Demande de propositions

NOUVEAU SYSTÈME INFORMATIQUE D'AFFECTATION DES PILOTES, DE COMPTABILITÉ ET DE GESTION (SAPCG)

PPA

ADMINISTRATION DE PILOTAGE DU PACIFIQUE CANADA
Bureau 1000, 1130 rue Pender Ouest, Vancouver (C.-B.) V6E 4A4

Demande de propositions

NOUVEAU SYSTÈME INFORMATIQUE D'AFFECTATION DES PILOTES, DE COMPTABILITÉ ET DE GESTION (SAPCG)

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Date : 9 avril 2020

Dossier : 2020 Nouveau système d'affectation des pilotes, de comptabilité et de gestion

Administration de pilotage du Pacifique Canada, Bureau 1000, 1130, rue Pender Ouest, Vancouver (C.-B.) V6E 4A4

<u>Instructions à l'entrepreneur</u>

1. Veuillez vous assurer que votre dossier est complet.

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AVIS DE DEMANDE DE PROPOSITIONS

Nouveau système d'affectation des pilotes, de comptabilité et de gestion (SAPCG)

Administration de pilotage du Pacifique

L'Administration de pilotage du Pacifique (l'« APP ») fait une demande de propositions auprès d'entreprises en mesure de fournir un nouveau système informatique d'affectation des pilotes, de comptabilité et de gestion (SAPCG) qui respecte les exigences énoncées aux présentes. L'APP fournit des services de pilotage conformément à la *Loi sur le pilotage* (Canada) et à ses règlements connexes. La présente Demande de propositions a pour objectif le remplacement du SAPCG actuel.

Les demandes d'information des proposants ne seront pas acceptées après le 21 mai 2020. Les demandes doivent être adressées uniquement au représentant de l'APP indiqué plus bas et être transmises par écrit aux deux adresses de courriel ci-dessous.

Les propositions doivent parvenir au plus tard le 18 juin 2020 à 14 h, heure avancée du Pacifique, à l'adresse ci-dessous, après quoi elles ne seront pas acceptées. Elles doivent être soumises conformément aux conditions spécifiées dans la trousse d'information.

Pour obtenir de plus amples renseignements, veuillez vous adresser à :

Administration de pilotage du Pacifique Canada
Bureau 1000, 1130, rue Pender Ouest
Vancouver (C.-B.) V6E 4A4

La proposition la moins chère ou toute proposition ne sera pas nécessairement acceptée.

Représentant de l'APP :

Bruce Northway
Gestionnaire, opérations et relations de travail

bruce@ppa.gc.ca; info@ppa.gc.ca

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PARTIE A : RENSEIGNEMENTS ADMINISTRATIFS

1. RENSEIGNEMENTS GÉNÉRAUX

1.1 But

La présente demande de propositions a pour but d'informer les entreprises du secteur privé d'une obligation contractuelle de l'Administration de pilotage du Pacifique (l'« APP »), et de solliciter auprès des parties intéressées et compétentes (les proposants) des propositions détaillées présentant une ou plusieurs façons de se conformer au mieux aux buts, objectifs et autres exigences stipulés dans la présente demande de propositions.

1.2 Identification

La présente demande de propositions inclut ce qui suit :

- Avis de demande de propositions (l'« Avis »);
- Partie A : Renseignements administratifs « Partie A »);
- Partie B : Exigences (« Partie B »);
- Partie C : Pièces jointes (« Partie C »).

Il incombe aux proposants de s'assurer qu'ils ont tous les éléments de la demande de propositions, notamment toutes les pièces jointes et les addendas subséquents.

Les références à la demande de propositions qui sont faites dans l'avis, une de ses parties ou une des pièces jointes sont des références à la demande de propositions complète.

Il est conseillé aux proposants de lire attentivement la demande de propositions et d'y répondre entièrement d'une façon appropriée. Une proposition incomplète peut être rejetée.

1.3 Changements à la demande de propositions

Les changements que l'APP apportera à la demande de propositions seront sous forme d'addendas écrits ou de documents réémis qui seront disponibles au moins quatre jours ouvrables avant la date de clôture de la demande de propositions. Tous les addendas seront considérés comme faisant partie intégrante de la demande de propositions et auront le même effet que s'ils faisaient partie de la demande de propositions originale. Les addendas en vigueur remplacent les versions et les renseignements antérieurs dans la mesure où des anomalies l'exigent.

L'APP mettra tout en œuvre pour distribuer les addendas à tous les proposants enregistrés ou connus. Mais il incombe entièrement au proposant de se tenir au courant et de prendre connaissance des addendas ou renseignements supplémentaires diffusés.

1.4 Propriété des propositions

Toutes les propositions soumises, autres que celles qui sont retirées avant l'ouverture des propositions ou tardives, deviennent la propriété de l'APP et ne seront pas retournées aux proposants. Aux termes du contrat, le proposant retenu devra céder à l'APP les droits d'auteur de la proposition et de tout le matériel produit pendant le projet.

1.5 Accès à l’information
Toutes les propositions seront reçues et conservées en toute confiance par l’APP, et elles sont assujetties aux dispositions en matière de divulgation de la *Loi sur l’accès à l’information et la protection de la vie privée* et de la *Loi sur l’accès à l’information*.

1.6 Conflit d’intérêts
Les proposants éventuels ne sont pas autorisés à soumettre une proposition si, du seul avis de l’APP, leurs intérêts organisationnels ou autres actuels ou passés donnent lieu à un conflit d’intérêts relativement à ce projet.

1.7 Responsabilité du proposant
L’APP a fait tous les efforts possibles pour assurer une représentation exacte des renseignements fournis dans la demande de propositions, mais les proposants doivent mener leurs propres enquêtes sur les faits importants qui se répercutent sur le contrat anticipé. Rien dans cette demande de propositions ne vise à empêcher les proposants de formuler leurs propres opinions et conclusions concernant cette demande de propositions.

1.8 Acceptation des conditions
Les propositions sont soumises et acceptées en partant du principe que les proposants ont lu et accepté toutes les conditions de la présente demande de propositions. Les propositions qui incluent des conditions ou des modifications ou qui contredisent de quelque façon que ce soit les conditions de cette demande de propositions seront considérées comme n’ayant pas été rédigées et n’existent pas.

1.9 Limitation du financement
Nonobstant les autres dispositions de la présente demande de propositions, le contrat envisagé par celle-ci et les obligations financières de l’APP en vertu de ce contrat sont sous réserve de la disponibilité des fonds conformément à la *Loi sur l’administration financière*.

1.10 Utilisation de la demande de propositions
Aucune partie de ce document ou information fournie par l’APP relativement à la présente demande de propositions ne peut être utilisée ou divulguée à d’autres fins que la soumission de propositions. Sans limiter le caractère général de ce qui précède, le proposant convient, en soumettant une proposition, de ne pas divulguer les renseignements fournis par l’APP relativement à la présente demande de propositions.

1.11 Absence de lobbyisme
Les proposants ne doivent pas tenter de communiquer directement ou indirectement avec un employé, un entrepreneur ou un représentant de l’APP, notamment le comité d’évaluation et des élus du pays ou des membres du public ou des médias, à propos du projet décrit dans la présente demande de propositions ou relativement à la demande de propositions, sauf si l’APP le demande ou le permet expressément.

1.12 *Loi sur l’enregistrement des lobbyistes*
Il incombe au proposant de se conformer à toutes les lois applicables. S’il respecte les paramètres de la *Loi sur l’enregistrement des lobbyistes* ou de la *Loi sur le lobbying*, il revient alors au proposant de prendre cette décision et de s’enregistrer au besoin.

1.13 Imputabilité des erreurs
L’APP s’est vraiment efforcée d’assurer l’exactitude des renseignements contenus dans cette demande de propositions, mais ceux-ci sont fournis uniquement comme lignes directrices aux proposants. Les

renseignements ne sont pas garantis ni justifiés par l'APP comme étant exacts, et ils ne sont pas nécessairement complets ou exhaustifs. Rien dans cette demande de propositions ne vise à empêcher les proposants de formuler leurs propres opinions et conclusions concernant les sujets abordés dans cette demande de propositions.

2. PRÉPARATION ET SOUMISSION

2.1 Conférence avec le proposant

Il n'y aura pas de conférence avec le proposant.

2.2 Visite des lieux

Il se pourrait que l'APP décide d'elle-même de visiter pendant la phase d'évaluation les installations du proposant.

2.3 Demandes de renseignements

Les demandes de renseignements doivent être adressées uniquement à la personne-ressource de l'APP spécifiée dans l'avis. Cette personne-ressource peut exiger qu'une telle demande soit faite par écrit. Les demandes de renseignements et les réponses peuvent être publiées sous forme électronique, comme un amendement à l'avis de demande de propositions ou transmises à tous les proposants, si l'APP en décide ainsi. Les réponses peuvent également prendre la forme de rencontres en personne ou en ligne pendant lesquelles le SAPCG actuel peut être présenté aux fins de répondre aux questions.

Les demandes de renseignements ne seront pas acceptées après la date et l'heure d'échéance indiquées, le cas échéant, dans l'avis de demande de propositions.

2.4 Plan de la proposition

Tous les exemplaires de la proposition devraient être conformes au plan fourni en pièce jointe à la présente demande de propositions. Le fait de ne pas se conformer au plan prescrit peut faire perdre des points lors de l'évaluation ou justifier le rejet de la proposition. Si d'autres solutions sont offertes, les renseignements doivent être soumis dans le même format, en utilisant des sous-titres pour les options de rechange.

2.5 Devis

Les proposants sont entièrement responsables des dépenses engagées pour préparer une proposition, y compris les présentations à l'APP et les négociations avec cette dernière, le cas échéant. Si l'APP décide de rejeter toutes les propositions, elle ne sera pas responsable des réclamations qu'un proposant pourrait faire pour les coûts ou les préjudices qu'il a subis en préparant la proposition, la perte d'un bénéfice anticipé en lien avec un contrat définitif ou quelque autre motif que ce soit. Tous les montants fournis dans la proposition seront en dollars canadiens et ne seront pas majorés ni réduits après la date limite de soumission.

Le devis proposé doit comprendre tous les volets figurant à la Section 6, laquelle comprend ce qui suit :

- Le prix proposé dans le devis doit comprendre tous les frais, indemnités en espèces, réserves pour éventualités et dépenses de tout genre nécessaires à la réalisation des travaux décrits dans la demande de propositions.

- Le devis doit en outre comprendre tous les frais et débours liés à la formation et à la familiarisation du personnel de l'APP aux fins de l'utilisation du SAPCG.
- Le devis doit comprendre tous les coûts continus potentiels liés à la solution d'hébergement proposée et au soutien et à la maintenance continus.
- Le devis comprendra un système ou une méthode d'établissement de la portée et du prix d'améliorations potentielles futures au système.

Le devis doit prévoir la comptabilisation de toutes les taxes et tous les droits de douane qui pourraient devoir être acquittés par le proposant aux fins de la réalisation des travaux.

Le devis sera soumis dans une enveloppe distincte des sections sur les renseignements administratifs et les volets techniques de la proposition, et de la manière précisée dans les parties B et C de la présente demande de propositions.

2.6 Devise

Tous les montants monétaires (y compris les renseignements financiers et le devis du proposant) doivent être exprimés en dollars canadiens et dans la devise « locale » ou de « résidence » du proposant. L'APP établira quelle devise utiliser dans le cadre du contrat au moment de choisir le proposant retenu.

2.7 Limitation des dommages-intérêts

Pour faire suite au premier paragraphe de la section 2.5, le proposant convient, en soumettant la proposition, de ne pas réclamer des dommages-intérêts, pour quelque motif que ce soit, liés au contrat ou relatifs au concours, qui dépassent un montant équivalent aux coûts raisonnables engagés par le proposant pour préparer sa proposition, et le proposant renonce, en soumettant la proposition, à réclamer un manque à gagner s'il n'obtient pas de contrat.

2.8 Entreprises et sous-traitants coopérants

Lorsque deux entreprises indépendantes ou davantage collaborent à la soumission d'une proposition, la proposition est soumise au nom d'une entreprise que l'APP considérera être l'entrepreneur principal. Les entreprises autres que l'entrepreneur principal seront identifiées comme étant des sous-traitants dans la proposition. La proposition doit désigner tous les sous-traitants, leurs compétences et leurs rôles respectifs dans le projet.

Les négociations menées pendant l'évaluation de la proposition, l'octroi et la mise en œuvre du contrat, et tous les paiements connexes se passeront entre l'APP et l'entrepreneur principal.

2.9 Soumission

La proposition doit être soumise en anglais en cinq exemplaires papier et une copie sur CD ou DVD et une copie sur clé USB, en anglais, et être reçue à l'endroit et avant l'heure indiqués dans l'avis.

Une lettre de présentation annexée à la partie C doit être soumise avec la proposition (un seul exemplaire suffit).

Les propositions doivent être soumises dans des enveloppes portant clairement le nom et l'adresse du proposant et l'inscription « **New Pilot Dispatch, Accounting and Management System** ». Le devis devrait être soumis dans une enveloppe distincte portant l'inscription « Proposal Price ». Toutes les enveloppes doivent être scellées.

Les proposants sont uniquement responsables de faire parvenir à temps leurs propositions à l'endroit spécifié par l'APP. Les propositions tardives seront retournées sans être ouvertes.

À moins d'indication contraire dans la partie B, les propositions transmises par télécopieur ou sous forme électronique ne seront pas acceptées.

2.10 Révisions

Les révisions apportées à la proposition avant la date de clôture doivent : Révisions :

- être soumises par écrit et identifier l'entreprise et la proposition révisée;
- se conformer à toutes les exigences de la demande de propositions;
- lorsqu'elles sont faites sur papier, être transmises dans une enveloppe scellée à l'adresse de l'APP indiquée dans l'avis;
- lorsqu'elles sont soumises par télécopieur ou sous forme électronique, préciser toute révision à la hausse ou à la baisse du prix soumissionné selon une valeur ou une unité spécifiée, en lettres et en chiffres, sans divulguer le prix initial; et
- être signées ou transmises par voie électronique à la personne-ressource de l'APP mentionnée dans l'avis par un représentant officiel de l'entreprise, idéalement la même personne qui signe la soumission originale.

Quand un proposant soumet plusieurs révisions à la proposition, chaque révision successive annulera et remplacera les précédentes, à moins que le proposant ne numérote chaque révision d'une façon séquentielle et indique sur chaque nouvelle révision que celle-ci n'annule pas les précédentes.

Le proposant est uniquement responsable de transmettre les révisions en temps opportun. L'APP n'assumera aucunement la responsabilité en cas de non-disponibilité d'un télécopieur à l'endroit où a lieu la clôture ou pour des problèmes de systèmes ou autres pouvant affecter une transmission électronique.

2.11 Retrait

À moins qu'elle ne soit spécifiquement déclarée irrévocable dans la partie B, une proposition peut être retirée en soumettant par écrit une demande de retrait à la personne-ressource de l'APP indiquée dans l'avis. Une demande de retrait transmise par télécopieur ou par voie électronique est acceptable. Une proposition retirée après la date de clôture ne peut être soumise à nouveau.

2.12 Soumission indépendante

Le trucage des soumissions est une infraction criminelle aux termes de la *Loi sur la concurrence fédérale*. L'APP fera immédiatement part de tout soupçon de soumission truquée au Directeur des enquêtes et recherches en vertu de la *Loi sur la concurrence*.

En soumettant la proposition, le proposant certifie que le contenu et les prix ont été préparés d'une façon indépendante, sans consulter d'autres proposants ou proposants potentiels.

Le trucage des soumissions, s'il est avéré, sera un motif suffisant pour rejeter les propositions de tous les proposants impliqués et pourrait entraîner jusqu'à deux ans d'interdiction de soumission pour tous les contrats futurs de l'APP.

3. ÉVALUATION ET OCTROI

3.1 Octroi du contrat

Selon les propositions soumises en réponse à la présente demande de propositions, un contrat sera normalement négocié et conclu avec le meilleur proposant (le « coureur de tête ») sélectionné conformément au modèle d'évaluation fourni dans la présente demande de propositions. La proposition la moins chère ou une proposition quelconque ne sera pas nécessairement acceptée.

