIS be sufficient to support object and component level linking to Maximo asset models?

Answer: The software solution has not been determined. Until there is a selection made, we will not know if the current GIS system will be supportable.

70. **Question:** Do you follow NIST -800 or similar Security standards for your systems?

Answer: Yes

71. **Question:** Are metadata and modeling specifications available that would provide info on the level of detail of modeling required to support asset management via Maximo and Maximo modules?

Answer: There has not been a solution selected at this time so metadata and modeling specifications have not been developed at this time.

72. **Question:** What Data Governance programs do you have in place for your asset information

Answer: None at this time, however data governance will be developed with this solution.

73. **Question:** Do you have a standard data dictionary that you are planning to implement with the system?

Answer: Not at this time.

74. **Question:** Do you plan on having any sensitive (i.e., Critical Infrastructure) data stored in this system and if so will that drive whether or not the solution is on-prem or cloud based?

Answer: This will be a cloud based solution.

75. **Question:** What are your IT standards for On-Prem systems?

Answer: We are seeking a cloud-based system and not an On-Prem System.

76. **Question:** What are the primary drivers for this project? (order by priority or rate each High/Low influence for current business pain points)

- Loss Prevention of Assets/Service Consumables
- Total Cost of Ownership of IT Solution(s)
- Future Adaptability/Agility to Changing Needs (current solution is limiting)
- Consolidation of Software/IT Tools to Single Source of Truth
- Ensuring Asset Warranty/Service Entitlements Compliance
- Contractor Management/Learning & Compliance for HR Ops

Answer:

<i>Description</i>	<i>Priority</i>
<i>Loss Prevention of Assets/Service Consumables</i>	<i>High</i>
<i>Total Cost of Ownership of IT Solution(s)</i>	<i>Medium</i>
<i>Future Adaptability/Agility to Changing Needs (current solution is limiting)</i>	<i>High</i>
<i>Consolidation of Software/IT Tools to Single Source of Truth</i>	<i>High</i>
<i>Ensuring Asset Warranty/Service Entitlements Compliance</i>	<i>Medium</i>
<i>Contractor Management/Learning & Compliance for HR Ops</i>	<i>Low</i>

77. **Question:** Is new solution required to support application interfaces (desktop/mobile) displayed in multiple languages supporting Employees or Contractors for whom which English is not first language?

Answer: *The solution is not required to support multiple languages.*

78. **Question:** You have mentioned following user count:

- 300 Total Users
- 100 Mobile Users
- 50 Concurrent users

Can you please answer the following:

A. Are 100 mobile users subset of 300 total users, or are additional?

Answer: *Yes.*

B. How many of users are Contractor (total/mobile) vs Port Employees (total/mobile)?

Answer: *See question #78a*

79. **Question:** What functions and data are Contractors expected to have access to?

Answer: *Contractors maintaining Port assets will not have access to the system however tenants inputting work requests will need limited access and functionality.*

80. **Question:** Does your definition of Asset Management success include real-time capabilities that impact the experiences or satisfaction of your Customers (Partners/B2B) or the end Consumers (airline travelers, truck drivers processing at Sea Port)?

Example Scenarios:

** Unplanned outage on baggage belt alerted to airline employees/IT systems notified

** Automated notification communications based on planned maintenance/downtime windows

** IoT sensing for people traffic in terminals

** Omni-channel interfaces for submission of "See Something, Say Something" reports

Answer: Yes.

81. **Question:** Information Security : How is information security handled currently? Is there any framework defined? Is IAM defined for future state? The question is specifically around the audit compliance tasks / risk management activities expected from the Managed Services team specific to Security.

Answer: The Port has standards for cloud-based solutions. The Port uses NIST framework to develop its standards and best practices.

82. **Question:** Is there any tool currently used for integration between different systems?

Answer: Currently all integrations have a one-to-one association.

83. **Question:** Is there a record count or time frame (ex: last 1-2 years) of historic records (Work Orders, etc) that are known to need to be migrated/imported and supported in the new solution as if they had been created in parity with future records?

Answer: We have not identified or determined what (if any) historical records may be migrated into the system at this time.

84. **Question:** Reference: 3.Software/Technical requirements, item 3, The solution must have the ability to connect to the OBDC platform that is supported by Port systems for select-only queries. What does this mean? What are these platforms?

Answer: We believe that was a typo and should read ODBC. Our current database is Oracle.

There are no other questions to RFP No. 20-21/11.