**Maine Port Authority**

 **Terminal Operating Software as a Service**

|  |  |
| --- | --- |
| **RFP Coordinator** | *All communication regarding this RFP must be made through the RFP Coordinator identified below*.**Name:** Michael Carter **Contact Information:** Michael.carter@maineports.com  |
| **Submitted Questions Due** | *All questions must be received by the RFP Coordinator identified above by:***Date:** October 13, 2020  |
| **Proposal Submission** | *Proposals must be received by the RFP Coordinator by:***Submission Deadline:** October 23, 2020*Proposals must be submitted electronically to the following address:***Electronic (email) Submission Address:** Michael.carter@maineports.com |

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# **PUBLIC NOTICE**

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

**Maine Port Authority**

**Terminal Operating Software as a Service**

The Maine Port Authority is seeking Proposals for a Terminal Operating Software as a Service.

A copy of the RFP, as well as the Questions & Answers Summary and all amendments related to this RFP, can be obtained at the following website: [maineports.com](https://maineports.com/)

Proposals must be submitted to the RFP coordinator via e-mail, to the following email address: Michael.carter@maineports.com. Proposal submissions must be received no later than 11:59 pm, local time, October 23 (10/23/2020). Proposals will be opened the following business day. Proposals not submitted to the aforementioned email address by the aforementioned deadline will not be considered for contract award.

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

# **RFP DEFINITIONS/ACRONYMS**

The following terms and acronyms shall have the meaning indicated below as referenced in this RFP:

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
| **Authority** | Maine Port Authority |
| **RFP** | Request for Proposal |
| **SaaS** | Software as a Service - a method of software delivery and licensing in which software is accessed online via a subscription, rather than bought and installed on individual computers. |
| **IMT** | International Marine Terminal located at 460 Commercial Street, Portland Maine 04101 |
| **TOS** | Terminal Operating System |
| **EDI** | Electronic Data Interchange  |
| **SLA** | Service Level Agreement |

**Maine Port Authority**

**Terminal Operating Software as a Service**

# **PART I INTRODUCTION**

## A. Purpose and Background

The Maine Port Authority (Authority) is seeking proposals to provide Terminal Operating software as a Service (SaaS) as defined in this Request for Proposals (RFP) document. This document provides instructions for submitting Proposals, the procedure and criteria by which the Bidder(s) will be selected and the contractual terms which will govern the relationship between the Authority and the awarded Bidder(s).

The Authority is looking for a service to offer terminal operating software to track, manage, and report on container operations at the International Marine Terminal (IMT). The Terminal Operating System (TOS) must provide a way of managing container storage, create reports based on the containers on the IMT and electronic data interchange (EDI) between the IMT and its carriers. This is the system of terminal operation for the IMT container terminal.

## B. General Provisions

1. From the time this RFP is issued until award notification is made, all contact with the Authority regarding this RFP must be made through the aforementioned RFP Coordinator. No other person/ employee is empowered to make binding statements regarding this RFP. Violation of this provision may lead to disqualification from the bidding process, at the Authority’s discretion.
2. Issuance of this RFP does not commit the Authority to issue an award or to pay expenses incurred by a Bidder in the preparation of a response to this RFP. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
3. All Proposals should adhere to the instructions and format requirements outlined in this RFP and all written supplements and amendments (such as the Questions & Answers Summary), issued by the Authority. Proposals are to follow the format and respond to all questions and instructions, as specified below in the “Proposal Submission Requirements” section of this RFP.
4. Bidders shall take careful note that in evaluating a proposal submitted in response to this RFP, the Authority will consider materials provided in the proposal, information obtained through interviews/presentations (if any). The Authority also reserves the right to consider other reliable references and publicly available information in evaluating a Bidder’s experience and capabilities.
5. The proposal shall be signed by a person authorized to legally bind the Bidder and shall contain a statement that the proposal and the pricing contained therein will remain valid and binding for a period of 60 days from the date and time of the bid opening.
6. The RFP and the selected Bidder’s proposal, including all appendices or attachments, shall be the basis for the final contract, as determined by the Authority.
7. Following announcement of an award decision, all submissions in response to this RFP will be considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) (1 M.R.S. §§ 401 et seq.).