L'APP se réserve le droit :

(a) d'attribuer des portions du projet à différents proposants dans le cadre de contrats distincts;
(b) d'accepter intégralement ou partiellement des propositions, avec ou sans négociation;
(c) de refuser d'octroyer le contrat à un proposant qu'elle juge complètement ou excessivement pris par d'autres projets;
(d) de refuser d'octroyer le contrat à un proposant si, à son seul et unique avis, la proposition ne représente pas une valeur équitable;
(e) de refuser d'octroyer le contrat à un proposant si, à son seul et unique avis, le devis est considéré trop bas pour mener convenablement à bien le contrat; et
(f) si une seule proposition est reçue :

(i) d'annuler la demande de propositions, de retourner la proposition non ouverte au proposant et de solliciter à nouveau des propositions afin d'obtenir une meilleure réponse, que des changements soient apportés ou non à la demande de propositions; ou
(ii) d'ouvrir la proposition sans faire référence au proposant et, si une telle proposition ne justifie pas l'octroi du contrat selon les conditions de la présente demande de propositions, d'annuler la demande de propositions et de solliciter à nouveau des propositions, que des changements soient apportés ou non à la demande de propositions.

Le proposant s'assurera que chaque membre de son équipe qui fournira les services liés à la réalisation du contrat au Canada est soit un citoyen canadien soit un résident permanent du Canada, qu'il détient un permis de travail valide du gouvernement du Canada ou qu'il est autorisé par la loi à fournir des services au Canada.

3.2 Ouverture des propositions

Les enveloppes contenant les sections techniques et sur la gestion des propositions sont normalement ouvertes à la date de clôture ou peu après. Afin d'éviter la possibilité que l'évaluation des propositions soit influencée par les prix, les enveloppes contenant le devis des propositions ne seront ouvertes qu'au terme de l'évaluation des sections sur les volets techniques et les renseignements administratifs ou tel qu'il est stipulé dans la section 3.5 de la partie A. L'ouverture et l'évaluation des propositions ne sont pas publiques.

3.3 Exigences impératives

Les proposants sont invités à lire attentivement les exigences impératives spécifiées dans la demande de propositions et de s'y conformer d'une façon appropriée. Un « impératif » est un élément d'information qui doit être soumis dans le cadre d'une proposition comme preuve d'admissibilité ou qui peut s'appliquer à la présence obligatoire lors d'une visite des lieux.
Les propositions qui ne remplissent pas toutes les exigences impératives seront rejetées sans être prises en considération.

3.4 Évaluation de la section des propositions sur les volets techniques

La section sur les volets techniques des propositions sera évaluée conformément au formulaire d'évaluation des propositions accompagnant la présente demande de propositions. Les propositions doivent obtenir le nombre minimum de points indiqué sur le formulaire d'évaluation des propositions afin d'être présélectionnées pour un examen complémentaire. Les évaluateurs ne tiendront pas compte des renseignements qui ne sont pas liés à l'information spécifiquement demandée dans les lignes directrices sur les exigences ou les pièces jointes.

3.5 Présentation et entrevue — Processus et évaluation

Cette sous-section s'applique lorsqu'il est indiqué dans la partie B qu'une présentation ou une entrevue du personnel du proposant fait partie du processus d'évaluation. Une telle présentation ou entrevue se tiendra à la seule discrétion de l'APP. Si, après l'évaluation en vertu de la section 3.4 de la partie A, le nombre de proposants présélectionnés dépasse les besoins de l'APP, celle-ci pourrait réduire le nombre de propositions admissibles en :

- ouvrant les enveloppes contenant les devis des propositions,
- effectuant une évaluation préliminaire des devis selon la méthode indiquée sur le formulaire d'évaluation des propositions, et
- sélectionnant le nombre de propositions voulu, les meilleures étant basées sur l'évaluation préliminaire des devis.

Les propositions des proposants qui ne sont pas sélectionnés pour une présentation ou une entrevue ne seront pas prises davantage en considération dans l'évaluation.

Le processus de présentation et d'entrevue sera mené conformément aux spécifications additionnelles fournies dans la section 3.9 de la partie A de la demande de propositions, le cas échéant. Les présentations et les entrevues visent à déterminer si le proposant convient et à étoffer ou clarifier les renseignements contenus dans la proposition. Les proposants ne doivent pas profiter des présentations et des entrevues pour modifier leurs propositions ou le devis. Les proposants peuvent perdre des points dans leur évaluation s'ils tentent de le faire.

Après une présentation ou une entrevue, l'APP en fera une évaluation conformément au formulaire d'évaluation des propositions. Les propositions doivent obtenir le minimum de points spécifié dans le formulaire pour être présélectionnées en vue de la suite du processus.

3.6 Clarification

Même s'il n'est pas fait mention d'une présentation ou d'une entrevue dans le formulaire d'évaluation des propositions, un ou plusieurs proposants peuvent, à la seule discrétion de l'APP, être invités à clarifier leurs propositions ou à approfondir les volets où l'APP précise ses besoins.

3.7 Évaluation du devis

Seuls les devis des propositions présélectionnées seront évalués conformément à la méthode indiquée sur le formulaire d'évaluation des propositions. Le proposant sélectionné selon la méthode utilisée sera le « coureur de tête ».

3.8 Signification au coureur de tête

Le coureur de tête sera prévenu par écrit de son statut. Dans la mesure du possible, il recevra aussi une signification verbale.

3.9 Caractère adéquat du coureur de tête

L'APP peut interviewer des personnes clés pour évaluer leurs compétences techniques ou administratives et pour déterminer si elles conviendraient pour mener d'une façon appropriée le contrat proposé.

Le coureur de tête peut être interviewé et/ou l'APP peut mener des contrôles ou vérifications de références indépendantes qu'elle juge nécessaires pour clarifier, tester ou vérifier les renseignements contenus dans la proposition et pour confirmer que le coureur de tête et chaque membre de son équipe qui est une personne clé conviennent, notamment vérifier les références de toute source avec laquelle le coureur de tête a été sous contrat. Si l'APP juge que le coureur de tête ne convient pas, ou si l'on découvre que la proposition comporte des erreurs, des omissions ou de fausses représentations qui sont graves, le coureur de tête initialement sélectionné peut être rejeté et un autre proposant peut être choisi comme coureur de tête selon le format de l'évaluation, ou l'APP peut décider de mettre fin au processus de demande de propositions et de ne pas passer de contrat avec aucun des proposants.

Les proposants sont uniquement responsables de se familiariser avec les lois qui s'appliquent à la collecte et à la diffusion de renseignements, et de s'y conformer, ce qui inclut notamment les curriculums vitæ et autres renseignements personnels de leurs employés et de ceux des sous-traitants. Pour les besoins de cette demande de propositions, les proposants vont s'assurer d'obtenir le consentement écrit de chaque personne avant de transmettre des renseignements personnels à l'APP.

Pour ce qui de déterminer s'il est approprié, un proposant qui est « lié », « affilié » ou « associé » (une « personne associée »), ces termes étant définis ou mentionnés dans la *Loi de l'impôt sur le revenu* fédérale ou les bulletins d'interprétation connexes de l'Agence du revenu du Canada, à une personne ou une société qui a été disqualifiée pour soumissionner par l'APP pendant une certaine période ne sera pas accepté. Sur demande, le proposant doit fournir à l'APP : (i) les titres de propriété des actions avec droit de vote du proposant constitué en société, (ii) une liste des personnes qui ont un contrôle juridique et/ou opérationnel sur le proposant, et (iii) une déclaration notariée stipulant que le proposant n'est pas associé à un soumissionnaire disqualifié et n'en a pas le contrôle juridique ou opérationnel, et n'agit pas de concert ou avec un lien de dépendance avec un soumissionnaire disqualifié. En soumettant une proposition, le proposant affirme qu'il n'est pas une personne associée à, ou qu'il n'agit pas de concert avec, un soumissionnaire disqualifié et s'engage à ne pas le faire en connaissance de cause pendant la durée du contrat.

3.10 Négociation avec le coureur de tête

Des négociations peuvent être menées avec le coureur de tête notamment, mais sans s'y limiter, pour :

- le devis, dans la mesure où un changement de devis est directement associé à un changement dans la proposition par suite des négociations
- les changements au contenu technique
- les détails des contrats, et
- les détails des paiements liés aux contrats.

S'il est impossible de négocier un contrat écrit dans les 20 jours ouvrables de la signification au coureur de tête, l'APP peut mettre fin aux négociations avec ce proposant et négocier une entente contractuelle avec un autre proposant sélectionné comme coureur de tête conformément à la procédure d'évaluation ou décider de mettre fin au processus de demande de propositions et ne pas conclure de contrat avec aucun des proposants. L'APP n'aura aucune obligation envers un proposant quel qu'il soit tant qu'un contrat écrit n'aura pas été dûment conclu relativement à une proposition approuvée. L'APP se réserve le droit de modifier la demande de propositions en tout temps pendant la phase de négociation, sans en aviser les autres proposants.

3.11 Exécution du contrat

Après les négociations, le cas échéant, ou après avoir donné avis à un coureur de tête que sa proposition a été acceptée, l'APP conclura le contrat de la façon appropriée et le transmettra au coureur de tête pour qu'il l'exécute. L'APP se réserve le droit de modifier le contrat au besoin pour qu'il soit conforme à la proposition ou de reconnaître toute nouvelle question pouvant avoir été soulevée depuis le début du processus de demande de propositions.

Le coureur de tête doit remplir et retourner le contrat pendant la période spécifiée dans la lettre accompagnant le contrat à signer. L'omission de le faire peut entraîner l'annulation de l'octroi.

4. RÉSUMÉ DES MOTIFS DE REJET D'UNE PROPOSITION

Une proposition **sera** rejetée pour les motifs suivants :

(a) omission d'inclure un « mandataire » spécifique;
(b) notes minimales exigées non atteintes dans l'évaluation;
(c) proposition contenant des erreurs, omissions ou fausses représentations qui, de l'avis de l'APP, sont graves;
(d) proposant jugé non approprié par l'APP;
(e) de l'avis de l'APP, conflit d'intérêts en lien avec le projet visant le proposant;
(f) proposition soumise après la date de clôture;
(g) sauf indication contraire dans la partie B ou C, proposition soumise par télécopieur ou sous forme électronique; et
(h) autres motifs spécifiés dans la partie B ou C de la demande de propositions.

Une proposition **peut** être rejetée pour n'importe lequel des motifs suivants :

(a) contrat non négocié avec le coureur de tête dans les 20 jours de la signification;
(b) entente dûment signée non retournée dans les délais spécifiés dans la lettre d'accompagnement de l'APP;
(c) plan requis non suivi;
(d) proposition incomplète;
(e) proposition incluant une condition contraire aux conditions de la demande de propositions;
(f) non-respect des exigences techniques et en matière de rendement spécifiées dans la demande de propositions;
(g) devis ou mode de paiement spécifié dans la proposition différent de ce qui est indiqué dans la demande de propositions; et
(h) autres motifs spécifiés dans la partie B ou C de la demande de propositions.

5. DÉFINITIONS

Les définitions suivantes s'appliqueront à toute la présente demande de propositions :

contrat — entente écrite résultant de la présente demande de propositions, qui est conclue entre l'APP et un entrepreneur;

année du contrat — période de 12 mois spécifique;

entrepreneur(s) — proposant(s) retenu(s) dans le cadre de la présente demande de propositions, qui passent un contrat écrit avec l'APP;

doit, obligatoire ou devra – exigence qui doit être satisfaite pour qu'une proposition soit prise en considération;

proposant — personne ou entreprise qui soumet ou a l'intention de soumettre une proposition en réponse à la présente demande de propositions;

APP – Administration de pilotage du Pacifique;

demande de propositions — processus d'obtention et exigences de l'APP décrites dans ce document;

devrait ou souhaitable — exigence assez importante pour l'atteinte des objectifs de la présente demande de propositions;

PARTIE B : EXIGENCES

1. RAISON D'ÊTRE DE LA PRÉSENTE DEMANDE DE PROPOSITIONS

L'Administration de pilotage du Pacifique Canada (l'APP) fournit des services de pilotage tel qu'exigé par la *Loi sur le pilotage* (Canada) et ses règlements connexes. L'APP est une société d'État fédérale qui a pour mandat de fournir un service de pilotage sécuritaire et efficace conformément à la *Loi sur le pilotage* (Canada) et à ses règlements connexes. Ces services de pilotage sont assurés dans toutes les eaux bordant la côte ouest de la frontière de l'État de Washington au sud à la frontière de l'Alaska au nord, y compris le fleuve Fraser.

Les services de pilotage sont fournis par un pilote breveté sur des navires de plus de 350 tonneaux de jauge brute. Les commandants de navires ou leurs agents désignés passent et ajustent les commandes de pilotage auprès de l'APP aux fins des déplacements de navires nécessitant un pilotage. L'APP facture les services de pilotage aux agents désignés et effectue les versements auprès des groupes de pilotage respectifs.

À l'heure actuelle, l'APP détient une suite de progiciels qui gèrent tous les aspects des affectations des pilotes, comptabilisent ces affectations et procèdent à la gestion et à la fourniture de renseignements connexes. L'APP est à la recherche de propositions auprès de proposants intéressés à fournir un nouveau SAPCG à l'APP respectant les exigences techniques figurant dans la présente demande de propositions.

Le proposant retenu sera chargé de tous les aspects de la conception, de la production, de la livraison, du soutien et de la maintenance, ainsi que des améliorations potentielles, du nouveau SAPCG tels qu'exigés par l'APP.

2. CALENDRIER

Le calendrier ci-dessous montre l'échéancier prévu pour le processus de demande de propositions et d'octroi du contrat. L'échéancier et la séquence des événements découlant de cette demande de propositions peuvent varier et seront déterminés par l'APP.

Étape	**Dates**
Annonce de la demande de propositions	9 avril 2020
Date limite pour les questions sur la demande de propositions	21 mai 2020
Date limite de soumission d'une proposition	18 juin 2020
Fin de l'évaluation des propositions	14 juillet 2020
Exécution du contrat	27 août 2020
Livraison du nouveau SAPCG	Tel que négocié conformément à la section 3.10 de la partie A

3. DESCRIPTION DU PROJET

3.1 Contexte du pilotage maritime

3.1.1 L'Administration de pilotage du Pacifique Canada
L'APP a pour mandat principal de fournir des services de pilotage et connexes sécuritaires, fiables et efficaces dans les eaux côtières de la Colombie-Britannique, y compris le fleuve Fraser.

3.1.2 Pilotage maritime
Au Canada, la *Loi sur le pilotage* fédérale oblige à fournir des services de pilotage. Elle s'inscrit dans le cadre de la *Loi maritime* du Canada et exige qu'il y ait quatre administrations de pilotage distinctes, à savoir les Administrations de pilotage de l'Atlantique, des Laurentides, des Grands Lacs et l'APP. Chaque administration est chargée de fournir des services de pilotage « sécuritaires et efficaces » dans la région qu'elle contrôle et peut le faire en embauchant des pilotes salariés ou en faisant appel à une entreprise privée. Le Canada compte actuellement plus de 400 pilotes maritimes répartis en 10 groupes.

En Colombie-Britannique, l'APP emploie huit pilotes pour le fleuve Fraser et elle a un contrat avec la British Columbia Coast Pilots Ltd. en vertu duquel 108 pilotes brevetés fournissent des services le long de la côte de la province. La loi canadienne stipule que chaque navire de plus de 350 tonneaux enregistrés de jauge brute est tenu de recourir aux services d'un pilote quand il entre dans les eaux de la Colombie-Britannique. Le pilote voit à ce que le navire navigue en sécurité dans les différents passages le long de la côte, sans dommages pour le navire, son équipage ou l'environnement maritime.

3.1.3 Affectation
Le processus consistant à affecter un pilote pour déplacer un navire est amorcé par l'agent local du navire ou le commandant du navire. L'agent demandera à un ou plusieurs pilote(s) de déplacer un navire d'un mouillage à un autre, d'un mouillage à la pleine mer (ou inversement) ou d'un port à un autre, en faisant un appel au service de l'affectation de l'APP ou au moyen du Portail des agents en ligne sécurisé. Les répartiteurs entrent la demande dans leur système informatique et affectent le ou les prochains pilotes disponibles sur une liste de rotation. Le(s) pilote(s) reçoi(ven)t un appel téléphonique des répartiteurs l'informant de sa (leur) prochaine affectation et il(s) commence(nt) à se préparer, ce qui consiste notamment à passer en revue les renseignements les plus à jour concernant le trajet que le navire va suivre et le mouillage prévu, à prendre des dispositions pour le transport et à planifier la période de repos avant l'affectation afin d'être convenablement reposé(s) en vue de l'affectation.

