

PORT AUTHORITY OF NEW YORK & NEW JERSEY

**PROCUREMENT DEPARTMENT  
ATTN: BID/PROPOSAL CUSTODIAN  
2 MONTGOMERY STREET, 3rd FLOOR  
JERSEY CITY, N.J. 07302**

**REQUEST FOR INFORMATION  
&  
EXPRESSION OF INTEREST  
(RFEI)**

TITLE: CONTRACT LIFECYCLE MANAGEMENT (CLM)  
CONTRACT ADMINISTRATION SOLUTION

NUMBER: 07112014

RESPONSE DUE DATE: FRIDAY AUGUST 1<sup>ST</sup>, 2014 TIME: 2:00 PM

BUYER NAME: LUKE S. BASSIS

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July 11, 2014

## **1. GENERAL INFORMATION: THE PORT AUTHORITY OF NEW YORK AND NEW JERSEY**

The Port Authority of New York and New Jersey (the “Port Authority” or the “Authority”) is an agency of the States of New York and New Jersey, created and existing by virtue of the Compact of April 30, 1921, made by and between the two States, and thereafter consented to by the Congress of the United States. It is charged with providing transportation, terminal and other facilities of trade and commerce within the Port District. The Port District comprises an area of about 1,500 square miles in both States, centering about New York Harbor. The Port District includes the Cities of New York and Yonkers in New York State, and the cities of Newark, Jersey City, Bayonne, Hoboken and Elizabeth in the State of New Jersey, and over 200 other municipalities, including all or part of seventeen counties, in the two States. The Port Authority manages and/or operates all of the region’s major commercial airports (Newark Liberty International, John F. Kennedy International, Teterboro, LaGuardia and Stewart International Airports), marine terminals in both New Jersey and New York (Port Newark and Elizabeth, Howland Hook and Brooklyn Piers); and its interstate tunnels and bridges (the Lincoln and Holland Tunnels; the George Washington, Bayonne, and Goethals Bridges; and the Outerbridge Crossing), which are vital “Gateways to the Nation.”

In addition, the Port Authority operates the Port Authority Bus Terminal in Manhattan, the largest facility of its kind in the world, and the George Washington Bridge and Journal Square Transportation Center bus stations. A key link in interstate commuter travel, the Port Authority also operates the Port Authority Trans-Hudson Corporation (PATH), a rapid rail transit system linking Newark, and the Jersey City and Hoboken waterfronts, with midtown and downtown Manhattan. A number of other key properties are managed by the agency including, but not limited to, the Teleport in Staten Island. Prior to September 11, 2001, the Port Authority’s headquarters were located in the World Trade Center, and that complex is still owned and being partially redeveloped by the Authority.

## **2. INTRODUCTION and OBJECTIVE**

The Port Authority is seeking to complement its existing, mostly manual, contract administration functions with a software solution that could assist Port Authority Contract Administrators and increase their efficiency in performing essential contract administrative functions. The Port Authority’s network of aviation, rail, surface transportation, and seaport facilities annually move hundreds of millions of people and goods throughout the region and supports more than 550,000 regional jobs, more than \$23 billion in annual wages, and \$80 billion in annual economic activity. To support this, the Authority maintains and staff manage thousands of contracts and issues millions of dollars in annual awards with third parties who provide the various goods & services required to support Authority lines of business.

Understanding that contracts are an Agency asset and the management and maintenance of them is a critical responsibility, the Authority is seeking information from both product manufacturers and system integrators regarding technology based solutions that can integrate within our

existing environment and, from an Enterprise-centric position, provide value, and add to Contract Life Cycle Management (CLM) functions.

Towards this end, the Authority is seeking a CLM Solution focusing on Contract Administration functions that will:

- Assist with Contract compliance management; Contract obligation management; Contractor performance management and enhanced governance, etc.;
- Provide spend analysis tools and assist in finding contract efficiencies & cost savings, thereby reducing “spend leakage”, optimize buying patterns within contracts, & provide insight to overall trends;
- Reduce risk by supporting best practice internal controls and accountability;
- Offer real-time; granular and cross application status reporting, data mining and analysis tools; and
- Serve as a foundation for future growth and enhancement of CLM add-on functionality.