[State of Maine Freedom of Access Act](http://www.mainelegislature.org/legis/statutes/1/title1sec401.html)

 **FREEDOM OF ACCESS ACT – CONFIDENTIALITY**

Interested parties are advised that under Maine’s Freedom of Access Act, Title 1 M.R.S.A. Chapter 13 §402 (3), et seq., “Public Records” (as that term is defined in Title 1 M.R.S.A. Chapter 13 §402(3)) are available for public inspection and copying once an award notification has been made.

As a general matter, information submitted in response to this RFP will be considered to be “Public Records” available for public inspection and copying once an award notification has been made. If, however, a Bidder believes that parts of its Proposal fall within one or more of the exceptions to the definition of “Public Records” set forth in Title 1 M.R.S.A. Chapter 13 §402(3), that bidder may submit those parts of its Proposal, with each page marked “Confidential”. The Bidder should include a non-confidential statement of the basis for bidder’s claim that those parts of its Proposal fall within one or more of the exceptions to the definition of “Public Records”. Designating part of a Proposal “Confidential” does not by itself ensure that those parts of the Proposal will remain confidential.

In the event that the Maine Port Authority receives a request to inspect or copy those parts of the Bidder’s Proposal marked Confidential, the Maine Port Authority will notify the bidder that such a request has been received. Any Bidder claiming documents are Confidential shall, within 14 days of receiving the Maine Port Authority notice, send the Maine Port Authority a list identifying each document that it claims is Confidential. If the Maine Port Authority agrees that the documents so identified fall within one of the exceptions to the definition of “Public Records”, the Maine Port Authority will notify the party requesting disclosure that the documents will be withheld. If the party seeking disclosure files a legal action to gain access to the confidential information, then the Bidder must retain counsel and file for a protective order. Bidder’s failure to join the action and secure a protective order shall constitute a waiver of its claim that the information is Confidential. The Maine Port Authority will comply with the order issued by the reviewing court.

1. The Authority, at its sole discretion, reserves the right to recognize and waive minor informalities and irregularities found in proposals received in response to this RFP.
2. All applicable laws, whether or not herein contained, shall be included by this reference. It shall be the Bidder’s responsibility to determine the applicability and requirements of any such laws and to abide by them.

## C. Eligibility to Submit Bids

All interested parties are invited to submit bids in response to this Request for Proposals.

## D. Contract Term

The Authority is seeking a best value proposal(s) to provide services, as defined in this RFP, for the anticipated contract period defined in the table below. Please note that the dates below are estimated and may be adjusted, as necessary, in order to comply with all procedural requirements associated with this RFP and the contracting process. The actual contract start date will be established by a completed and approved contract.

Contract Renewal: Following the initial term of the contract, the Authority may opt to renew the contract for two (2) renewal periods, as shown in the table below, and subject to continued availability of funding and satisfactory performance.

The term of the anticipated contract, resulting from this RFP, is defined as follows:

|  |  |  |
| --- | --- | --- |
| **Period** | **Start Date** | **End Date** |
| Initial Period of Performance  | 11/1/2020 | 12/31/2023 |
| Renewal Period #1  | 1/1/2024 | 12/31/2026 |
| Renewal Period #2  | 1/1/2027 | 12/31/2029 |

## E. Number of Awards

The Authority anticipates making one (1) award as a result of this RFP process.

# **PART II SCOPE OF SERVICES TO BE PROVIDED**

## Maine Port Authority Requires the Following Services:

1. **Terminal Operating SaaS** meeting the requirements set forth in the Proposed Services (Appendix E)
2. **Implementation** required for production use includes the following activities (On site presence is not required by the Authority):
3. System configuration.
4. Initial set up of EDI with our carriers and customers
5. Initial data load yard layout and inventory
6. System Administrator training for two (2) individuals.
7. Provision of a detailed implementation project plan with schedule and bi-weekly implementation status reports, including actions performed, next steps, issues, and any schedule changes to the Authority Contract Administrator until completion of the production implementation.
8. **Ongoing Customer Support**
9. **At termination of contract**, regardless of reason for termination, the awarded Bidder will provide data exports in computer readable format, suitable for populating a new system (spreadsheets, SQLServer Express database, etc.), to the Authority within 14 days of Authority request, at no additional cost.