3.1.4 Comptabilité
Le processus au moyen duquel les affectations de pilotage réalisées ou annulées sont facturées et payées aux groupes de pilotes respectifs en fonction de la règlementation sur la tarification de l'APP ainsi que des conventions collectives et contrats de service respectifs des pilotes. Le personnel de comptabilité vérifie les données entrées dans le système d'affectation, puis émet des factures et des versements.

3.1.5 Gestion
Le processus au moyen duquel toutes les bases de données nécessaires sont maintenues et les structures de production de rapports, générées. L'APP utilise un processus de vérification robuste et une capacité d'interrogation sur l'historique afin de faire le suivi des principaux changements historiques aux affectations, aux factures, aux versements et aux diverses bases de données. L'APP fournit des rapports, des données électroniques et des flux de données directs à des parties intéressées externes. L'APP fournit aux groupes de pilotes la capacité d'interroger des rapports de rapprochements à l'égard des différends en matière de versements et de débours.

4. EXIGENCES ET PORTÉE GÉNÉRALES

4.1 Exigences générales

L'APP est à la recherche de propositions de la part de sociétés qualifiées aux fins de la fourniture d'un nouveau SAPCG. Le proposant retenu sera en mesure de concevoir et de bâtir ce système, précisément conçu en fonction des exigences de l'APP. Le système devra être conçu et bâti en tenant compte d'améliorations et de modifications de la portée continues alors que de nouvelles technologies et exigences deviendront disponibles et requises. Le système informatique actuel est utilisé depuis 2008. Le système informatique antérieur et initial a été utilisé de 1998 à 2008. Les deux systèmes ont fait l'objet de mises à niveau et de changements de portée multiples et continus pendant leurs années de service.

4.2 Renseignements fournis

Afin d'aider les proposants à répondre aux exigences énoncées dans la section 5 de la partie B, l'APP fournit les renseignements suivants :

Annexe A	Documents à soumettre avec la proposition
Annexe B	Spécifications du Système d'affectation des pilotes, de comptabilité et de gestion
Annexe C	Devis (à soumettre avec la proposition)

5. EXIGENCES ET RÉPONSE DES PROPOSANTS

5.1 Généralités

L'APP est à la recherche d'un proposant ayant l'expertise technique et les antécédents nécessaires aux fins de la conception et de la réalisation d'un SAPCG. L'APP s'attend à ce que le SAPCG proposé respecte les normes les plus élevées en matière de conception et d'efficience des coûts, sans compromettre la qualité.

Les propositions devraient être suffisamment détaillées pour permettre de les évaluer en fonction des critères établis.

5.2 Gestion – Expérience et qualifications des proposants

Exigences

Le proposant retenu devrait avoir l'expérience et les qualifications nécessaires pour satisfaire les exigences de l'APP énoncées dans la présente demande de propositions et les annexes.

Réponse

Pour respecter les critères obligatoires

La proposition doit inclure ce qui suit :

1. L'identification du proposant
Veuillez fournir les renseignements suivants :

- Nom de l'organisation
- Adresse physique
- Nom de la personne-ressource
- Numéros de téléphone

- Adresse de courriel
- Adresse du site Web
- Principaux exploitants
- Signataire autorisé de l'entreprise

2. Conformément aux droits stipulés à la section 3.9 de la partie A, veuillez fournir les noms des personnes ou organisations avec qui vous êtes ou avez été associé.

3. Démontrez que votre organisation comprend les exigences relatives au SAPCG ainsi que son engagement et sa flexibilité pour collaborer avec l'APP aux fins de la fourniture d'un système novateur et efficient.

4. Fournissez le nom, l'adresse et le numéro de téléphone de votre banquier, votre comptable et votre avocat, et une preuve de votre stabilité financière pour soutenir les opérations et tout investissement en capitaux nécessaire. Les proposants identifiés comme des coureurs de tête seront tenus de fournir des pièces justificatives supplémentaires.

5. Donnez un aperçu de votre organisation, notamment :

a) nombre d'années d'existence ou d'activité dans la zone de fonctionnement actuelle;

b) expérience en matière de création d'autres SAPCG (ou de systèmes similaires).

6. Fournissez une liste de noms et les coordonnées des entités auxquelles vous avez fourni des SAPCG (ou des systèmes similaires) au cours des cinq dernières années.

Remarque : Si des sous-traitants sont proposés, leur expérience et leurs qualifications devraient être incluses. L'entrepreneur principal devrait être identifié.

5.3 Volet technique — Système d'affectation des pilotes, de comptabilité et de gestion

Exigences

Les exigences techniques relatives au SAPCG figurent à l'Annexe B.

Réponse

Pour respecter les critères obligatoires

La proposition doit inclure ce qui suit :

1. Description de base du système proposé et confirmation qu'il respectera toutes les exigences fonctionnelles figurant dans les spécifications techniques.

2. Renseignements techniques démontrant que le système proposé respecte toutes les exigences techniques précisées dans les spécifications techniques. Bien qu'une description exhaustive et détaillée ainsi qu'une trousse d'illustrations ne soient pas nécessaires dans le cadre de la réponse à la demande de propositions, cette réponse doit inclure suffisamment de renseignements techniques afin de permettre à l'APP d'évaluer le caractère approprié du système proposé.

La réponse à la demande de propositions doit minimalement comprendre des descriptions des éléments suivants comme ils sont détaillés dans le Sommaire de la portée des Exigences techniques :

- **Modules d’affectation**
  - Tableaux de planification et tableaux secondaires d’affectation
  - Rotation des pilotes
  - Prise de nouvelles commandes – par téléphone ou l’intermédiaire du Web
  - Fonctionnalité de cueillette et de comptabilisation des données ECHO
  - Portail de communications pour les fournisseurs de services (exploitants d’hélicoptères et de bateaux-pilotes, etc.)
  - Module de planification des navires (principalement de navires de croisière)
- **Modules de comptabilité**
  - Module et tableaux secondaires « À facturer », y compris :
  - Épreuve d’impression
  - Module de coût
  - Comptes débiteurs
  - Versements aux pilotes, y compris le rapprochement des dépenses
- **Modules d’historiques**
  - Historique des affectations
  - Module des factures et versements
  - Piste de vérification des changements apportés aux affectations
  - Piste de vérification des changements apportés aux modules de données maîtres
- **Module de gestion**
  - Résolution des éléments d’approbation de gestion
  - Interface d’administration
  - Interface de production de rapports personnalisés autogénérés
- **Modules de données maîtres**
  - Gestion des navires
  - Gestion des emplacements
  - Gestion des pilotes, y compris :
    - Gestion de la planification et de la rotation
    - Gestion des brevets
  - Gestion des données financières maîtres, y compris :
    - Gestion de la tarification
- **Production de rapports et veille économique**
  - Consignation et production de rapports sur les indicateurs de rendement clés de l’APP, y compris :
    - Retards d’affectation attribuables à divers facteurs
  - Gestion des incidents
  - Force et disponibilité des pilotes
  - Hébergement et interrogation de données historiques provenant du système antérieur
- **Portails Web externes**
  - Grand public — comprend des calculateurs de marées et de courants, des pages sur la circulation, un estimateur de facturation et des rapports de position des navires
  - Agents — comprend des calculateurs de marées et de courants, des pages sur la circulation, un estimateur de facturation, des commandes Web et des rapports de position des navires
  - Pilotes — comprend des renseignements sur les affectations et une interface d’entrée de données sur les affectations et les cartes électroniques
  - Fournisseurs de services — système de communication avec l’équipe de répartition
- **Logiciel de cartes électroniques**
  - À configurer afin de permettre aux pilotes de voir les renseignements sur l’affectation et soumettre des cartes sur des appareils mobiles.
- Solution d’**Hébergement** et recommandations détaillées pour l’ensemble du système
  - Solution redondante au sein de deux emplacements géographiques ou plus
  - Flux de données directs aux parties intéressées requises
  - Sauvegarde localisée de données pour utilisation aux fins de poursuite des activités

• **Autres**

- Tout autre module, exigence ou fonctionnalité nécessaire, de l'avis de votre organisation, pour l'APP

5.4 Volet technique — Élaboration, mise à l'essai et lancement

Exigences

Le proposant doit faire la démonstration qu'il dispose des moyens et de la capacité pour fournir une solution de SAPCG respectant toutes les exigences techniques précisées à l'Annexe B. Dans cette section, le proposant doit fournir un plan schématique pour l'élaboration, la mise à l'essai et le lancement du système, décrivant comment, où et par qui chaque phase des travaux sera réalisée. Le proposant doit également fournir un tableau présentant les activités plus haut et les travaux connexes de conception et d'ingénierie.

Réponse

La proposition doit inclure ce qui suit :

1. Description du plan d'élaboration, de mise à l'essai et de lancement du système, y compris des renseignements sur l'emplacement où les activités auront lieu et qui (proposant ou sous-traitant) sera chargé de la réalisation de chacune des activités.

- Emplacement et expérience d'élaboration du logiciel proposé
- Plan de conception et d'élaboration
- Solution d'hébergement
- Plan de mise à l'essai
- Lancement du produit
- Plans de formation du personnel de l'APP
- Maintenance et soutien
- Engagement envers les améliorations futures
- Tableau complet

5.5 Devis

La réponse devrait décrire complètement toutes les conditions du devis (voir la section 6).

Le ou les devis doivent être soumis dans une enveloppe scellée distincte, avec la réponse du proposant.

6. DEVIS

6.1 Exigences

1. Le proposant doit soumettre un devis pour la réalisation de la portée complète des travaux comme ils sont décrits dans la demande de propositions.
2. Le devis doit comprendre la comptabilisation et le paiement de tous les frais et débours applicables liés à l'élaboration du SAPCG.
3. Le devis doit comprendre les coûts continus de la solution d'hébergement proposée.
4. Le devis doit comprendre un plan de soutien et de maintenance continus.

5. Le devis doit comprendre une structure de tarification des améliorations futures apportées au système.
6. Le devis doit comprendre la comptabilisation et le paiement de toutes les taxes et tous les droits de douane applicables tant dans le pays d'exécution des travaux qu'au Canada, le cas échéant.
7. Tous les montants monétaires (y compris les renseignements financiers et le devis du proposant) doivent être exprimés en dollars canadiens et dans la devise « locale » ou de « résidence » du proposant. L'APP établira quelle devise utiliser dans le cadre du contrat au moment de choisir le proposant retenu.
8. Afin d'aider les proposants à soumettre des devis et l'APP à les évaluer, les proposants devraient préparer chaque devis selon le format indiqué à l'annexe C.

Les devis doivent être soumis dans une enveloppe scellée distincte avec la réponse du proposant.

6.2 Réponse

1. Chaque devis devrait être clairement associé au SAPCG proposé. Afin d'aider les proposants à soumettre des devis et l'APP à les évaluer, les proposants doivent préparer leur devis selon le format indiqué à l'Annexe C.

2. Les autres exigences de l'APP devraient être clairement signifiées.

Les devis devraient être préparés selon le modèle joint à l'annexe C.

Les devis doivent être soumis dans une enveloppe scellée distincte accompagnant la réponse du proposant.

7. ÉVALUATION

Cette section détaille tous les critères obligatoires et souhaitables selon lesquels les propositions seront évaluées. Les proposants devraient s'assurer qu'ils répondent à tous les critères de façon à être entièrement pris en considération pendant l'évaluation.

7.1 Critères obligatoires

Les exigences qui suivent sont obligatoires. Les propositions qui ne démontrent pas clairement qu'elles les satisfont ne seront pas davantage prises en considération pendant le processus d'évaluation.

Critères obligatoires-Administration
a) Il faut soumettre cinq exemplaires papier et une copie électronique de la proposition.
b) La lettre de présentation du proposant doit être signée par un représentant autorisé.
c) La proposition doit être rédigée en anglais et ne doit pas être envoyée par la poste, par télécopieur ou par courriel.
d) La proposition doit être reçue à l'endroit où a lieu la clôture, au plus tard à la date et à l'heure précisées.
e) Annexe A dûment remplie — Doit être soumise avec la proposition, accompagnée de toutes les pièces justificatives.
Critères obligatoires-Réponse du proposant
f) Annexes A, B et C dûment remplies pour le SAPCG

Les propositions qui satisfont les exigences obligatoires seront ensuite évaluées selon les critères d'évaluation souhaitables suivants.

7.2 Critères souhaitables

Les critères suivants forment la base selon laquelle l'évaluation des propositions sera faite :

Critères	Pondération	Note minimale
Administration Expérience et qualifications du proposant	5	60 %
Volets techniques		
SAPCG, Élaboration des exigences	40	60 %
SAPCG, Livraison	15	60 %
Total partiel	60	
Prix	40	
Total	100	

7.3 Évaluation du devis

Le prix de chacune des conditions de l'entente sera évalué d'après les renseignements fournis dans le devis (annexe C).

8. FORMAT DES PROPOSITIONS

Afin d'assurer une uniformité dans la réponse du proposant et de faire en sorte que chaque proposition soit entièrement prise en considération, veuillez suivre le format de présentation requis dans la partie C.

PARTIE C : PIÈCES JOINTES

PRÉSENTATION REQUISE DE LA PROPOSITION

Instructions à l'entrepreneur

La proposition doit être préparée et soumise sous la forme indiquée ci-dessous. Assurez-vous de répondre à toutes les exigences de la demande de propositions. Cette présentation n'est pas un guide et ne remplace pas les exigences de la demande de propositions.

1. LETTRE D'ACCOMPAGNEMENT DU PROPOSANT

Préparez une lettre d'accompagnement du proposant dans le format ci-joint, signée par la ou les personnes autorisées à signer au nom de l'entreprise, et à lier celle-ci à toutes les conditions de la demande de propositions et des déclarations faites dans la soumission de la proposition.

2. TABLE DES MATIÈRES (facultatif pour les propositions de moins de 20 pages)

Indiquez les numéros de pages correspondant aux grands titres.

3. SYNOPSIS (facultatif pour les propositions de moins de 20 pages)

Résumez en trois pages maximum les principales caractéristiques de la proposition, à l'exclusion du prix.

4. CRITÈRES OBLIGATOIRES

Annexe A dûment remplie, indiquant que toutes les pièces justificatives ont été jointes. Assurez-vous d'inclure tous les éléments obligatoires exigés dans la demande de propositions, faute de quoi la proposition ne sera pas davantage prise en considération.

5. PROPOSITION PORTANT SUR LA GESTION

Indiquez les compétences du proposant pour le projet, notamment les projets antérieurs avec des exigences similaires à celui qui est soumissionné. Résumez les compétences du personnel clé et la façon dont ces employés seront organisés et supervisés pendant le projet. Si des sous-traitants sont utilisés, fournissez les mêmes renseignements pour chacun d'eux. Assurez-vous de répondre à toutes les exigences et spécifications contenues dans la demande de propositions.

6. PROPOSITION PORTANT SUR LES VOLETS TECHNIQUES

Indiquez que vous comprenez les principales exigences du projet et la méthodologie que vous utiliserez pour mener le projet. Précisez l'échéancier, les jalons et les produits fournis. Si des sous-traitants sont utilisés, indiquez clairement le rôle de chacun dans l'exécution du projet. Assurez-vous de répondre à toutes les exigences et spécifications contenues dans la demande de propositions.

7. PROPOSITION DE PRIX (soumise séparément)

L'APP a pour habitude d'évaluer les propositions portant sur les volets techniques et la gestion sans connaître les devis des proposants. Cela évite toute perception possible d'un parti pris lié au devis dans l'évaluation. Pour que ce genre d'évaluation soit possible, veuillez soumettre le devis dans une enveloppe scellée distincte du reste de la proposition.

Le devis sera conforme aux exigences de la demande de propositions — voir l'annexe C.

8. PIÈCES JOINTES

Veuillez fournir d'autres renseignements supplémentaires comme des brochures d'entreprise et une liste de projets menés précédemment par l'entreprise.