The Port Authority is interested in Commercial Off-the-Shelf (COTS) solutions, but will also consider developmental efforts. No determination has been made as to preferred delivery model (i.e. traditional licensed software versus cloud-based Software as a Service (SaaS) models). Similarly, at this point in our research, the Authority is interested in both standalone “niche” products as well as larger integrated module based solutions. For context and background, Attachment C describes, at a high level, some key software products in productive use at the Authority.

While the Authority’s overall goals include enabling effective integration with the Port Authority’s existing portfolio of applications such as, but not limited to, its Agency financial books of account, its human resource management, and its budget scheduling and planning systems, it is premature to require this, and as such the Authority is seeking marketplace input on how to best position this solution within our existing portfolio.

It should be noted that the Authority already has processes in place with respect to contract sourcing and contract document creation. While the Authority is open to new integration points, these functions are NOT the basis for this outreach. ***The Authority’s prime objective is in the post award phase of CLM.***

To facilitate this outreach, the Authority has prepared this Request for Information / Expression of Interest (RFEI) and attached survey designed to solicit marketplace feedback (Respondents are asked to provide supporting documentation as discussed below.

In addition to the information specifically requested, Respondents are encouraged to provide any additional information about their system that may help the Port Authority better understand the system’s capabilities and real-world applications of their technology.

While not required for participation, Respondents that are not currently registered as a vendor with the Port Authority are encouraged to do so at <http://www.panynj.gov/business-opportunities/register-business.html>.

### 3. SUBMISSION OF INFORMATION

The Authority is seeking expressions of interest by firms interested in providing CLM Contract Administration solutions as more fully described herein and a capability statement featuring the Respondent's experience and qualifications in providing such solutions.

*Each Respondent shall EMAIL a .PDF copy of its response to [PA\\_Requestforinformation@panynj.gov](mailto:PA_Requestforinformation@panynj.gov), no later than the time and dated listed on the cover page. Due to size limitations, emails larger than 9 MB may be rejected. As such, if a submission exceeds that size, it should be broken up into smaller pieces to ensure timely delivery and receipt.*

*The subject line should clearly indicate the transmission is in response to the RFEI" CONTRACT LIFECYCLE MANAGEMENT (CLM) CONTRACT ADMINISTRATION SOLUTION include the RFEI number #07112014 listed on the cover page.*

Please exclude any images in your response that could complicate the easy dissemination of your response. It shall be further noted that the Authority has a limit on the size of attachments that can be received. Should a Respondent encounter this situation, it is incumbent on the Respondent to divide the response into pieces, clearly identifying and labeling, in the subject line, both the total number of component pieces as well as which piece is being transmitted.

The Response shall express the Respondent's interest in potentially providing a solution to the Port Authority. The Response shall also include or identify:

#### **A. Transmittal Letter / Executive overview**

- The name, address, URL and Federal Employer Identification Number of the Respondent;
- Contact information (name, title, email, telephone number) of the individual who shall act as the Respondent's contact with the Authority for further information requests and future solicitations, if any. In addition, at any time after the opening of the responses to the RFEI, the Authority may request additional information relating to the Respondent's qualifications and will use this individual as the point of contact for these queries.
- A brief description of the Respondent, its lines of business, organization, mission, affiliates, objectives, location, years in business under its present business name, and a list of previous business names used, if any.
- For the solution / products being presented, indicate whether the Respondent is the product manufacturer or certified integrator.

- For the product being proposed – list number of clients active on current version and total number of clients on all versions.
  - Company size metrics – Number of employees; Annual revenue
  - If the product manufacturer and/or system integrator maintains any active government contracts such as, but not limited to, Federal GSA Schedule 70 or NYS OGS (New York State Office of General Services).
- B. A signed copy of *Attachment A* (Agreement on Terms of Discussion) hereof.
- C. Responses to questions in *Attachment B - Feedback Survey* (Max. 10 pages)
- D. A description of the *Respondent's experience* in providing CLM Contract Administration solutions. Included within this capability statement, the Respondent shall identify and briefly describe – (Max. 1 page)
- Key public (i.e. government) and private sector clients under contract running their proposed solutions. Indicate the annual dollar value of commodities and services contracts of those, an overall description of the underlying Contract Administration Solution model(s) employed, and any other information pertinent to the operation of such services for the listed clients.
  - What distinguishes the Respondent's solution from those of its competitors?
  - Is Respondent a product manufacturer or a certified implementer recommending a third party suite of products
- E. Case Study (Max. 2 page each)**  
Provide a minimum of one, but preferable two (2) case studies for two completed projects the Respondent successfully implemented that are similar to that requested by the Authority. Each case study should include a brief description of the client's contract administration environment prior to engaging the Respondent, the solution provided by the Respondent, the timeframe from engagement to go live and the tangible and intangible benefits the client received as a direct result of implementation. To the degree possible, provide reference clients (and their contact information) that the Authority would be able to contact directly.
- F. Business Case(Max. 2 pages)**  
Critical to the Port Authority's decision on whether to proceed with a CLM Solution will be the Port Authority's ability to justify the expense as well as the change management impact and learning curves. Therefore, based on the experience gained with other customers, Respondents are requested to provide a narrative response that addresses the following questions
- What are the tangible benefits that can be expected to be received through the implementation of your solution? What are the metrics for success? What are the intangible benefits?
  - What is the single distinguishing point for selecting any CLM / Contract Administration system and your recommended solution in particular?