PART III KEY RFP EVENTS

## Questions

**1. General Instructions**

a. It is the responsibility of all Bidders and other interested parties to examine the entire RFP and to seek clarification, in writing, if they do not understand any information or instructions

b. The submitted questions must be submitted by e-mail and received by the RFP Coordinator, identified on the cover page of this RFP, as soon as possible but no later than the date and time specified on the RFP cover page.

c. Submitted Questions must include the RFP Title in the subject line of the e-mail. The Authority assumes no liability for assuring accurate/complete/on time e-mail transmission and receipt.

**2. Questions & Answers Summary:** Responses to all questions will be compiled in writing and posted on the following website no later than seven (7) calendar days prior to the proposal due date: [maineports.com](https://maineports.com/). It is the responsibility of all interested parties to go to this website to obtain a copy of the Questions/Clarifications & Answers Summary. Only those answers issued in writing on this website will be considered binding.

## Amendments

All amendments released in regard to this RFP will also be posted on the following website [maineports.com](https://maineports.com/). It is the responsibility of all interested parties to go to this website to obtain amendments. Only those amendments posted on this website are considered binding.

## Submitting the Proposal

1. **Proposals Due:** Proposals must be received no later than 11:59 p.m. local time, on the date listed on the cover page of this RFP, at which point they will be opened. Proposals received **after** the 11:59 p.m. deadline will be **rejected** without exception.
2. **Delivery Instructions:** Email proposal submissions are to be submitted to the RFP Coordinator, via email, to the email address provided on the RFP Cover Page (Michael.carter@maineports.com).
3. Only proposals received by email will be considered. The Authority assumes no liability for assuring accurate/complete e-mail transmission and receipt.
4. Bidders are to insert the following into the subject line of their email submission:

“**RFP Terminal Software Proposal Submission**”

1. Bidder’s proposals are to be broken down into multiple files, with each file named as it is titled in bold below, and include:

- **File #1 – [Bidder Name]**: *PDF format preferred*

 Completed Proposal Cover Page (**Appendix A**)

 Debarment, Performance and Non-Collusion Certification (**Appendix B**)

- **File #2 – [Bidder Name]**: *PDF format preferred*

* Qualifications and Experience Form (**Appendix C)**
* All related/required attachments stated in Appendix C
* Certificate of Insurance stated in Part IV, B., Section I

- **File #3 – [Bidder Name]**: *PDF format preferred*

* Proposed Services (**Appendix E**)
* All related/required attachments stated in Appendix E
* **Sample Reports** stated in Part IV, B., Section II
* **Service Level Agreement** stated in Part IV, B., Section II
* **Voluntary Product Accessibility Template** stated in Part IV, B., Section II
* **Reports and Screen Prints in Lieu of Demo Site Access,** if demo site access is not provided, stated in Part IV, B., Section II
* Additional files that cannot be incorporated into the File#3 PDF for this section should be labeled an appropriate name starting with **FILE3DOC**

- **File #4 – [Bidder Name]**: *PDF format preferred*

* Cost Proposal Form (**Appendix D**)

PART IV PROPOSAL SUBMISSION REQUIREMENTS

This section contains instructions for Bidders to use in preparing their proposals. The Bidder’s proposal must follow the outline used below, including the numbering and section and sub-section headings as they appear here. Failure to use the outline specified in this section, or to respond to all questions and instructions throughout this document, may result in the proposal being disqualified as non-responsive or receiving a reduced score. The Authority, and its evaluation team for this RFP, has sole discretion to determine whether a variance from the RFP specifications should result in either disqualification or reduction in scoring of a proposal. The Authority seeks detailed yet succinct responses that demonstrate the Bidder’s experience and ability to perform the requirements specified throughout this document.