LETTRE D'ACCOMPAGNEMENT DU PROPOSANT

PAPIER À EN-TÊTE DU PROPOSANT

Date

Pacific Pilotage Authority Canada Suite 1000, 1130 West Pender Street Vancouver, BC, V6E 4A4

Attention : Bruce Northway

Re: New Pilot Dispatch, Accounting and Management System

The enclosed proposal is submitted in response to the above-referenced Request for Proposal, including any addenda. Through submission of this proposal we agree to all the terms and conditions of the Request for Proposal and agree that any inconsistent provisions in our proposal will be as if not written and do not exist. We have carefully read and examined the Request for Proposal, including the Administrative Section, and have conducted such other investigations as were prudent and reasonable in preparing the proposal. We agree to be bound by statements and representations made in our proposal.

Yours Truly,

Signature :	Nom légal du proposant et raison d'affaires, le cas échéant :
Nom (en caractères d'imprimerie) :	Adresse :
Titre :	
Date :	Numéro de téléphone de la personne-ressource du proposant :

Pacific Pilotage Authority Canada / Administration de pilotage du Pacifique Canada	**DEMANDE DE PROPOSITIONS** **Évaluation de la proposition**

ÉVALUATION DE LA PROPOSITION

PROJET	**IDENTIFICATION DE L’ENTREPRENEUR**
NOM DU PROJET : ________________	A________________________________
NUMÉRO DU PROJET : ________________	B________________________________
NUMÉRO DU CONTRAT : ________________	C________________________________
NATURE DU TRAVAIL : ________________	D________________________________
ENDROIT : ________________	E________________________________

OUVERTURE ET CONFORMITÉ	A	B	C	D	E
• Proposition tardive, retirée, non sollicitée					
• Documents obligatoires soumis avec la proposition					
ACCEPTÉE POUR ÉVALUATION (oui/non) Ajouter des détails sur les motifs de rejet d’une proposition					

PROPOSITIONS OUVERTES À _______ H LE _______JOUR DE _________________20_______.

TÉMOINS : __________________ __________________ Responsable qui préside : _________________.

ÉVALUATION DE LA PROPOSITION		SEULES LES PROPOSITIONS ACCEPTÉES SERONT PRISES EN CONSIDÉRATION Cote = Échelle d’évaluation « décimale » à la page suivante Note = Cote x maximum de points									
		Cote	Note	Cote	Note	Cote	Note	Cote	Note	Cote	Note
GESTION	**Max. de points**	A		B		C		D		E	
• Compréhension et engagement démontrés	3										
• SAPCG (ou systèmes similaires) antérieurs livrés	2										
Total partiel (1)	**5**										
VOLETS TECHNIQUES ***Exigences techniques du SAPCG***	**Max. de points**	A		B		C		D		E	
Spécification – **Critères**											
Partie 1 – Sommaire de la portée	2										
Partie 2 – Entrée des affectations	3										
Partie 3 – Système d’affectation	3										
Partie 4 – Tableaux d’affectation	3										
Partie 5 – Portails Web	4										

Partie 6	Facturation/Comptabilité	5										
Partie 7	Cartes électroniques	4										
Partie 8	Gestion des données maîtres	4										
Partie 9	Notifications système	2										
Partie 10	Indicateurs de rendement clés et production de rapports	2										
Partie 11	Intégration	2										
Partie 12	Questions de haut niveau	2										
Partie 13	Éléments de discussion sur les souhaits et les besoins	2										
Partie 14	Certaines exigences en TI	2										
Total partiel (2)		**40**										

VOLETS TECHNIQUES ***Prestation***	**Max. de points**	A		B		C		D		E	
• Emplacement et expérience proposés	1										
• Conception et élaboration	4										
• Solution d'hébergement	2										
• Plan de mise à l'essai	1										
• Lancement du produit	2										
• Plans de formation du personnel	1										
• Maintenance et soutien	2										
• Engagement envers les améliorations futures	1										
• Tableau complet	1										
Total partiel (3)	**15**										

(1) Total partiel des points : Min.=3 Max.=	**5**	-		-		-		-		-	
(2) Total partiel des points : Min.=24 Max.=	**40**	-		-		-		-		-	
(3) Total partiel des points : Min.=9 Max.=	**15**	-		-		-		-		-	
TOTAL POUR LA GESTION ET LES VOLETS TECHNIQUES	**60**										
PRÉSÉLECTION		A		B		C		D		E	
PROPOSANTS PRÉSÉLECTIONNÉS Chaque sous-total doit être égal ou supérieur à la note minimale requise aux lignes (1), (2) et (3) (Entrez « Oui » ou « Non »)											

ÉVALUATION DU PRIX	SEULES LES PROPOSITIONS PRÉSÉLECTIONNÉES SERONT PRISES EN CONSIDÉRATION

Devis — prix total, y compris tous les taxes, frais de certification et droits de douane	A	B	C	D	E

RECOMMANDATIONS	SIGNATURES
	______________________________________ ______________________________________ ______________________________________ **Président de l'équipe d'évaluation :** ____________________________

	SIGNATURE DE LA PERSONNE QUI AUTORISE LES DÉPENSES :	DATE :
PROPOSITION ACCEPTÉE : ________ (A, B ou C, etc.)		

Pacific Pilotage Authority Canada / Administration de pilotage du Pacifique Canada	**DEMANDE DE PROPOSITIONS Évaluation de la proposition**
ÉVALUATION DE LA GESTION	
Volet	**L'attribution des points d'évaluation est basée sur la mesure dans laquelle la proposition :**
Démontre une compréhension et un engagement	• Est claire • Démontre une compréhension des besoins précis du projet • Démontre que l'équipe de projet proposée dispose des compétences et de la compréhension nécessaires à l'achèvement du projet
Expérience antérieure	• Fournit des références de clients qui peuvent confirmer que les capacités du proposant ont été démontrées lors de projets antérieurs similaires
ÉVALUATION TECHNIQUE – Spécifications techniques du SAPCG	
L'attribution des points d'évaluation est fondée sur la mesure dans laquelle la proposition respecte les exigences précisées dans les spécifications techniques.	
ÉVALUATION TECHNIQUE – De la construction jusqu'à la livraison	
Volet	**L'attribution des points d'évaluation est basée sur la mesure dans laquelle la proposition :**
Emplacement et expérience proposés	• Démontre que l'installation ou organisation proposée dispose des compétences et de la compréhension nécessaires à l'achèvement du projet • Fournit des références de clients qui peuvent confirmer que l'installation proposée et que les capacités de l'organisation ont été démontrées lors de projets antérieurs similaires
Plan de conception et d'élaboration	• Fournit des éléments probants quant au fait qu'un plan de gestion de projet sera préparé et respecté.
Solution d'hébergement	• Fournit des éléments probants quant au fait qu'une solution d'hébergement à long terme appropriée a été cernée.
Plan de mise à l'essai	• Fournit des éléments probants quant au fait qu'un plan de mise à l'essai détaillé sera préparé et respecté avant la livraison du système. Le plan de mise à l'essai doit comprendre des dispositions pour que le personnel de l'APP assiste à ladite mise à l'essai.
Livraison et lancement	• Le plan proposé de livraison respecte les objectifs de l'APP.

	• Le plan proposé assure que le système soit lancé au moment retenu par l'APP.
Plans de formation du personnel	• Fournit des éléments probants quant au fait qu'un plan de formation détaillé sera préparé et réalisé afin de fournir au personnel de l'APP une formation sur le système.
Maintenance et soutien	• Fournit des éléments probants quant au fait que l'installation ou l'organisation a démontré un engagement envers des activités à long terme de maintenance et de soutien.
Améliorations futures	• Fournit des éléments probants quant au fait que l'installation ou l'organisation a démontré un engagement envers l'apport de mises à niveau et d'améliorations futures.
Tableau complet	• Fournit un tableau présentant un échéancier depuis l'octroi du contrat jusqu'au lancement du système.

NOMBRE MINIMUM DE POINTS D'ÉVALUATION REQUIS	
Les propositions doivent obtenir le nombre minimum de points spécifié pour chacune des évaluations de la gestion et des volets techniques pour être prises en considération pour la suite du processus d'évaluation et d'octroi. Les propositions qui obtiennent ou dépassent toutes les valeurs minimales sont considérées comme étant « présélectionnées ».	
ÉVALUATION DU PRIX	
Seules les propositions présélectionnées seront prises en considération	
Devis pour le SAPCG	Les devis seront évalués en fonction du prix total respectant la portée précisée des travaux.

• Si deux propositions ou davantage qui se démarquent obtiennent des notes identiques avec le même prix par point, le contrat peut alors être octroyé sur la base d'autres critères d'évaluation déterminés par l'APP.

ÉCHELLE DÉCIMALE D'ÉVALUATION		
Cote	**Description**	**Interprétation**
1,0	Excellent	Excède d'une façon excessivement avantageuse les exigences du critère; très souhaitable.
0,9	Très bon	Excède les exigences du critère d'une façon avantageuse pour les besoins de l'APP.
0,8	Bon	Excède les exigences du critère, mais d'une façon qui n'est pas particulièrement avantageuse pour les besoins de l'APP.
0,7	Bon à moyen	Répond entièrement à toutes les exigences du critère.
0,6	Moyen	Répond adéquatement à la plupart des exigences du critère. Certains volets peuvent comporter des lacunes qui ne sont pas graves.
0,5	Moyen à médiocre	Répond à peine à la plupart des exigences minimales du critère. Certains volets peuvent comporter des lacunes qui ne sont pas graves.
0,4	Médiocre	Répond à certaines exigences d'un critère à un niveau minimal. Certains volets essentiels comportent des lacunes.
0,3	Médiocre à très médiocre	Répond à peu des exigences d'un critère à un niveau minimal. Certains volets essentiels comportent des lacunes.
0,2	Très médiocre	Répond minimalement à quelques-unes, mais pas à l'ensemble, des exigences du critère. Certains volets essentiels comportent des lacunes.
0,1	Très médiocre à insatisfaisant	Répond à peine aux exigences du critère. Certains volets essentiels comportent des lacunes.
0,0	Insatisfaisant	Ne remplit d'aucune façon les exigences du critère.

ANNEXE A

DOCUMENTS À SOUMETTRE AVEC LA PROPOSITION

Nom du proposant ______________________________

Expérience et compétences du proposant (partie B, section 5.2)	**Inclus**
Réponse exhaustive à tous les éléments de la Partie B, Section 5.2	

Élaboration du SAPCG (partie B, section 5.3)	**Inclus**
Description de l'emplacement proposé d'élaboration du logiciel	
Plans d'élaboration de ce qui suit :	
1. Sommaire de la portée	
2. Entrée des affectations	
3. Système d'affectation	
4. Tableaux d'affectation	
5. Portails Web	
6. Facturation/Comptabilité	
7. Cartes électroniques	
8. Gestion des données maîtres	
9. Notifications système	
10. Indicateurs de rendement clés et production de rapports	
11. Intégration	
12. Questions de haut niveau	
13. Éléments de discussion sur les souhaits et les besoins	
14. Autres exigences en TI	
15. Autre	

Élaboration du SAPCG, mise à l'essai et lancement	**Inclus**
Emplacement et expérience proposés	
Conception et élaboration	
Solution d'hébergement	
Plan de mise à l'essai	
Lancement du produit	
Plans de formation du personnel	
Maintenance et soutien	
Engagement envers les améliorations futures	
Tableau complet	

DEVIS (partie B, section 6)	**Inclus**
Annexe C dûment remplie. Le devis doit être soumis dans une **enveloppe scellée distincte** accompagnant la réponse du proposant.	

À noter que l'Annexe B n'est disponible qu'en anglais.

DESCRIPTION OF NEW PDAMS REQUIREMENTS

Below is a description of the present system functionality that will be maintained, and the enhancements required in the new PDAMS.

Part 1 – Scope Summary

Part 1a, General System Scope Summary

1. The product will be configured to allow the use of the following modules/sections by PPA using an appropriate web portal:
2. Dispatch Board, including:
    a. Planning Boards and Sub Grids
    b. Pilot Rotation
    c. New Web Orders
    d. ECHO Functionality
    e. Service provider communications (Helicopter/launch companies etc.)
3. Dispatcher Related Modules, including:
    a. Vessel Scheduling Module (mainly cruise vessels)
4. Billing Related Modules:
    a. 'To Be Billed' Module and Subgrids, including:
    b. Print Proof
    c. Cost Module
    d. Accounts Receivable
5. History Modules, including:
    a. Historical Jobs
    b. Invoice/Payout Module
6. Management Module including:
    a. Resolving Management Approval Items
    b. User Creation and Rights Module
7. Master Data Management, including:
    a. Vessel Management
    b. Location Management
    c. Pilot Management, including:
        i. Rostering & Rotation Management
        ii. License Management
    d. Finance Master Data Management, including:
        i. Rates Management
8. Reporting and Business Intelligence based on PPA's KPIs
9. Incident Management (low priority)
10. Phonebook
11. Hot Links
12. An external Web Portal will be created for the following groups:
    a. General Public - includes windows calculator, traffic pages, invoice estimator
    b. Agents - includes windows calculator, traffic pages, invoice estimator, web orders

c. Pilots - include dispatch information and assignment data input

13. An E-Source Card application will be configured to allow Pilots to view job information and submit Source Cards on mobile devices
14. Service providers - communications system with Dispatch
15. Web hosting solution
16. Ongoing maintenance and support relationship
17. Understanding of relationship to create future enhancements and changes to system

Part 1b, General System Wide Items

1. Vessel lookups throughout the system should allow searching by IMO and Call Sign by default in addition to searching by Name
2. Datetimes throughout the system should be show in YYYY-MM-DD HHNN. The only exception is the planning board where times will be shown in HHNN DD MM.
3. The system should have a place to hold average Docking Time, Undocking Time, Anchor Aweigh, Anchor Drop, etc. These values should be automatically used for timings on Invoice Pro Forma.
4. Font Size will be changeable by the User.
5. Pilot Names throughout the system should pop up some heads-up information about the Pilot for quick reference. This information should include Rotation Info, License Info, Current status, etc. This popup should have a link to the full Pilot editor.
6. Agency Company Names throughout the system should pop up some heads-up information including basic Company Info and contact information for the Primary Billing contacts (Phone #, email). Additionally, a link should be included to quickly show outstanding invoices (report or query). This popup should have a link to the full Company editor.
7. Remarks fields throughout the system should have externally available and internally available (PPA staff only) options. Specifically, Job and Billing remarks.
8. Date fields throughout the system should have the ability to set a notification against them that can be setup to send an automated email prior to that date time with user entered information.