- What are the most important change management components that can be a barrier to product adoption and usage?

### ***G. Financial Budget & Timeline***

To assist the Authority in making a business case, please provide the Authority with some metrics on what average timelines for implementation and cost components and potential expenditures in areas such as, but not limited to the following:

1. Software purchase & maintenance or ongoing subscription costs – license or subscription metrics;
2. Implementation / configuration of system including loading of initial contracts;
3. Integrates / feeds with existing Authority systems;
4. Training activities / change management; and
5. Ongoing support and maintenance.

#### **4. QUESTIONS**

Any questions by prospective Respondents concerning this request shall be addressed by email to the Buyer listed on the cover page of this RFEI, no later than the listed Question due date and time.

#### **5. CONFERENCE / DEMONSTRATION**

At any time after the receipt of responses, Respondents may be asked to attend an informal discussion with staff of the Authority regarding further clarification of the response and/or for additional information. Furthermore, the Authority may elect to bring in selected Respondents to demonstrate core product functionality. Selection of such firms, if any, will be at the sole discretion of the Authority staff based on review of submitted material and other information gathering. To facilitate the free flow and exchange of ideas and information, the Authority intends to meet with Respondents separately. The Authority will communicate the date, time, place and objectives of such conference or demo, if any, in due course. The Port Authority may use the information gathered during this process to refine the requirements and capabilities on which to base a solicitation.

#### **6. GENERAL**

- A. Respondents should note that this RFEI might be a preliminary step towards a solicitation of a Contract Administration or other CLM Solution. The Authority reserves the right to conduct interviews, issue a solicitation for a bid or proposal, work directly with one or many Respondents to issue an award directly, or to perform none of the above.
- B. The Authority reserves the unqualified right in its sole and absolute discretion to choose to accept or reject any and all firms responding to this RFEI on the basis of an evaluation of the responses to the RFEI. The Authority also reserves the unqualified right to request further information from any Respondent.
- C. Neither the expression of your organization's interest, nor the submission of your response to the RFEI and any documents or other information supplied by you, nor

any correspondence, discussions, meetings or other communications between your organization and the Port Authority, shall impose any obligation on the Port Authority. The Port Authority shall have no obligation to any Respondent. Costs of participation or information preparation are not compensable.

**ATTACHMENT A: AGREEMENT ON TERMS OF DISCUSSION**

The Port Authority's receipt or discussion of any information (including information contained in any proposal, vendor qualification, ideas, models, drawings, or other material communicated or exhibited by us or on our behalf) shall not impose any obligations whatsoever on the Port Authority or entitle us to any compensation therefor (except to the extent specifically provided in such written agreement, if any, as may be entered into between the Port Authority and us). Any such information given to the Port Authority before, with or after this Agreement on Terms of Discussion ("Agreement"), either orally or in writing, is not given in confidence. Such information may be used, or disclosed to others, for any purpose at any time without obligation or compensation and without liability of any kind whatsoever. Any statement which is inconsistent with this Agreement, whether made as part of or in connection with this Agreement, shall be void and of no effect. This Agreement is not intended, however, to grant to the Port Authority rights to any matter, which is the subject of valid existing or potential letters patent. The foregoing applies to any information, whether or not given at the invitation of the Authority.