## Proposal Format

* 1. The Bidder is asked to be brief and concise in responding to the RFP questions and instructions.
	2. All electronic documents should be formatted for printing as formatting will not be adjusted prior to printing and reviewing these documents.
	3. The Bidder may provide additional attachments beyond those specified in the RFP. Additional materials not requested may be considered at the discretion of the evaluation team.
	4. It is the responsibility of the Bidder to provide all information requested in the RFP package at the time of submission. Failure to provide information requested in this RFP may, at the discretion of the evaluation review team, result in a lower rating for the incomplete sections and may result in the proposal being disqualified for consideration.
	5. The Bidder should complete and submit the “Proposal Cover Page” provided in **Appendix A** of this RFP and provide it with the Bidder’s proposal. It is important that the cover page show the specific information requested, including Bidder address(es) and other details listed. The proposal cover page shall be dated and signed by a person authorized to enter into contracts on behalf of the Bidder.
	6. The Bidder should complete and submit the “Debarment, Performance and Non-Collusion Certification Form” provided in **Appendix B** of this RFP. Failure to provide this certification may result in the disqualification of the Bidder’s proposal, at the discretion of the Authority.

## Proposal Contents

**Section I   Organization Qualifications and Experience**

1. **Overview of the Organization**

The Bidder is to complete **Appendix C** (Qualifications and Experience Form) describing their qualifications and skills, litigation, financial viability, and use of subcontractors to provide the requested services in this RFP. The Bidder is also to include three examples of projects from the past five years which demonstrate their experience and expertise in performing these services as well as highlighting the Bidder’s stated qualifications and skills.

1. **Certificate of Insurance**

Provide a certificate of insurance evidencing the Bidder’s general liability, professional liability and any other relevant liability insurance policies that might be associated with the proposed services.

**Section II Proposed Services**

1. Complete and submityour Proposed Services. Appendix E is provided to give an outline of the questions that we are looking to be answered. Your response may take any form your wish.
2. Provide the proposed **Service Level Agreement (SLA)**
3. Please provide information on how the software meets accessibility and usability standards.
4. If access to a demo website as requested in Proposed Services Form (**Appendix E**) is not provided, please provide the following **in lieu of demo website** access:
	* typical gate move page
	* how a user will query and receive information on a container
	* how the yard locations are presented in the system
	* how moves within the yard are processed
	* reports of equipment
	* containers expected from a vessel are processed

**Section III Cost Proposal**

1. **General Instructions**
2. The Bidder must submit a cost proposal that covers the entire period of the initial three (3) year agreement. Please use the expected “Period of Performance” dates stated in PART I, D. Rates at renewal may be renegotiated at that time.
3. The cost proposal shall include the costs necessary for the Bidder to fully comply with the contract terms and conditions and RFP requirements.
4. No costs related to the preparation of the proposal for this RFP or to the negotiation of the contract with the Authority may be included in the proposal. Only costs to be incurred after the contract effective date, that are specifically related to the implementation or operation of contracted services, may be included.
5. **Cost Proposal Form Instructions**

The Bidder should fill out **Appendix D** (Cost Proposal Form), following the instructions detailed here and in the form. Failure to provide the requested information and/or to follow the required cost proposal format provided, may result in the exclusion of the proposal from consideration, at the discretion of the Authority.

# **PART V PROPOSAL EVALUATION AND SELECTION**

Evaluation of the submitted proposals shall be accomplished as follows:

## Evaluation Process - General Information

* + - 1. An evaluation team, comprised of qualified reviewers selected by the Authority, will judge the merits of the proposals received in accordance with the criteria defined in the RFP.
			2. Officials responsible for making decisions on the selection of a contractor shall ensure that the selection process accords equal opportunity and appropriate consideration to all who are capable of meeting the specifications. The goals of the evaluation process are to ensure fairness and objectivity in review of the proposals and to ensure that the contract is awarded to the Bidder whose proposal provides the best value to the Authority.
			3. The Authority reserves the right to communicate and/or schedule interviews/presentations with Bidders, if needed, to obtain clarification of information contained in the proposals received, and the Authority may revise the scores assigned in the initial evaluation to reflect those communications and/or interviews/presentations. Interviews/presentations are not required, and changes to proposals will not be permitted during any interview/presentation process. Therefore, Bidders should submit proposals that present their rates and other requested information as clearly and completely as possible.
			4. The goals of the evaluation process are to ensure fairness and objectivity in review of the proposal provides the best value (“Best Value”) to the State of Maine. To determine Best Value, the Authority takes into consideration the quality of the services to be provided, as described in the proposal, and their conformity with the specifications set out in the RFP.