Part 2 – Job Entry

Part 2a, General Job/Assignment Requirements

1. The system will be setup to allow the addition, editing, deletion of Jobs. A job, by PPA definition, is one single pilotage assignment.
2. The system should allow (and be able to deal with) the assignment of any number of pilots per job.
3. One or more Jobs could be created to service one Vessel's Voyage which is a single movement of a Vessel between a Berth/Anchorage/EntryExit and another Berth/Anchorage/EntryExit. Generally, each Voyage will have one Job Number and all Jobs on this Voyage will have that Job Number. Voyages involving the Fraser River will be an exception to this as two Job Number will be created. One for the Coastal Pilot's Job and one for the River Pilot's Job. Another exception is Voyage's involving a Pilot Change. These will be created as two separate Job Numbers.
4. Pilot Orders will be held with the system as 'Jobs'. Jobs will hold the content of a Pilot Order including: (This is not meant to be a comprehensive listing of Job fields.)
5. Basic job information such as:
6. Job Status
7. Vessel Name
8. Final Destination is shown if the 'To Location' of this job is a Pilot change station.
9. Vessel for this Job information, including:
10. Actual Speed - Attribute of the job, for the first job it should default to the Sea Speed on Vessel. For each subsequent job, it should default to the Actual Speed on the previous Job for this vessel

11. Actual Draft
12. Air Draft (non-required) - Should pull automatically from Vessel Master Data if/when filled in on Vessel
13. Location Information, including:
14. From and To Locations
15. District - This is a billing field and is not entered by dispatch
16. Regions - Should default automatically based on From and To Location but allow override
17. Tug/Launch (for both To and From Location) - Can be fields together or separate depending if space is limited (could be based on Location Type: If anchorage, show launch. If berth, show tugs)
18. Landing (for both To and From Location), landing will have more simplified options (Starboard Side To, Port Side To, Starboard Anchor, Port Anchor, Both Anchors Down).
19. Transfer (for both To and From Location) - Has relevance to Prince Rupert jobs (PPA launch vs other transfer methods = different billing), could be used for other Transfer methods in the future including helicopters
20. Agent Company Information and related, including:
21. Order Agency, Order Agency Contact
22. Billing Agency, Billing Agency Contact
23. Links for any voyage are required for the following circumstances:
24. Jobs with Walkovers between them will be linked together
25. Jobs with Pilot Changes between them will be linked together
26. The FRP and BCCP portion of Fraser River jobs will be linked together
27. Moveages related to holds (previous or next job is a hold) should be linked together
28. These links require the following information:
29. The requestor of the link should be saved (Dispatch Req., Pilot Req., Agent Req.)
30. Billing is affected by these links and who requested the link
31. English Bay Pilot Change Requestor - Agent Request, Pilot Request, Dispatch Request
32. Pilot Name
33. Hold For Local Job
34. Hold For Long Job
35. For each Pilot Assignment there will be two sections (Travel To Job and Travel From Job) for Dispatch to fill out:
36. When a Job is created for the first time the Travel Start and Dispatch time will be calculated based on the Order Time less the From Location's Travel Time and Region's Dispatch Time. Any subsequent update to the Order Time will prompt Dispatch whether they wish to automatically calculate updated Order and Dispatch times.
37. Each section will be split into four line (Travel #1, Travel #2, Travel #3, Travel #4) of the following fields:
38. Travel Info - Free text fields to describe travel
39. Travel Time - Datetime field with start time of the travel (only applicable to the First Travel on Travel To Job and the Last Travel on Travel From Job)
40. For each Pilot Assignment there will be a free text field for information on the pilot's Hotel
41. Job Timing information such as:
42. Schedule Related Job Times, including:
43. Master ETA - Should prefill on de-dupe or creation from Master ETA.
44. Order Time
45. Detention Time - After a pilot is dispatched Agents are allowed one change up to X hours prior (X is by location "Default Dispatch"). After the first change the new Order time will automatically fill in this 'Detention Time'. This time should be editable by Dispatch
46. Dispatch Time (calculated by system by adding the Dispatch time of the job's Region and the Travel Time of the From Location of the Job)
47. Dispatch Override Time

48. Dispatch Time should be distinct between different pilots on a Job and overridable on one pilot without affecting the other
49. Est. List Time
50. Actual Job Times (per Pilot), including:
51. Commence Mooring / All Lines Cast Off
52. First Line
53. All Fast
54. Debark Time - Dispatch (Debark time as entered by Dispatch when on phone with Pilot)
55. Ashore Time - Dispatch (Ashore time as entered by Dispatch when on phone with Pilot)
56. Debark Time - Pilot (Debark time as entered by Pilot on E-Source)
57. Ashore Time - Pilot (Debark time as entered by Pilot on E-Source)
58. List Time
59. Job Flags such as:
60. English Bay Pilot Change Requestor - Agent Request, Pilot Request, Dispatch Request
61. If the Pilot debark is entered incorrectly (wrong job, mistype, etc.), dispatch should be able to remove the times will send the job back to the 'Dispatched' status. Ensure that accounts still has the ability to override
62. Some jobs in early statuses may need to be deleted. An action will be created to delete these jobs. This action will have some minimal job information to ensure the proper job has been selected as the current delete action's prompt is not safe enough.
63. The ECHO project functionality will be transferred to the new system, including all automated functions for accounts
64. A log/audit needs to be created for each pilot assigned to this job and "what happened to him". Specifically, this is important for pilots assigned, then unassigned from a job as there may be a payout necessary at the end of the month
65. Jobs will have a 'Sensitive' flag that when checked will not show the job on the external Web Portals. If a Vessel's 'Sensitive' flag is checked any job with this vessel will have its sensitive flag automatically checked.
66. The system should save the following information on jobs:
67. When a Job is dispatched the system should save the Order Time at dispatch time
68. # of Order Time changes prior to dispatch
69. # of Order Time changes after dispatch
70. Dispatch Time
71. All (as much as is possible) job information on the Dispatch of the job
72. A job will be able to facilitate 2 pilots boarding the vessel at 2 different locations. One job number should suffice. Must work with billing system
73. Job's will have a documents tab that allows users to add documents against the job as required

Part 2b, Job Status Requirements
All jobs within the system will go through the following statuses,

1. Order - Jobs waiting pilot assignments
2. Dispatched - Jobs with pilots assigned and all preparation work completed. Waiting on job to be done by pilot.
3. Completed - After Dispatch talks with pilot and receives the Ashore time from the Pilot they will enter that time and the job will automatically hit this status and be visible to Billing. A configurable setting will be setup where Completed jobs do not appear to Finance for X hours after the job becomes Completed.
4. Submitted - If a Job has been completed by Dispatch and the pilot submits their E-Source card the status of the job will be advanced to the Submitted status.
5. Acknowledged - Billing will Acknowledge a Job when they begin their work. The Acknowledged status locks Operations from making changes to the job and automatically creates standard

charges and payouts against the job. Accounts can only Acknowledge a submitted job. However, the accounts board needs to show completed jobs so that accounts can follow up with jobs which do not have pilot e-source card submissions yet.

6. Billed - Once a job has been invoiced, the payments to pilots are processed and both are posted. Billing will flag that the job will as Billed
7. The Agent Web Portal has several statuses related to an Agent's interaction with the system:
8. Web Request - Status when Agent's requests a Job using the Web Portal
9. Web Change Request - If an Agent requests a change be made via the Web Portal (when allowed) the job will be placed in this status.
10. Web Cancellation Request - If an Agent requests the job be cancelled via the Web Portal (when allowed) the job will be placed in this status.
11. The Cancellation statuses of the system have been expanded to allow a more comprehensive cancellation process:
12. Pending Cancellation - Dispatch will be able to flag a job as 'Pending Cancellation'. This status indicates the job is cancelled but allows Dispatch to see the job on their Boards so they can complete all cancellation tasks prior to finalizing the cancellation.
13. Cancelled - If a job is cancelled after being dispatched, it will go to this status. There currently are two statuses for this 'Cancelled - No Charge', ' Cancelled - Chargeable' and the chosen option is incorrect very frequently. These two statuses will be replaced by a flag on the job telling Billing what type of cancellation it was.
14. Cancelled Before Dispatch - If a job is cancelled prior to dispatch it will go to this status. (Same as current 'Deleted')
15. There will be a workflow to allow Billing and Dispatch to send a Job to a manager to get approval. This process will have the following statuses:
16. Mgmt. Approval Req - Billing can submit a job to Management as required to request changes that require Management Approval. The notice to management should be through an automated email alerting the manager that a job has been submitted for approval. Status change should show in a different way (colour coding?)
17. Mgmt. Complete - Once an appropriate Manager has resolved/approved the requested change they can send the Job back to Accounts as Management Complete
18. Paused for Info - Billing will be able to 'pause' a job once they have acknowledged it if they determine information is needed from another party. The parties that the job can be Paused for include:
19. Management - Internal group, Managers will have a grid to view Jobs assigned to them for Information and act appropriately
20. Dispatch - Internal group, Dispatch will have a grid to view Jobs assigned to them for Information and act appropriately
21. Coastal Pilots - External to system, the job will stay with Billing and they will communicate with the Pilot group externally to the system. Should be able to attach by email and allow the email response to be attached to the job
22. River Pilots - External to system, the job will stay with Billing and they will communicate with the Pilot group externally to the system. Email same as above
23. The following statuses are used for specific workflow processes as necessary:
24. Prepayment Check - Jobs for Agencies without credit will come to this state for Billing to review and approve once prepayment has been received
25. Expense Verification - Certain expenses will need verification. This verification should not stop Invoicing or Payouts and happens after standard billing processes. When this verification is needed the job will be sent to this status.

Part 2c, General Job Entry Requirements

1. The Add Job action has been fully mocked up in the Mockups file. Please review it in combination with these requirements.

2. The job entry actions should automatically run the Tidal Window Calculator and the Invoice Calculator, provide them to agents and dispatch and attach them to the Job for use throughout the system/workflows. These automatic calculations should be done and shown to Agent's prior to Job submission, then re-done at the time of the submission and attached to Job. In circumstances where Agents enter a job that needs to be split into two jobs both of these Calculations should be run for each of the jobs that will be created.
3. The Invoice Calculator (Pro Forma) should run EXACTLY the same as how the job will be billed in reality (same process) and be updates as the job is updated.
4. The current Invoice Calculator (Pro Forma) does not work for Tugs and Barges but the new system should work properly with Tugs/Barges if they are properly added on the Add Job editor.
5. Both Agents and Dispatchers will have a 'Copy Job' action which will open the 'Add Job' action with relevant fields pre-filled in based on the job that was selected on the grid when this copy action is run.
6. The Region of the job should automatically be selected based on the To and From location of the Job. Dispatchers should have the ability to override the region manually. Master data matrix of from/to location to region matching is needed
7. Jobs entered by either Agents or Dispatchers should default the number of pilots on the job to the pilot requirements held on the combination of the two location in Master Data. When the system decides that 2 Pilots are required for this job the system should inform both the user (either Agent or Dispatch) that 2 pilots will be placed on this job. If the system decides that this job is a candidate to have either 2 pilots or 1 pilot the job entry screen should request that Dispatch/Agents decide their preference. The Agent's choice should be saved to a separate field for review purposes and Dispatchers will always have the ability to override the Agent's selection and select a reason for the override.
8. If either Agents or Dispatchers enter a job that's 'To Location' is a flagged as 'Not a Final Destination' such as a Pilot Change location, the system will request a 'Final Destination' and on completion of the Job Entry for the current job entry a new Job Entry screen will popup prefilled with applicable information to add the next job. This can be built as either a second job entry screen or having fields appear for entry of the second job on the original screen depending on technical feasibility. Fields needed for the second job are (this may not be a comprehensive list): This currently works for Dispatch in 2-Tier but should also work for Agents on web.
9. Tugs (# and company)
10. Landing
11. Order Time for Second Job
12. Job Remarks
13. In addition, for Dispatchers, a field will ask "Do you want to link this job" (which will be defaulted to No). When yes is selected it will allow Dispatch to choose the other job to link with.

Part 2d, Agent Job Entry Requirements

1. "Problem Description: Agents can submit jobs, but:
    a. Often leave important fields blank
    b. Can input orders at any time (short period)
    c. Agents cannot submit two-man jobs
    d. Bill To is often inaccurate and causes problems for Accounts
    e. Actual Drafts are often filled out incorrectly
    f. There is sometimes a discrepancy between Agents and PPA on ship dimensions which causes problems for Accounts"
2. The Add Job action has been fully mocked up in the Mockups file. Please review it in combination with these requirements.
3. Agents will have the ability to add a job using their external Agent Web Portal. This job entry will be similar to the current functionality with the following changes:

4. The system will allow agents to submit 'Add Job' requests up to the number of hours in the Default Notice field on the 'From Location' of the job they wish to submit. This Default Notice will be compared to the Start of the Job. If Agents try to submit jobs later than that the system will inform them that they should call PPA Dispatch for Job entry.
5. Agents will have a 'Wrong Ship Dimensions' dispute submit form, for when they disagree with PPA's data
6. The 'Billable Agency' field/workflow will change slightly to promote more accurate Bill To declarations:
   - 'Billable Agency' will not be visible by default
   - A new field will be added called something like 'Who to bill?' (mandatory). Values will be 'Bill my Agency' or 'Bill other Agency'.
   - If 'Bill other Agency' is selected the 'Billable Agency' field will appear and be mandatory. Better names needed for fields and values needed.
7. " The following fields will be changed from existing system:
   - The 'Tug' fields' captions will change to 'Tug/Launch'. The fields will become required fields if Tug/Launch is needed for this location based on the new 'Are Tugs Required' field on Locations. Also, launches will appear based on whether they are linked to the location.
   - The caption on the 'Agency' field will be changed to 'Ordering Agency'
8. *** It is unclear if we will separate Tugs from Launches. This will be determined at implementation time. PPA Launches need to be clear so that they can bill. We are unsure at this time of best option."
9. The following fields will be added:
   - Off Hour Representative (Free text, not required)
   - Landing (Side To, etc.) will be added for Agents and be required for all job's To Location if a berth. Side-To field will default based on the Location's default Side-To.
   - Location Remarks will be surfaced to the Agent when they select that location within 'Add Job'"
10. Agents find the ability to view Vessel Remarks very useful and this will be maintained. Additionally, new functionality will be added to allow agents to 'Add Vessel Remarks'. This functionality will allow them to add new entries that are distinguishable as coming from agents but will not allow agents to edit or delete current remarks. Agent remarks must be okayed by a dispatcher
11. The workflow of Agents requesting changes through the remarks field and having a job where a change is requested appear highlighted in yellow on the Dispatch board is liked and PPA wished to keep a similar update procedure. A quality of life improvement to this will be to lock down the remarks field upon Job submission. Instead a separate action will be created called "Request Job Change" this action will take a free-text change request from the agent and display it in the Job Remarks including timestamp, agent name/contact info and other context to help Dispatch complete the change and keep proper logs of the remarks changes.
12. When Agents select two Locations for a Job that have an estimated travel time over 7 hours the system will require that the Agent select what job type they prefer between 1 Pilot, 2 Pilots or Pilot Change Halfway.
13. When agents select two Locations for a Job that need to be created as 2 separate Jobs such as Brotchie to a Fraser River berth or vice versa, the system should:
    a. Inform the agent that 2 jobs will be created based on these locations
    b. Create an invoice pro-forma for both of the jobs
    c. Show additional fields on the Job Entry form to deal with this job split
    d. Deal with non-standard job splits such as Fraser River to Brotchie not being split in half but instead being created as one job from Fraser River to Brotchie and one job from

Fraser River to Sand Heads. List of all non-standard splits are needed. Place to store this information is needed.

e. Link the two resulting jobs.

Part 2e, Dispatcher Job Entry Requirements

1. Dispatchers will have a Job Entry action similar to the Agents' so that they may enter Jobs on behalf of an agent while on the phone. Jobs entered in this way will not require Dispatcher approval and will automatically be in the 'Order' status.
2. In addition to the 'Add Job' and 'Copy Job' actions, Dispatchers will have a 'Create Next Job' action which will open the job editor with applicable fields pre-filled in so that they can create the outbound (or next) job for a vessel.
3. The actual Landing Information for the To Location provided on the Pilot's E-Source Card should be transferred to the From Location of the new job.
4. Dispatchers will continue to manually enter Est. List Time, Travel Times, and (when needed) Dispatch Override Times
5. When a Dispatcher add a Vessel to the Job Entry screen (or reviews an Agent Job Entry for approval) the system should inform (and allow deduplication) the dispatcher if there is a corresponding Master's ETA (within X hours with same Vessel going to the same region)
6. If Dispatchers are entering a job for an agency that does not have credit with PPA they will be warned that this Job required prepayment approval.

Part 2f, Ship Master Job Entry Requirements

1. By regulation only two outside groups can enter a Job. Agents (see above) and the Ship's Master (Dispatch does this on behalf of Master). When the Ship's Master enters a Job, it is called a 'Master's ETA'. This Master's ETA will have the following fields:
   a. Vessel Name
   b. ETA @ Boarding Station
   c. To Location (non-required)
   d. Actual Draft (non-required)
   e. Job Notes
2. Ship's Masters will not use the Web Portal but will call Dispatch to enter a Master's ETA. These Master's ETA will appear on the dispatch boards for planning purposes. Master eta flag remains on real orders so dispatch can see eta is from master
3. A Job created from a Master's ETA will continue with a flag indicating it came from an ETA

Part 2g, Job Cancellation Requirements

1. An action will be created to 'Cancel Job'. This action will put the job in a 'Pending Cancellation' status. This cancellation status will indicate that the job has been cancelled, start all applicable cancellation processes (notification to Pilot, etc.), and leave the job on the board to ensure Dispatch completes all workflow steps to cancel the job (Call tugs, etc.). This will allow Dispatch to cancel the job asap, but leave it on their board until all cancellation tasks are completed.
2. An action will be created to undo a cancellation when it is in the above state.
3. A separate action will be created to 'Resolve Cancellation'. This action will show the basic job information, ask the dispatcher to write a comment and choose one of the following options:
4. The following option will 'delete' the job meaning that billing will not have to review:
   a. Pilot Not Dispatched
5. The following option will 'cancel' the job meaning that billing will need to review to assess whether and what to charge for the cancellation:
   a. Cancellation prior to Dispatch Time
   b. Cancellation after Actual Dispatch Time

    c. Pilot Left Home
    d. Pilot Reported to Job
6. An action will be created to 'Cancel and Reorder'. ~~This action will show the basic job information, will 'delete' the original job (with an indication it is a non-chargeable cancellation) and copy the job to a new job (new job number). This should leave the original job on the board in the cancelled state to be removed once all work on the cancellation is complete.~~ The complete function of this action is TBD but it needs to maintain the job (not delete) but also indicate to dispatcher that it is in a state that may require additional work. Something like 'Pending Reorder', then when finished all work on that Cancellation dispatch can send the job back to the normal status.
7. The number of times a job has been 'Cancel and Reordered will be counted on each job
8. PPA would like to be able to uncancel jobs (both dispatched and undispatched)
9. In the current system there is a requirement to change locations of cancellations to ensure that they are charged/payed out correctly and appear on reports correctly. The new system should not require this change of locations.