Notwithstanding the above, and without assuming any legal obligation, the Port Authority will employ reasonable efforts, subject to the provisions of the Port Authority Freedom of Information Code and Procedure (FOI Code) adopted by the Port Authority's Board of Commissioners on March 29, 2012, which may be found on the Port Authority website at: <http://www.panynj.gov/CAporate-information/pdf/foi-code.pdf>, not to disclose to any competitor of the undersigned, information submitted which are trade secrets which, if disclosed, would cause injury to the competitive position of the enterprise, and which information is identified by the Proposer as proprietary, as more fully set forth in the FOI Code, which may be disclosed by the undersigned to the Port Authority as part of or in connection with the submission of a proposal.

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(Company)

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(Signature)

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(Title)

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(Date)

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DO NOT RETYPE.

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**ATTACHMENT B – FEEDBACK SURVEY**

1. Discuss if the product has built-in capabilities or if add-in modules are available specific to tracking Federal Government Grant requirements. (I.e. Federal Transit Administration (FTA), Federal Emergency Management Agency (FEMA), (United States Department of Homeland Security (DHS), etc.).
2. Discuss the proposed solution along the following lines:
  - a. Does the solution provide for role-based security? If so, what are typical roles?
  - b. Describe if the solution has workflow capabilities or the ability to trigger events? Related, does the product have the ability to predefine and set alerts such as funding levels reaching predetermined thresholds; milestone dates; inspection due dates, etc?
  - c. Does the product come with canned, best practice or standard templates for various functions that can be used as is or modified as needed?
3. At a high level, please discuss the tool's physical and logical product security features – Such as audit trails, password requirements, encryption, synchronization with Active directory environments, etc. If the solution is provided on a SaaS basis, please describe in general data center security certifications such as, but not limited to SSAE16, FISMA, etc. Please advise if product maintains any key industry certifications
4. Functionality – How does your product handle the following requirements?:
  - a. Monitoring contractors' performance progress – milestone payments, service levels, completion percentages etc. with specific focus on tracking unique contract compliance requirements (i.e. non-standardized contract structures)
  - b. Creating an initial contract administration plan.
    - i. Are the contract administration terms, conditions and specifications put into the system manually or is the user guided through data entry?
    - ii. Are automated mechanisms available?
    - iii. Are the fields and contract specific provisions able to be changed for each contract or must they all be the same?:
  - c. Using templates and generating, uploading and tracking contract related external correspondence;
  - d. Creating a quality assurance plan;
  - e. Tracking inspection requirements;
  - f. Handling vendor performance evaluations, including the ability to have them customized for contract, and incorporation of any best practices.
  - g. Maintaining the ability to change users, i.e. Authorized Contract Administrators and/or reporting relationships or groups in mid contract? I.e., a contract administrator leaves a position and documents need to be transferred to another administrator as of a certain date. Or, alternately, Department X maintained 20 contracts and 10 of them are transferred to Department Y.



**ATTACHMENT C – Background / Context information about the Authority****A. Current Contract Administration Tools**

Currently there is no standard with respect to ongoing Contract Administration tools. Methodology and tools used are based on Contract Administrator skill sets and Contract needs. Some mechanized tools used are based on

- Microsoft Suite of tools such as Excel or Access
- IBM Cognos suite of products
- Oracle Primavera based applications & tools
- In-house developed Capital tracking system

**B. Current technical environment**

## a. Primavera

## b. Cognos

## c. BudgetPRO

## d. PeopleSoft

- PeopleSoft Application Version 9.0
- ELM Application Version 9.2
- BudgetPro
- Oracle/Hyperion Enterprise Performance Management (EPM) Version: 11.1.2.1
- Hyperion Planning
- Hyperion Essbase Database (Multidimensional DB)
- Oracle Database (Oracle rdbms)

## e. SAP - SAP Modules in Landscape

- General Ledger Accounting
- Accounts Payable
- Accounts Receivable
- Special Purpose Ledger
- Overhead Cost Accounting
- Cost Center Accounting
- Profit Center Accounting
- Purchasing
- Fixed Asset Accounting
- External Service Management
- Plant Maintenance
- Inventory Management
- Invoice Verification
- Information System
- Project Systems
- Logistic Information System
- Cash and Liquidity Management

- Treasury and Risk Management
- Market Risk Analyzer
- Flexible Real Estate
- Port Authority Reporting
- Travel Management