## Scoring Weights and Process

1. **Scoring criteria:** The score will be based on the degree to which each proposal meets the following criteria.

**Section I. Organization Qualifications and Experience**

Includes all elements addressed above in Part IV, B, Section I.

**Section II. Proposed Services**

Includes all elements addressed above in Part IV, B, Section II.

**Section III. Cost Proposal**

Includes all elements addressed above in Part IV, B, Section III.

1. **Scoring Process:** The review team will use a consensus approach to evaluate and score Sections I & II above. Members of the review team will arrive at a consensus as to the assignment of points for each of those sections.
2. **Scoring the Cost Proposal:** The Authority will not seek a best and final offer from any Bidder in this procurement process.  All Bidders are expected to provide their best value pricing with the submission of their proposal.
3. **Negotiations:** The Authority reserves the right to negotiate with the successful Bidder to finalize a contract at the same rate or cost of service as presented in the selected proposal. Such negotiations may not significantly vary the content, nature or requirements of the proposal or the Authority’s Request for Proposals to an extent that may affect the price of goods or services requested. The Authority reserves the right to terminate contract negotiations with a selected Bidder who submits a proposed contract significantly different from the proposal they submitted in response to the advertised RFP. In the event that an acceptable contract cannot be negotiated with the highest ranked Bidder, the Authority may withdraw its award and negotiate with the next-highest ranked Bidder, and so on, until an acceptable contract has been finalized. Alternatively, the Authority may cancel the RFP, at its sole discretion.

## Selection and Award

1. The final decision regarding the award of the contract will be made by representatives of the Authority and may be subject to approval by the Maine Port Authority Board of Directors.
2. Notification of contractor selection or non-selection will be made in writing by the Authority.
3. Issuance of this RFP in no way constitutes a commitment by the Authority to award a contract, to pay costs incurred in the preparation of a response to this request, or to pay costs incurred in procuring or contracting for services, supplies, physical space, personnel or any other costs incurred by the Bidder.
4. The Authority reserves the right to reject any and all proposals or to make multiple awards.

# **PART VI CONTRACT ADMINISTRATION AND CONDITIONS**

## Contract Document

1. Allocation of funds is final upon successful negotiation and execution of the contract, subject to the review and may require approval of the Maine Port Authority Board of Directors.
2. The Authority recognizes that the actual contract effective date depends upon completion of the RFP process, date of formal award notification, length of contract negotiation, and preparation and might require approval by the Board of Directors. Any appeals to the Authority’s award decision(s) may further postpone the actual contract effective date, depending upon the outcome. The contract effective date listed in this RFP may need to be adjusted, if necessary, to comply with mandated requirements. In providing services and performing under the contract, the successful Bidder(s) shall act as an independent contractor and not as an agent of the State of Maine.

## Standard State Agreement Provisions

**1.** Agreement Administration

Following the award, an Agreement Administrator from the Authority will be appointed to assist with the development and administration of the contract and to act as administrator during the entire contract period. Authority staff will be available after the award to consult with the successful Bidder in the finalization of the contract.

**2.** Payments and Other Provisions

The State anticipates paying the Contractor on the basis of net 30 payment terms, upon the receipt of an accurate and acceptable invoice. An invoice will be considered accurate and acceptable if it contains correct pricing information relative to the contract, and provides any required supporting documents, as applicable, and any other specific and agreed-upon requirements listed within the contract that results from this RFP.