Part 2h, Job Validation Requirements

1. The system will setup to perform Validations on jobs and display these validations to Dispatch for proper resolution.
2. Validations can stop workflows at appropriate places until resolved and are separated into three distinct types:
    a. Error Validation - This validation type will stop the workflow and not allow progress until the validation is successfully resolved
    b. Acknowledgment - This validation type will stop the workflow and will not allow progress until the validation is resolved or acknowledged
    c. Information - This validation type will not stop workflow and is present to provide Dispatch with important information that they may find useful."
3. Validations within the system will be setup as configuration and PPA will have the option to add/edit/delete these validations
4. The following validations will be added to the system to help mitigate problems and maintain appropriate workflows:
    a. If the Actual Draft on the Job is less than 1 meter and Acknowledgment validation will appear to ensure dispatch is aware of a possible "fake" draft and that they should contact the Agent to get the proper Actual draft
    b. If the Disembark/Ashore on the Pilot E-Source card is significantly (5 minutes?) different from the Job Completion time a validation will appear to ensure dispatch and billing are aware of the discrepancy
    c. Certain combinations of Locations and Vessel Types will have Information validations to inform Dispatchers of specific requirements and areas of concern for this job type. The example given was any location East of Second Narrows to Sea with the Tanker Vessel type will require an information to dispatch
    d. An Acknowledgement Validation will not allow Dispatch to approve a new web order is there is a duplicated (two inbound jobs have same IMO within 48 hours) until acknowledged.
    e. Some of the current Vessel list may not have all the information it is needed for the vessel. When a vessel on the current Job does not have the required information (fields tbd) the system should have a Validation appear that requires that Dispatch fills in the applicable fields.
    f. A validation will be created to inform dispatch when a Job goes to a location at a time where the system sees another vessel is already present
    g. A validation will be created to 'force' the addition of a Transfer to a job if the job's From or To location's master data include 'Requires Transfer'

h. A validation will be created to inform dispatch that this job is still set to a generic anchorage. This validation will be an Acknowledge validation as regularly they will not know
i. A validation will be created to warn dispatch if the FROM location of this job is a berth but there exists no other job with the same vessel and the same TO location.
j. An Error validation will be created that stops a Job from being Dispatched if the company is set as 'Prepayment Required' and the job has not been flagged as prepaid by Billing.
k. If a pilot has been assigned to a job for which he does not have a valid license a validation should fire.

Part 2i, Pilot Assignment Requirements

1. Dispatchers will have a button that allows them to 'Add Call Back Pilot' which will pull the next applicable Pilot from the Call Back list straight onto the Job and automatically select the 'Call Back Job' checkbox on the Job. Dispatch to be able to see master call back list
2. When the system detects that a pilot from another region that is already dispatched within that region is being dispatched for a Job in a different region with 48 hours the system should ask 'Is this a hold?' and mark jobs appropriately
3. If a pilot ever is unassigned from a job the system should popup a confirmation dialog "Are you sure…?'. This dialog will ask if the pilot has left home and, if so, will tell dispatch to stop this unassignment and cancel the job.

Part 3 – Dispatch System

Part 3a, General Dispatcher Requirements

1. Dispatchers will have the ability to enter Jobs on behalf of an agent.
2. Dispatchers will have the ability to enter Master's ETAs on behalf of Ship Masters.
3. Dispatchers will have the ability to view both current jobs and historical jobs
4. Dispatchers will have the ability to edit, cancel and remove current jobs
5. Dispatchers will have limited ability to edit Completed jobs. Dispatchers will now be able to edit jobs up until Billing 'Acknowledges' the job and begins their work.
6. Dispatch will have the following modules to view Jobs:
    a. New Web Orders
    b. Pilot Boards and Rotations
    c. Completed Jobs
7. Dispatchers (and others) will require the ability to query all jobs. Must provide detailed information
8. Jobs with Apprentice/Familiarization Pilots
9. Dispatch needs to able to quickly show Dispatched and Enroute jobs. In either the 'Dispatched' sub tab of the Planning Board or the Job Query, dispatch should be able to easily filter for either Dispatched or Enroute jobs or both when necessary. Enroute means that the job is past the Order Time but no job is present (either this one or others in this voyage) that is complete and ends at an Entry/Exit point. Currently there is a problem where if a job is completed AFTER the job ending at the Entry/Exit that job will always appear in Enroute.
10. Dispatch would like the ability to add a new vessel directly from the Add Job editor
11. Current grids refresh whenever you switch tabs. This same level of refreshing is needed in the new system. Dispatch works quickly and needs to see up to date information asap.
12. The current system has a 2-step process during Dispatch. Dispatch then Send Email. In the new system when a pilot is Dispatched the system will automatically send the email. If the job is flagged as a short order it should automatically cc the automated email to BCCP Directors.

13. An action will be created to email a non-dispatched job. This action should popup the draft email for Dispatch to enter the To and CC. This email should clearly show the job's current state.
14. Dispatch requires the ability to change the To Location and Transfer Method after the dispatch of a job.
15. Job Notes that will only be visible to Dispatch and Billing (internal users)

Part 3b, Handover to Billing Requirements

1. Dispatchers will continue to take phone calls from Pilots upon completion of their jobs to enter appropriate job times (ashore) and properly enter the new List Time of the pilot
2. Dispatchers will take the Debark and Ashore times from the pilot. These times will be held separately from the times entered by the Pilot on their E-Source card for verification purposes. Once these times are filled in the Job's status will automatically update to 'Completed'

Part 3c, Cruise Vessel Requirements

1. Dispatchers will continue to require a function to input a large dataset of the year's upcoming cruises. They need to be able to convert the schedule to jobs but not see them in the Planning Board
2. Dispatchers interact with Cruise jobs months in advance but do not want to see it on the Planning Boards until manually transferred
3. Dispatchers would like an 'Edit Multiple' option to edit many cruises at once (in the ship scheduler?)

Part 4 – Dispatch Boards

Part 4a, Dispatch Board Requirements

1. The system will be setup with a Dispatch Board module. This module will include different versions of Planning Boards and Pilot Rotations based on the selected region. In addition, when a job is selected in the Planning Board subgrids will show information related to this.
2. Each Board will have the following sub grids:
3. Apprentice/Familiarization Pilots - A subgrid will be available that allows the adding/removing of any number of Apprentice and Familiarization Pilots. There should be a column distinguishing between the separate types. Transportation for Apprentice Pilots will be done in remarks
4. Dispatched Jobs, ordered by Order Time
5. An action will be created to Un-Dispatch the jobs on 'Dispatched Jobs'
6. An action called "Add Est. List Time" which adds an Estimated List Time to the pilot and shows him on the applicable rotation board in a separate color
7. An action will be created to "Resend Email". While the automatic email on Dispatch of the job will automatically send, this resend email should popup a draft email for editing and/or adding email addresses.
8. Barges - Showing Integrated Barges by default but allows Adding/Removing of non-integrated Barges
9. Remarks - Will show Vessel Remarks, Job Remarks and other related remarks for the selected Job
10. Audit - Audit details of the selected job
11. The system will allow Dispatch to assign pilots to a Job by dragging the pilot from the rotation to desired job on the board. This functionality will also be available as an action within the Planning Board.
12. Planning Board should always order by: Dispatch Date Time DESC then Order Date Time DESC then Job Number ASC

13. An action (switch?) should be added to each board called 'Show Pilots Plan'. When ON the Pilots should see Pilot Tag column on their Web Portal. When OFF the Pilots should NOT see Pilot Tag column on their Web Portal.
14. Cancelled Jobs should show on the board until removed manually with an action. This will allow Dispatch to cancel the job asap but leave it on their board until all cancellation tasks are completed.
15. Jobs on Detention should show clearly on Planning and Dispatched Boards

Part 4b, Planning Board Requirements

1. There will be five Pilot Dispatch/Planning Boards, each board will have one rotation:
    a. Vancouver Board
    b. Island Board
    c. Prince Rupert Board
    d. Fraser River Board
    e. Long Job Board
2. Additionally, an 'All Regions' board will be created. This board is just for informational purposes to quickly see what the next dispatch is.
3. Jobs should appear on the Planning board as many times as there are pilots on the job (each pilot on a job has a separate row)
4. All boards will be ordered by dispatch time first. See Dispatch Board 4
5. Columns currently available on the planning board should be maintained with the following changes:
6. Tug To and Tug From company should appear as columns
7. When you hover over (or click a button) a job a 'heads-up' display should appear with critical job information
8. When the vessel on the Board is a Vessel Type = 'Tug' with any Barge(s) the LOA column should be prefixed with "C:" to indicated it is a combined LOA and should show total LOA of the Tug and all barges including the 'LOA Change When Attached'
9. When a Job is submitted/added by an Agent, a warning/notification of some kind will be seen by Dispatch similar to the way 'New Web Orders' flash in the current system
10. When an Agent submits a Change Request to an existing job using the Web Portal, that job on the Planning board will be highlighted to indicate there is an outstanding change similar to the current system. Dispatchers will have functionality to tell the system that the Change Request has been processed which will remove the Yellow highlighting. This Job will appear on the 'New Web Orders' page again until the change request is resolved, similar to the current system.
11. An action will be created and available on the planning board to de-duplicate jobs when there is a Master's ETA and an inbound Agent/Dispatch entered Job with same IMO within 48 hours. This action will allow the Dispatcher to choose between the Master's ETA and the Agent Order Time, and the Master Draft and the Agent's Draft.
12. Problem: Currently if a Pilot needs to be called from another Region to do a job in his non-home region a fake job is entered on his home region board showing his transportation to the other region.
    a. Solution: The new boards will allow the addition of a specific Transportation object that is linked to a job and a pilot. This will act similar to a job in that you can add it to a board, link it to a job on another board and add a pilot to it. This Transportation entry will have the following fields: See Job Editor mockup
        i. From Location (required) - Free text field to hold non-ship locations such as airports, helicopters
        ii. To Location (required)
        iii. Dispatch Time (required)
        iv. Transportation Time (required)
        v. Expected Arrival Time

vi. Link Region - When selected this will filter the 'Link Job'

b. Job of Transportation- Allowing the dispatcher to select Jobs from the selected Link Region. This needs to allow both linking and unlinking of jobs as the jobs change through time. Be able to link one piece of transportation for one pilot to multiple jobs (e.g. two shifts). The exact way of linking multiple jobs with transportation will need to be resolved technically. I cannot comment on the exact solution at this time. It is noted that it would be preferable to link transportation with more than one job

c. Job Pilot # - Disabled and set to 1 by Default, if the linked job requires more than one pilot this will enable and allow dispatchers to link this transportation with a specific pilot on a job

13. When the generic 'Call Back Pilot' is assigned to a job an action will be available that allows Dispatch to choose ANY pilot in the system (who isn't retired or deceased)
14. The Pilot column should have a "+" button allowing the adding of any pilot in this region currently on rotation, whether already dispatched or enroute. This is about having a way to add any pilot, regardless of region, to a job. A simple ability to go find any on-shift pilot. This is about having a way to add any pilot, regardless of region, to a job. A simple ability to go find any on-shift pilot.
15. A column should be present on the planning boards showing the number of resolved validations against all validations. If an outstanding validation is an error validation it should show in red, if only a warning it should show in yellow
16. The planning boards should, by default, not show Cruise jobs more than 7 days (configurable) in advance. There should be a parameter that can be used to show them if desired.

Part 4c, Pilot Rotation Requirements

1. Pilots are listed in rotation to the right-hand side of the Dispatch/Planning boards in order based on List Time of the pilot ascending except the following two circumstances:
2. By contract, the Island board must have the Nanaimo pilots below the Victoria board. This does not correspond with the requirement to dispatch Pilots in order. This board must have some type of option (checkbox?) to show the board ordered by List Time (merged), or by default with Victoria above Nanaimo (unmerged).
3. The Long Job board is listed by 'Long Job List Time' which is the List Time of their last Long Job instead of standard List Time.
4. Current columns should be maintained except:
5. Long Job list time is not needed on any rotation (except long job) but dispatch would like an indication if the pilot has a long job list time on the non-long job rotations. This can be as simple as a checkmark.
6. Pilot Rotations will show a flag that a pilot is going off X (configurable) hours from going off the board
7. The Pilot Board will show the Code of each Pilot's license (vessel type and size restrictions) in a column. When a dispatcher interacts (hover over? link?) with the License code the system should display information about the license for reference purposes. This replaces the Years of Service column and remarks about specific restrictions.
8. Pilot Schedules will be entered by Pilot groups using the Pilot Web Portal. Schedules will interact with the rotation in the following ways:
9. Pilots will be added to the rotation at either 12:00 pm (noon) or 23:59 pm (midnight), adding pilots to the rotation will be automated based on schedule
10. Pilots coming off the rotation will continue to be done manually similar to the current system
11. Each rotation board, other than the Long Job board, will have a radio button to show the rotations in two different orders, one with Pilots in standard order and one with pilots assigned to long jobs at the bottom of the rotation.
12. Rotation boards should have an option to 'Show on Days Off'. In the current system this shows pilots that are Deceased or Retired. These pilots should not show.

13. The rotation boards will include a generic Call Back pilot that can be assigned to jobs when Dispatch knows a call back pilot will be used but do not know the specific pilot that will be used.
14. Pilots with an "Estimated List Time" will show on the Rotation Board in a different color (yellow). When the pilot debarks from his current job and gets an Actual List Time the color will revert to normal.

Part 4d, Hold Requirements

1. Dispatch will be able to add a generic 'Hold Pilot' to a job on the Planning Board if they know they will use a Hold Pilot but do not know which specific Pilot they will be holding.
2. If a pilot's job is flagged to hold him after the job is complete that pilot will appear on the rotation board of the region of the TO Location. Dispatch can check and uncheck the 'Hold Pilot' checkbox as required until dispatched. Each time he will appear and disappear from the TO location region's board. When he is dispatched to that job he will disappear from his home region's board. If he is ever removed from the job with a hold, or the hold is cancelled, he will reappear on his original board and disappear from the hold board.
3. An action will be created to "Cancel Hold" a pilot, remove him from his non-home region's board and make him reappear on his home region board. This action will work per pilot on the job and will include options about how this hold was cancelled (Payout/Don't Payout).
4. Dispatch should be able to change between Local Hold and Long Job Hold after the debark of the first job but should not be able to uncheck both boxes completely without using the "Cancel Hold" action.

Part 4e, Grid Color/Notification Requirements

1. Rotation:
    a. If the List Time is an Estimate it should show in Yellow
    b. Pilots are shown in a separate color based on their home region except if assigned to Prince Rupert which will have its own color for all pilots assigned to Prince Rupert
2. Planning Board:
    a. PPA would like to break up coloring per row. Currently this is done by having a different color on each vessel.
    b. Dispatch Time should show in red when that time is reached
    c. A Pilot on more than one assignment will show the Pilot # as red
    d. ETA from Master will have a color to let Dispatchers know, this is currently on the Job #
    e. ETA from Pilot will have a color to let Dispatchers know, this is currently on the Job #
    f. The end of the day should show as a Pink line
    g. If a Web order has been changed the whole Job should appear as yellow
    h. There will be some way (Color?) to show if a vessel remarks is present, if a job remark is present, or if both are present.

Part 5 – Web Portals

Part 5a, General Public Web Portal Requirements

1. A General Public Web Portal will be created with the following pages:
    a. 'In Port/Enroute' - Enroute means that the job is past the Order Time but no job is present (either this one or others in this voyage) that is complete and ends at an Entry/Exit point. Currently there is a problem where if a job is completed AFTER the job ending at the Entry/Exit that job will always appear in Enroute.

b. Basic Traffic Pages such as: Upcoming Arrivals, Recent Departures, etc. Specifics to be discussed at implementation. https://pilot.kleinsystems.com/public/PPA/PPA_CurrentTraffic.aspx
c. All pages on the General Public Web Portal are required to be both in English and French. Where possible, information will be kept in the private web portals to minimize the requirement for translations.
d. 'Requested from industry': Allow searching by vessel name on general public and agent web portals

Part 5b, Agent Web Portal Requirements

1. Agent's will have a Web Portal that they can log into with credentials provided by PPA. This Web Portal includes:
    a. View Current and Historical Jobs
    b. Add New Jobs
    c. Copy Old Jobs
    d. Next Order - Add order starting at the TO location of the selected job
    e. View the Source Cards of historical jobs.
    f. Request Vessels be added to system for selection when adding jobs. This will be an action that will send an email to Dispatch requesting the Vessel be added.
    g. Request updates to current Jobs
    h. View information similar to the current Vessel Status report
2. Agents will have the ability to request notifications of updates to a job. This will send an email when either the Order Time or ETD changes on the job.
3. The Agent Web Portal will have a Mobile friendly version that allows the following functionality:
    a. Add New Jobs
    b. View Current and Historical Jobs
    c. Request Vessels be added to system
    d. Request updates to current Jobs
4. A separate sub-section of the Agent Portal will be created, available by permission to applicable agents, to view Invoices. This Invoice sections will include:
5. An action will be created for Agents to Dispute an Invoice. This action will send an Email to Management and Accounts and mark the invoice as 'In Dispute'. System must ensure Accounts will get the notification of the dispute
6. Once Management has reviewed and responded to the Disputed Invoice, management's response will be viewable in this section.
7. Invoices will have a Dispute Status field. Statuses will be 'In Dispute' and 'Resolved'.
8. Invoice supporting information will also be available.
9. Invoices will show payment status and clearly highlight outstanding invoices

Part 5c, Pilot Web Portal Requirements

1. The Pilot groups will have a Web Portal that they can log into with credentials provided by PPA. This Web Portal includes:
    a. View and edit Pilot Profile information including:
        i. Certificates
        ii. Licenses
2. Pilot Profile Master Data (address, etc.) TBD - Which items are acceptable for Pilot Groups to change and which are not
3. Restrictions
4. View, edit and add Pilot Schedules, including:
    a. Pilot groups will have a set of actions to add/edit/delete long term pilot schedules, including:

b. An action to add and edit a single Pilot Schedule event (ON, OFF, etc.)
c. An action to add multiple Pilot Schedule events (ON, OFF, etc.) using a template
d. An action to delete a single or multiple Pilot Schedule(s)
e. The system should run and display to the Pilot Groups a set of validations, including:
f. Full Time Pilots are required to have 184 workdays per year. These 184 days must be an editable setting.
g. Validate # of pilots to be on schedule per day

5. Pilot groups will be able to view Pilot Schedules in multiple ways, including:
    a. Individual Pilot - Calendar View
    b. Individual Pilot - Grid View
    c. Multiple Pilots - Calendar View
    d. Multiple Pilots - Grid View
    e. When viewing pilots in this way there will be an option to separate between Full Time, Seasonal and Part Time pilots
    f. An action will be created that allows Pilot Groups to make 'Time Off Request's on behalf of a Pilot. They will be required to give a category and/or a comment on why this change was made. This 'Time Off Request' will only be allowed 72 hours (a configurable amount) before the current time and require Dispatch Approval. If approved, the time off will be added to the calendar. If a schedule change is needed within 72 hours (e.g.: Sick Day) a phone call should be made to dispatch
6. View, edit and add Daily Call Back Lists
    a. Allow Pilot Group to indicate which pilot is to be given what call back
7. The above abilities to change a Pilot's schedule will be restricted in the following circumstances:
    a. Do not allow changes to the Prince Rupert Rotation
8. The ability to create and manage logins to the system for individual pilots. Removes need to maintain logins for individual pilots from PPA
9. View Historical Jobs including expense and payout information
    a. Two flags will be created, that can be queried by Pilots/PPA, called 'BCCP Dispute Job' and 'PPA Dispute Job'. An action will be available for BCCP to flag their 'BCCP Dispute Job' as either 'Acceptable' or 'Conflict'.
10. Individual Pilots will have a Web Portal that they can log into with credentials provided by PPA (or Pilot Groups as above). This Web Portal includes:
    a. My Schedule - A module will be created where Pilots can see their own long-term schedule
        i. An action will be created to export a pilot's schedule in a standard calendar format so the pilot can import it into a calendar application on his phone
    b. Previous Jobs - A module will be created where Pilots can see previous jobs that they have completed including expense and payout information
    c. Current Planning Boards and Rotation - A module will be created where Pilots can see the current Jobs that are scheduled for each board. By default the Pilot Assignments will not be shown by default. Dispatch have a switch to show and not show the pilot column.
    d. Dispatched Jobs - Jobs Dispatched that have not been completed
    e. My notifications - A module will be created where Pilots can see, set and modify how they wish to be notified about jobs. Idea only, not sure about implementation
    f. My Information - A module will be created where Pilots can see their personal information. Configurable by PPA to alleviate privacy issues
11. Individual Pilots should have the ability to submit Worklog information for jobs on the web similar to how they do it on the E-Source Card. If this is created, the standard workflow will be followed. Pilot will call Dispatch. THIS MUST HAPPEN. Then later submit on the website instead of on their phone application.

Part 5d, Service Provider Portal Requirements

1. When Helicopters are selected in the current system the 'Transfer Remarks' are automatically sent to the Helicopter company in a user portal
2. To be enhanced to allow any service provider that is indicated/created thusly

Part 6 – Billing/Accounting System

Part 6a General Financial Requirements

1. PPA's system will be configured to be the primary point of charge generation, BCCP pilot payout generation and invoice creation. This includes the creation and invoicing of Pilot Job related charges, certain non-Pilot Job charges, Pilot Payouts and the ability to create miscellaneous charges.
2. The process to create Charges and Payouts is accomplished by objects within system called Tariffs. To avoid confusion all references hereafter referring to system's tariff objects (the processes used to create chargeable fees) will be referred to as "tariff items" so as not to be confused with PPA's Tariff document. These tariff items will be configured to allow billing of the current PPA's tariff.
3. system will hold Rates that are used by system's tariff items. These Rates include applicable information on this rate including Start Date, End Date, Rate, GL Code (portion related to charge type), etc. These Rates are master data that can be maintained and updated by PPA through time.
4. system can create charges in several separate ways:
    a. Automatic Charges - The standard job workflow will automatically create all typical charges when the Billing user acknowledges the job.
    b. Manual Charges - Some charges/payouts are not possible to create automatically due to a non-standard nature or because the billable information needs to be manually entered. In this case, charges/payouts can be created manually by clicking an 'Add' button in the appropriate module.
5. Pilot Expenses compilation will be automated as much as is possible. This includes changes to data entry using the E-Source Card. These changes are included on the E-Source Card Worklog mockup.
6. The system will be setup to allow Finance to change the Payout side without changing the Invoice side or vice versa.
7. The system will be setup so that when Finance changes the Payout side or the Invoice side of Billing, they are changing the source item so that subsequent recalculations of charges do not override the changes that have been made.
8. If a Recalculation does not match a manual edit then a Validations should ensure billing knows about it. To re-iterate, the print proof module needs to be editable.
9. Audit log should log the discrepancies on edit and recalculations.
10. Billing will continue to do both Invoicing and Payouts at the same time.
11. Billing will continue to process Jobs in Pilot Source Card entry order.
12. Billing will have a separate queryable view (grid) to view jobs that are completely billed (in the 'Billed' status).
13. Each Job should create one (and only one) Invoice within the system.
14. Each Job should create one (and only one) Payout to Pilots per job within the system.
15. If small adjustments are need to either the Invoice or Payout after they have been posted the system will allow Adjustment Invoices or Adjustment Payouts. These will be tagged with the same Invoice/Payout number on posting but will be suffixed with "-1", "-2", etc.
16. When adding or editing an invoice/payout adjustment you should be able to select a line from the current invoice/payout for adjustment and have it pre-fill in the "Add Adjustment" action
17. Billing should be able to enter billing remarks against a job that are not available externally.

18. Jobs will have a set of validations that have to be resolved to move the Job upwards within the Billing Statuses. These validations should include:
    a. If the Pilot's E-Source card's Disembark/Ashore times are different from those entered by Dispatch, there will be a validation that billing will have to resolve
    b. If the Pilot's E-Source card's 'Hold Job' flag is different from the Dispatch flag there will be a validation that billing will have to resolve
    c. If the Company has been set to always require a PO# on their invoices in the Company Master Data, the system should stop the Invoice from posting if a PO# is not present.
    d. If the Dispatch Expected Travel Time is more than 8 hours from the Pilot's Leave Home Base a warning validation will fire
    e. If a job includes information indicated a Pilot was held in Stewart, the system should warn the Billing user to ensure that they properly asses and deal with the remote charge.
19. Payouts are not needed for Fraser River jobs as they are paid outside of the system.
20. If an E-Source card is not submitted PPA will bill the job with the "best information available". Billing will need the ability to enter all information normally entered by the pilots via their E-Source cards.
21. The Print Proof 'Side by Side' way of reviewing an entire job will be maintained and replicated.
22. The system should no allow deletion of automatic charges. Billing will be able to alter each charge individually and 0 them out if necessary.
23. An action (on Print Proof?) will be created called 'Change Billing Flags' that will update a set of flags that change how automatic charges are generated. These flags include:
    a. Kitimat Walk Over - Manually billing flag
    b. Moveage - Automatically calculated but Billing will be able to override/change
    c. No Agent Billing - For when that pilot will be paid out but the agent will not be charged
    d. No Agent Delay - For when the delay charge doesn't apply to billing. Note: there is no payout to pilots in this circumstance.
    e. No Excess Hours - For when the agent will not be charged for Excess Hours
    f. No Pilot Payout - For when you bill agent but do not payout pilot
    g. No Remote Charge - For when you bill agent but do not bill the 'Remote Charge'
24. Jobs will have a set of automatically calculated fields to show Billing users important information. These flags include:
    a. Job Over 8 Hours - shows that the pilot was on a job for over 8 hours
    b. Restricted Ship - Pilot will indicate this on his E-Source card, a Manager will approve, charges will calculate automatically and this will show to Billing to ensure payouts are dealt with properly
    c. Short Order - Will be entered by dispatch and shown as a flag to Billing
    d. Tethered Ship - Tankers under 40,000 dwt loaded with product required tethered tugs to navigate Second Narrows and Haro/Boundary
    e. Tethered Ship with GRT - Tankers over 40,000 dwt loaded with product required tethered tugs to navigate Second Narrows and Haro/Boundary
25. The system should allow the addition of 'Explanation of Charge' remarks against the whole invoice or each invoice line.
26. Billing should be able to create an adjustment "-1" invoice or reverse the entire invoice and rebill
27. Certain groups of jobs will have to be billed all together. This includes Pilot Change and Walkover (linked) jobs, Holds, and Fraser River jobs (both BCCP and FRP). For these jobs the system should hold them back and Billing will have to acknowledge the entire group.
28. The system will need to show the feedback/communication of the Manager Approval process (and Request Information process?) to billing when the job is assigned back to Billing
29. Billing Users will have the ability to enter a Source card similar to how the Pilots do it on the E-Source Card
30. Billing Users will have the ability to Override important information coming from either Pilots or Dispatch to affect billing/payouts. These overrides will not change the original data items and will

be held separately so that the discrepancies can be reported on. Items that can be overridden should include:
   a. All Job Times
   b. DWT
31. Billing will be able to see Detention Time, exact way it flows from dispatch/pilots table
32. When looking at whether a pilot is held, Accounts needs to be able to perform a query to ensure that they can see all the jobs that a pilot has done (including from, to, order time) in order to ensure that they can review a pilot and dispatch discrepancy on holds. Query should have all the parameters that the existing system has.
33. Billing will have the ability to view Shift Pilots over time. Either in a separate query or within a current query.

Part 6b, General Finance Workflow Requirements

1. For a single Pilot Job Billing will undertake the following process:
   a. Dispatch will talk with Pilots over the phone to take Disembark information. This automatically places the Job in the 'Completed' status.
   b. A job will sit in the 'Completed' status until the Pilot submits their E-Source card. This automatically places the Job in the 'Submitted' status.
   c. Throughout the 'Completed' and 'Submitted' statuses Dispatch will be able to make changes to Jobs. This ability to edit the job will be disable two hours after the job is completed.
   d. Billing can review 'Submitted' jobs and 'Acknowledge' them indicating that they have begun to bill this Job. Billing must Acknowledge jobs in the order in which they are submitted.
   e. If an 'Acknowledged' Job needs a change that requires a Manager's approval Billing can send the job to the manager and the Job will be placed in the 'Mgmt Approval' status.
   f. Once a Manager approves/changes jobs in the 'Mgmt Approval' status they can send the job back to Billing by reverting the Job to the 'Mgmt Complete' status.
   g. If an 'Acknowledged' Job needs more information they can send the job to a different group (Management, Dispatch, Coastal Pilots, River Pilots) and put the job in the 'Paused For Info' status. Billing will have the ability to 'Un-pause' a paused Job.
   h. Billing will be able to quickly find and review 'Mgmt Complete' status jobs, resolve management comments and re-'Acknowledge' the Job.
   i. Billing will review the Job, Disembark Info, E-Source Card results, Expense Submissions and cross-reference to confirm all information is reasonable and correct. Billing will then use an action to change the Job to the 'To Be Billed' status. This action will automatically create all charges and payout to pilots for this job.
   j. If Billing finds an error in submitted Pilot expenses, they will be able to Add/Edit/Remove the expense using a specially created action which will include the Category of change and Comment to Pilot Group. To re-iterate, the print proof should be an editable document which Accounts primarily uses as their review adjustment tool.
   k. Billing will then review the draft invoice and draft payout in a side-by-side manner similar to the current system. Billing can either 'Post' the Invoice and Payouts (at the same time) or make changes and recalculate Charges and Payouts.
   l. When the Invoice and Payouts have been posted Billing will have an action to 'Close Job' (or it is automated) which the system will automatically lock the Job send the Job to the 'Billed' status
2. If a job is created for an agency without credit with PPA that job will be sent to billing for prepayment approval. Billing (or Managers) will require the ability to see these items and approve them when prepayment is received.
3. Certain jobs will need to be billed together and will not use the First In First Out rule that governs billing the majority of jobs. These jobs include:

a. Pilot Change / Walkover jobs, if these jobs are linked, they should be billed together.
b. Jobs with non-cancelled holds between them. If more than one hold in a row all jobs should be billed at the same time
c. FRP and BCCP jobs should be billed together for jobs with both involved (Fraser River inbounds and outbounds)
d. When jobs are linked, they should not show to be billed until both jobs (and all pilots on all jobs) are submitted
e. If a Billing user acknowledges a job that required another job to be billed at the same time the system should auto-acknowledge the related job(s) and inform the user. All jobs will automatically be assigned the same billing person.
f. Billing should not see and/or be able to Acknowledge jobs if any pilot on that job was held prior or after the job and those jobs are not ready to be billed (Submitted status). This will chain jobs together in a 'Waiting' status until all pilot hold chains are complete. When Acknowledged the Billing person will Acknowledge the entire chain and bill it all at once.

Part 6c, 'To Be Billed' Module Requirements

1. Billing will have a queryable view (grid) to view jobs that are awaiting billing in order of their completion. Jobs will not be editable until they are acknowledged. This grid will:
    a. Have a configurable setting to not show Jobs within a certain amount of time of their completion, regardless of whether the Pilot has submitted their E-Source Card. This is to allow Dispatch time to fix issues. Set at 2 hours
    b. Show all jobs that have been 'Submitted' are not yet in the 'Billed' status.
    c. When a job has been Invoiced and Payed out, the job will automatically go to the 'Billed' status and disappear off the 'To Be Billed' board
    d. When a posted Invoice has been reversed it will reappear on the 'To Be Billed' board for review and approval. If a reversal is present on this job 2 new buttons should appear on the subgrid. 'Delete Reversal' or 'Post Reversal'.
2. As shown on the 'To Be Billed' mockup, a module will be created to allow Billing to create invoices and payouts for jobs. This module will include a top grid showing jobs awaiting billing and supporting bottom grids.
3. Jobs that are waiting for "chains" of holds to be billed will appear by default on the To Be Billed query but will be clearly shown and will not be acknowledgeable. A parameter will be available on the query to hide these jobs if desired.
4. An action will be needed to have Billing add or edit expenses on a job. This action should ask if this is a payable or non-payable expense and deal with the expenses appropriately. If the jobs payout has already been posted this action should create an adjustment payout. Adjustment payouts need to be 2nd person verified prior to posting.