# **PART VII LIST OF RFP APPENDICES AND RELATED DOCUMENTS**

1. **Appendix A** – Proposal Cover Page
2. **Appendix B** – Debarment, Performance and Non-Collusion Certification
3. **Appendix C** – Qualifications and Experience Form
4. **Appendix D** – Cost Proposal Form
5. **Appendix E**– Proposed Services

**APPENDIX A**

**Maine Port Authority**

## PROPOSAL COVER PAGE

**Terminal Operating Software as a Service**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |
| **Chief Executive - Name/Title:** |  |
| **Tel:** |  | **E-mail:** |  |
| **Headquarters Street Address:** |  |
| **Headquarters City/State/Zip:** |  |
| ***(Provide information requested below if different from above)*** |
| **Lead Point of Contact for Proposal - Name/Title:** |  |
| **Tel:** |  | **E-mail:** |  |
| **Headquarters Street Address:** |  |
| **Headquarters City/State/Zip:** |  |

* This proposal and the pricing structure contained herein will remain firm for a period of 60 days from the date and time of the bid opening.
* No personnel currently employed by the Authority or any other State agency participated, either directly or indirectly, in any activities relating to the preparation of the Bidder’s proposal.
* No attempt has been made, or will be made, by the Bidder to induce any other person or firm to submit or not to submit a proposal.
* The above-named organization is the legal entity entering into the resulting agreement with the Authority should they be awarded the contract.
* The undersigned is authorized to enter contractual obligations on behalf of the above-named organization.

*To the best of my knowledge, all information provided in the enclosed proposal, both programmatic and financial, is complete and accurate at the time of submission.*

|  |  |
| --- | --- |
| **Name (Print):** | **Title:** |
| **Authorized Signature:** | **Date:** |

**APPENDIX B**

**Maine Port Authority**

## DEBARMENT, PERFORMANCE and NON-COLLUSION CERTIFICATION

**Terminal Operating Software as a Service**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

*By signing this document, I certify to the best of my knowledge and belief that the aforementioned organization, its principals and any subcontractors named in this proposal:*

1. *Are not presently debarred, suspended, proposed for debarment, and declared ineligible or voluntarily excluded from bidding or working on contracts issued by any governmental agency.*
2. *Have not within three years of submitting the proposal for this contract been convicted of or had a civil judgment rendered against them for:*
	1. *Fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a federal, state or local government transaction or contract.*
	2. *Violating Federal or State antitrust statutes or committing embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;*
	3. *Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State or Local) with commission of any of the offenses enumerated in paragraph (b) of this certification; and*
	4. *Have not within a three (3) year period preceding this proposal had one or more federal, state or local government transactions terminated for cause or default*.
3. *Have not entered into a prior understanding, agreement, or connection with any corporation, firm, or person submitting a response for the same materials, supplies, equipment, or services and this proposal is in all respects fair and without collusion or fraud. The above-mentioned entities understand and agree that collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards.*

**Failure to provide this certification may result in the disqualification of the Bidder’s proposal, at the discretion of the Authority.**

|  |  |
| --- | --- |
| Name (Print): | Title: |
| Authorized Signature: | Date: |

**APPENDIX C**

**Maine Port Authority**

## QUALIFICATIONS & EXPERIENCE FORM

**Terminal Operating Software as a Service**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

Instructions: Please respond to the questions below. You may expand the form space and use additional pages as necessary to provide the requested information. Information provided as separate documents must be titled clearly and be included in File 2 of the e-mail proposal submission.

|  |
| --- |
| **1. Present a brief statement of qualifications. Describe the history of the Bidder’s organization, especially regarding skills pertinent to the specific work required by the RFP and any special or unique characteristics of the organization which would make it especially qualified to perform the required work activities.**  |
|  |

|  |
| --- |
| **2. Litigation:** Attach a list of all current litigation in which the Bidder is named and a list of all closed cases that have closed within the past five (5) years in which Bidder paid the claimant either as part of a settlement or by decree.  For each, list the entity bringing suit, the complaint, the accusation, amount, and outcome.  If no litigation will be included, write “none” on submitted attachment |
|  |

|  |
| --- |
| **3. Subcontractors:** If use of subcontractors, other than the IT Hosting, is proposed, for each subcontractor, please identify the subcontractor, describe the role, and describe their qualifications for that role. |
|  |

|  |
| --- |
| **4. Projects:** Provide a description of projects that occurred within the past five years which reflect experience and expertise needed in performing the functions described in the “Scope of Services” portion of this RFP. For each of the project examples provided, a contact person from the client organization involved should be listed, along with that person’s telephone number and email address.  |

|  |
| --- |
| **Project One** |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** |
|  |

|  |
| --- |
| **Project Two** |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** |
|  |

|  |
| --- |
| **Project Three** |
| **Client Name:** |  |
| **Client Contact Person:** |  |
| **Telephone:** |  |
| **E-Mail:** |  |
| **Brief Description of Project** |
|  |

**APPENDIX D**

**Maine Port Authority**

## COST PROPOSAL FORM

**Terminal Operating Software as a Service**

|  |  |
| --- | --- |
| **Bidder’s Organization Name:** |  |

Instructions: Bidders shall break down total project fixed costs per each area as indicated below, for the full the full period of performance, including renewals, for all services described in this RFP and in the Bidder’s proposal. Licenses for any specialized application or desktop software that the Authority must hold for the operation of the system, such as Crystal Reports, must be included and itemized.

Add more lines as necessary to accurate reflect pricing.

|  |
| --- |
| **1.** Itemize all **start up costs** such as Training or EDI Support. Add lines as needed. |
| **Description** | **Cost** |
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| **2.** List **all reoccurring** costs necessary for the Bidder to fully comply with the contract terms and conditions and RFP requirements, including all modifications indicated with **“will meet requirement with modifications”** in **Appendix F Proposed Services Requirements Worksheet.** These costs may be broken out as desired by the bidder. Any changes in rates over the 3 year initial agreement must be outlined.  |
| **Description** | **Cost** |
|  |  |
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| **3. Proposed Cost** Proposed cost **must be** the sum of the above itemized costs. The sum of the above itemized costs will be used if they do not match.  |  |

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| **3. Proposed Cost** Proposed cost **must be** the sum of the above itemized costs. The sum of the above itemized costs will be used if they do not match. |
|  | **Cost** |
| Start Up |  |
| Year 1 |  |
| Year 2 |  |
| Year 3 |  |

**APPENDIX E**

**Maine Port Authority**

## PROPOSED SERVICES

**Terminal Operating Software as a Service**

|  |  |
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| **Bidder’s Organization Name:** |  |

Instructions: Use as much space as necessary for a concise and meaningful response. Attachments or images should be inserted into the worksheet where reasonable. Information that cannot be incorporated into the PDF must be included in the email submission with clear filenames starting with **FILE3DOC** in the e-mail proposal submission.

Do not describe functionality or implementation activities that are NOT offered as part of this proposal. Do not include cost information in this section.

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| **1. Software Proposed** |
| 1.1 Provide the name of the Terminal Operating SaaS proposed Software. Provide details about any users or activity limits that the software has. |
|  |
| 1.2 Licenses for any specialized application or desktop software that the Authority must hold for the operation of the system, such as Crystal Reports, must be included in the proposal. |
|  |
| 1.3 Please list any browser add-ons/downloads that are required for successful use of the SaaS and training courses, such as Adobe Flash Player. |
|  |
| 1.4 Please provide minimum and/or recommended computer specifications for successful operation of this SaaS. |
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| **2. Proposed functionality**  |
| 2.1 Describe the proposed SaaS briefly, highlighting its fit to the Authority’s requirements. |
|  |
| 2.2 If possible, provide access for four users to a **demo SaaS site** with some sample data populated, in which users have access to view screens, run basic reports and queries, and review training courses, including at a minimum sufficient access to view the following. We understand that sample data and reports and functionality will not necessarily reflect the system as configured for the Authority**.** 1. typical gate move page
2. how a user will query and receive information on a container
3. how the yard locations are presented in the system
4. how moves within the yard are processed
5. reports of equipment
6. containers expected from a vessel are processed

**Please provide the URL for the demo site below.** The Authority’s RFP Administrator will request the user credentials upon receipt of the proposal in order to protect their confidentiality**.** |
|  |
| 2.3 How does the system help prevent the creation of duplicate or incorrect information? If someone mis enters a number what systems exist to catch it and resolve the error? |
|  |
| 2.4 It is mandatory that the system performs Electronic Data Interchange with our carriers and customers. What type of EDI transfers are supported by the SaaS? How many set ups are included as part of the initial set up? |
|   |
| 2.5 If we need to add or remove EDI to carriers or customers after the initial set up, please describe the process? If there is an additional cost to this please include it. |
|  |
| 2.6 The SaaS must have the ability to place containers on holds, not allowed to leave the International Marine Terminal. Please describe the different types of hold that can be put into place, and how the software notifies the user if they try to perform a move where the container would leave the yard. |
|  |
| 2.7 The International Marine Terminal has a fleet of Chassis and Gensets used In support of our chassis operation. Please describe how your software can track and manage the location and status of this fleet. |
|  |
| 2.8 Please describe how the SaaS processes moves to and from a vessel. |
|  |
| 2.9 Does your system provide yard management aspects? If so please describe how the yard areas are created and how they may be changed? |
|  |
| 2.10 Does your system provide a yard dispatch system which will send information from the gate clerk to the yard equipment? If so, please describe how the yard equipment receives the requests and process it.  |
|  |
| 2.11 Please describe any billing support that the SaaS provides. |
|  |
| 2.12 Does the SaaS send out information in real time? If not, how often is EDI information sent out? |
|  |
| 2.13 Some of our carriers maintain a container master database. Does the SaaS have a way of processing the container master and only accepting containers that have on this list? If not, does the SaaS have a way of only accepting containers that it sees as out gated from the terminal or new containers that are pre entered? |
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| **3. Training**  |
| 3.1 Please describe briefly how the bidder plans on providing training for the end users. How many end users are the bidders planning on training as part of the initial set up.  |
|  |
| 3.2 Please describe briefly how the bidder plans for new users to be trained on the system after the initial set up. Will we have users trained as trainers? Will an instruction manual for new users be provided? |
|  |
| 3.3 Does the bidder plan on offering refresher or renewal trainings for end users as part of the ongoing agreement? How often does the bidder plan on holding these trainings? |
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| **4. Implementation Services:** Provide an implementation plan including major milestones and timeframes. Use the Start Date in the expected “Period of Performance” dates stated in PART I, D. Describe each major task, and identify major Authority and Provider responsibilities. Describe each milestone, including major tasks, deliverables, Provider and Authority roles, effort (hours or days), key assumptions and risks, addressing this implementation, rather than a “sample” implementation. |
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| **6. Customer Support:** Please describe the customer support provided, including hours of operation and modes of contact (e.g. phone, website).  |
|  |
| 6.1 Please indicate whether end users can contact customer support directly or reports must be made through designated Authority contacts. If designated Authority contacts are required, what number of Authority support contacts are allowed? |
|  |
| 6.2 Please describe any System Help available to end users. |
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| **6. IT Hosting**  |
| 6.1 IT Hosting Provider Name: |  |
| 6.2 Briefly describe the IT hosting architecture highlighting its appropriateness for hosting a Workplace Safety Training SaaS. Diagrams or documents may be attached if desired. |
|  |
| 6.3 Identify any third-party security audits which have been performed against the SaaS or hosting infrastructure, such as SSAE 18 SOC 2 Type II, FISMA Level 3 ATO, FedRAMP CSP, ISO/IEC 27001:2005, US-EU Safe Harbor Framework, SkyHigh CloudTrust.  |
| Audit type | Year Last Audited | Audited SaaS application, or hosting Infrastructure, or both |
|  |  |  |
| 6.4 Briefly describe the amount of cloud hosting storage, retention, that is provided as part of this agreement.  |
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| **7. IT Policies** |
| 7.1 Please describe any systems in place to protect against unauthorized access to our data.  |
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| 7.2 Please describe how we would be notified and within what timeframe if a security breach is detected.  |
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| 7.3 Please describe how we will be notified of any planned or unplanned downtime.  |
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| 7.4 Please describe your backup, restore, and disaster recovery procedures. |
|  |
| 7.5 Please describe any malware awareness, prevention, detection, and neutralization procedures that are in place. |
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| 7.6 Please describe any features of that the SaaS has in order to accommodate accessibility and usability needs.  |
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| **8. Caveats and Comments:** Provide proposal caveats, scope limitations, and any similar conditions not covered elsewhere in the proposal or SLA here. |
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