Part 6d, Review Process Requirements

1. The system will not by default requires review of standard charges and payouts. Certain circumstances will require that a second billing person will have to review the charges and approve them. These circumstances include:
    a. If there is any non-standard billing/payout on this job such as:
        i. Manual Charge/Payout (Misc. Tariff)
        ii. A charge/payout has been changed from what the system calculated
    b. If the invoice/payout has been reversed
    c. If an adjustment invoice/payout has been created
    d. Charges for delays are removed frequently. To allow Billing users to remove this charge without always requiring a second person verification an Action will be created that requires a reason drop-down list be selected. On certain values the need for a second

person verification will be waived. Examples include Specific Delay removal reasons for this drop down:

i. Heaving anchor

ii. East of 2nd Narrows due to tides"

2. These reviews will be shown as standard billing tasks and will need to be completed in order similar to regular job billing.

Part 6e, Print Proof Requirements
The print proof is the primary review and editing tool for Accounts. It should therefore be editable

1. PPA Billing will use a 'Print Proof' to review a job prior to creating Invoices. An example of the Print Proof has been mocked up. This Print Proof will create charges and show them in context with all information needed to review them. This Print Proof will show both charges and payouts.
2. Information from both the Pilot E-Source Card and Dispatch will show on the Print Proof and any discrepancies will be highlighted
3. Any manual charges or changes to automatic charges should be highlighted
4. Generally, this print proof will be similar to the current Print Proof excepting:
    a. More than 2 pilots may need to be shown
    b. If a field is not used, they should not show. Specifically, the extra Arrival and Sailing times should be hidden if not used.
    c. Locations should show as code not number in the Pilot's time section
5. On Cancellation Review the Print Proof should show if there is a discrepancy between Dispatch saying 'No Charge' and Pilot saying 'Charge'
6. Billing will be able to add both an Explanation of Charge (shown on invoice) and Internal Remarks to the Invoice side of the print proof
7. Billing will be able to add both an Explanation of Payout (externally visible) and Internal Remarks to the Payout side of the print proof
8. Invoices will be posted from the Print Proof
9. The Print Proof will show the Expected Travel Start Time from Dispatch to be verified against the Pilot's Leave Home Base
10. On holds, the second job's Print Proof will show the disembark time and dispatch time of the first job on each pilot's time section
11. If a vessel's particulars (LOA, Extreme Beam, GRT, Deadweight) have changes since the last job that detail should be flagged in some way to billing (color? Validation?)
12. Remarks fields should be available on the Print Proof to allow 'Explanation of Changes' for both Payout and Invoice sides. This allows Billing to enter remarks to be seen by pilots (when applicable) and other billing users about the changes made.
13. Short Order Info needs to show on Print Proof
14. If a pilot has submitted a Hotel or Taxi expense, charged to the Diner's card, over the pre-approved limit, the Print Proof should highlight the expense and provide a link to the picture of the receipt.
15. The system will compare Home Taxi deductions versus # of holds (before and after) and if different should highlight the discrepancy on the Print Proof
16. When reviewing the Print Proof, Billing should easily see whether the pilot was held (on either side of the job)
17. The Print Proof will show if the pilot is a Prince Rupert rotational pilot, a Shift Pilot or a Call Back.
18. All fixed expenses will show on the Print Proof with Payout fixed amount
19. All Diner's Club paid expenses will show on the Print Proof with a Non-Payout amount
20. All Personal Card expenses will show on the Print Proof w/ Payout variable amount
21. The Print Proof should show Pilots that were previously dispatched to this job and then cancelled. Additionally, the system should have an action to add expenses and payouts for these pilots (not on current job). This action should ask what type of verification is needed for these (No Validations, 2nd Person Validation, Mgmt Validation) and a remarks field.

Part 6e, Cancellation Requirements

1. Cancellations after dispatch will come to billing to be resolved in the status 'Cancellation Review'. These will appear in the standard 'To Be Billed' billing grids and will have to be resolved in order similar to any other job.
2. Billing will have the option to bill the cancellation as a standard "full blown charge" job.

Part 6f, Invoice Requirements

1. Invoices posted will be automatically be sent to the appropriate Company through email. This daily email will batch all invoices for the company and send the company(s) one email per day at 1700 with all invoices for the day. $0 Invoices will not be sent to agents.
2. If an invoice is reversed prior to being sent to the customer the invoice will be removed and not sent in the daily batch. If the agent has been sent the invoice, they should receive the credit memo for the reversal.
3. If an Invoice is posted and the Company/Account does not have an email address to send the Invoice to, PPA will be prompted to print and send the Invoice via regular mail
4. Invoices will include some indication to go to the Web Portal for more information
5. All Invoices will be NET15 days to payment
6. Posted Invoices will be searchable using the Invoice module (see all invoices together) or by using the Job module (view invoices in sub-tab).
    a. Billing will be able to view, reverse and/or resend and invoice from either of these places.
    b. The Invoice module will show all applicable remarks, whether internal or external, such as Invoice remarks, Job remarks and Vessel remarks.
7. Adjustment Invoices/Payouts will be searchable by a filter for Adjustment and searchable by Approval Requirement
8. Billing should be able to enter a customer's PO# on each invoice. If a default is set on the Company's master data, the invoice should create with that number prefilled.
9. Internal Remarks fields (Invoice Remark, AR Remarks, etc.) should be editable after the posting of invoices/payments.
10. The Billing Date of invoices/payouts is the date of invoice posting by Accounts. The payout date should be the date set by the Accounting Manager.
11. The GL Period of invoices/payouts will be based on the Completion Date
12. The Invoice date will always be the date the Invoice is posted and payment NET15 will be based on this.
13. Adjustment Invoices/Payouts will have a Billing Date and therefor GL Period of the date of posting

Part 6g, Accounts Receivable Requirements

1. AR for PPA will continue to be done within system
2. In the current system an AR report is run and entered into PPA's AccPac Financial System once per month. In the new system, this will become an export process with a configurable schedule (once per month/once per week/once per day at PPA discretion. Additionally, an action will be created to trigger a Manual Export as required. Permission for this action can be given only to administrative users.
3. AR within the current system works well and will be replicated within the new system as much as is possible.
4. System should be able to take prepayments prior to job.
5. The AR Remarks field on invoices will be maintained and the field's size will be increased.

Part 6h, Cost Module Requirements

1. A module will be created to allow the review of completed and billed jobs (after all normal workflows are complete). This module will allow the addition/modification of costs against the job. Exact workflow and actions TBD.
2. The system will have an action to allow the addition of non-payable expenses to a job after the job is Invoices and Paid. This is in addition and separate to adjustments to Payouts to add payable expenses.

Part 6i, Adjustment Requirements

1. When posting adjustments, the system should ask the user what approval is needed. Options are: Post without Approval, Post with 2nd Person Verification, or Post with Management Approval.

Part 6j, Management Approval Requirements

1. Billing will have an action that allows them to send Completed jobs to Management if it is determined that this job requires some types of approval during the billing process. The action will have the following fields:
    a. Reason - A dropdown with a types list of Management Approval reasons
    b. Context - Options: 'This Job Only', 'All Jobs This Ship'
    c. Billing Remarks - A free text field allowing Billing to provide information and ask for specific approval"
2. If the 'All Jobs This Ship' context is selected, Billing will need some kind of indication (color?) on all jobs with this ship so they know to not bill the other jobs until the Manager has dealt with the approval process
3. Management will have the ability to view all Jobs that have been referred for Management Approval to review the Job and Billing's comments.
4. Management will have an action to 'Provide Mgmt Decision' that allows them to approve/reject the request and provide comments/remarks on reasoning and what should be done. When this action is completed the job will revert to its previous status. This will mostly send the job back to 'Acknowledged' if the Job was sent from billing.
5. Management will need to approve any job with the following items:
    a. Restricted Ship
    b. Hampered
    c. Dead Ship
    d. Excess Hours

Part 6k, Billable Charges and Payout Requirements

1. Pilot Job billable charges will be created based on the current 2-tier systems charges with the following changes:
    a. Standard Detention Time - Standard Detention Time is currently included in the hours charges. In the new system this will be split out into separate line items on both the invoice or payout
    b. Royal Roads Anchorage - If a job's To or From location is Royal Roads Anchorage a Brotchie Launch (and all related charges such as Pilot Boat Replacement and Launch Fuel) should be charged.
2. Pilot Payouts will be created based on the current 2-tier systems payouts with the following changes:
    a. Travel Over Detention Time - Travel Over Detention Time will be a new separate line item on payout. There will be separate charge for Travel To a job and Travel From a job
    b. In the previous system payments for Holds were added to the BCCP payments outside of the system. In the new system the link that is shown in the current Holds report will be used to auto payout holds

        i. Hold and cancel charges if applicable will be attached to the 1st job
        ii. Hold and job complete charges if applicable will be attached to the 2nd job
    c. In the previous system payments for Call Backs were done manually outside of the system. In the new system Call Backs will be paid out automatically. The Call Back Report will be run during the month end process to compare Call Backs and Sick Days and calculate the 'Call Back Claw Back' which will be added as a manual negative payout on the BCCP Company.
3. The following Charges/Payouts will be maintained from the current system, including: (Not a comprehensive list but close)
    a. ***ALL charges currently in the 2-tier system will be transferred to the new system. The list below is meant to be comprehensive but if any charges in the current system are missed, they are considered IN SCOPE and will be created in the new system ***
    b. Cancellations
    c. Dead Ship
    d. December 25 Charge Hours
    e. Delay
    f. Excess Hours
    g. Fuel Charge - Triple
    h. GST
    i. Hold Between
    j. Launch Charges (Basic, Brotchie, Cape Beale, Nanaimo, Sand Heads)
    k. Launch Fuel
    l. Miscellaneous - Company
    m. Miscellaneous Payout - Company
    n. Miscellaneous - Pilot Job
    o. Out of District
    p. Out of Region 1
    q. Out of Region 2
    r. Outbound Credit
    s. Pine Island (Assignment, Launch, Walk Over)
    t. Pilot Boat Replacement Charge
    u. Pilot Call Back
    v. Pilot Expenses
    w. Pilot Hold
    x. Pilot Hours
    y. Pilot Return to Home Base
    z. Pilotage Unit
    aa. Port to Port
    bb. Prince Rupert Anch 10-31 Transfer
    cc. Prince Rupert Anch 8 & 9 Transfer
    dd. Remote Port Charge
    ee. Restricted Ship
    ff. Second Pilot
    gg. Short Order
    hh. Standard Expenses (Fraser River, Moveage, Northern, Southern, Prince Rupert)
    ii. Technology Charge
    jj. Tethered Ship
    kk. Triple Island
4. All charges from the current tariff and in the current system need to be accounted for. Including launches, fuel, tech charges and others

Part 6l, Tariff Item Requirements

1. Miscellaneous - Company - A blank manual tariff item will be created that allows Billing to create manual fees for charges against any Company in the system. Billing will have to enter all information required to properly bill the desired charge.
2. Miscellaneous Charge - Pilot Job - A blank tariff item will be created that allows Billing to create manual fees for charges attached to a selected Pilot Job. Billing will have to enter all information required to properly bill the desired charge. Specifically, this tariff item will also be used for pass through charges in addition to one-off charges.
3. Miscellaneous Payout - Company - A blank tariff item will be created that allows Billing to create manual payouts attached to a selected Company. Billing will have to enter all information required to properly payout the desired item. Specifically, this tariff item will be used for Shift Pilot payouts and Call Back Claw Back negative payouts in addition to one-off payouts.
4. Tariff Items will be created to replicate all charges from the current 2 tier system (see the ChargesDocument.txt for a more in-depth view of these items)

Part 7 – E-Source Cards

Part 7a, E-Source Card Workflow Requirements

1. Pilots will still receive emails and phone calls from Dispatch at the dispatch time of the job.
2. Pilots will be able to review job information on their mobile device for upcoming and past jobs (short term past only).
3. Pilots will fill out a Worklog (Source Card) with job information and submit that worklog once complete.
4. Pilots will enter Disembark/Ashore on the E-Source card separately and in addition to telling Dispatch over the phone on Job completion. This will be used for the cross validation of Job Times and will be held in separate fields.
5. On Job cancellations the system should send an automatic notification to the pilot to refresh the job on his phone
6. Acknowledgement from the E-Source card is not needed as Dispatch always calls pilot for Acknowledgement prior to dispatching the job

Part 7b, E-Source Card Job Information Requirements

1. The E-Source Card Job Information screen has been fully mocked up in the Mockups file. Please review it in combination with these requirements.
2. Pilots will see the information needed to complete their job. This is all the information currently on the Job Notification email with the following addition/changes:
    a. Last Laden Speed and Last Unladen Speed of Vessel
    b. When Apprentice/Familiarization Pilots have been assigned to the same job Pilots should see the name and cell phone number of those pilots
    c. Detention Time
    d. The pilot should see if he should Hold in place after the job. The E-Source card should not distinguish between local or long job holds.
    e. Travel Information
    f. Hotel Information
    g. Terminal Deficiencies
    h. Show combined LOA of tugs and barges
    i. Original Order Time at time of dispatch

Part 7c, E-Source Card Worklog Requirements

The E-Source Card Worklog screen has been fully mocked up in the Mockups file. Please review it in combination with these requirements.

1. Once the job is completed Pilots will have to enter required Job Information in a worklog. This information includes:
    a. Job Times:
    b. Leave Home
    c. Leave Home Base (Long Jobs only)
    d. Ordered Time
    e. Report To Ship
    f. Start BW
    g. First Line Released (if leaving berth)
    h. Last Line Released (if leaving berth)
    i. Sailed (three separate Sailed and Arrived are needed for split bridge watch)
    j. Arrived (three separate Sailed and Arrived are needed for split bridge watch)
    k. First Line Tight (if arriving at berth)
    l. Last Line Tight (if arriving at berth)
    m. Completed BW
    n. Debark Ship
    o. Arrive Home Base (Long Jobs only)
    p. Arrive Home
2. Every Job must have a Home Time except if the pilot was held at the end of the job.
3. If Pilot Arrival Time is after Order Time, Pilots will have to indicate why with one of the following options:
    a. Vessel Late
    b. Prior Job
    c. Pilot Boat Busy
    d. Transportation Delay
    e. Pilot Fault
4. Pilots should have the ability to enter/save the Bridge Ticket on their source card. When filled in the 'Bridge Ticket Received' checkbox should be filled in automatically.
5. Pilots should be able to submit corrections to vessel characteristics such as LOA, Beam, Draft, GRT and Deadweight. When Pilots submit these updates management must review and approve the update prior to billing this job.
6. For Tug and Barge jobs pilots will have to enter the draft for both the tug and the barge
7. The E-Source card should require a Master's Signature. This signature will have certain fields required prior to being entered and will lock those fields when signed. These fields include all fields above the Master's Signature field on the worklog mockup.
8. E-Source card should allow Pilot to add expense information. This will be done as shown on the worklog mockup.
9. E-Source cards will have to pass a set of validations prior to being submitted by Pilots. These validations should include:
    a. If an expense is over the pre-approved limit (only applicable to Hotels and Taxis charged to Diner's card) the pilot should be informed and asked to take a picture of the receipt.
10. Pilots will have the ability to enter information on Delays…
    a. Delays will be entered in the following circumstances:
    b. If the Delay is < 40 mins the Pilot has the option of entering a delay reason
    c. If the Delay is >+ 40 mins the Pilot must enter a delay reason
    d. Delays will have the following categories:
        i. Weather
        ii. Terminal
        iii. Pilot

iv. Launch
v. Ship
vi. Other (when this is shown then a comment must be entered about the reason)

11. Pilots must indicate on the E-Source card if this was a 'hold' job. This indication will be held separately from Dispatches for cross validation.
12. When looking at whether a pilot is held, Accounts needs to be able to perform a query to ensure that they can see all the jobs that a pilot has done (including from, to, order time) in order to ensure that they can review a pilot and dispatch discrepancy on holds. Query should have all the parameters that the existing system has. See General Finance 33
13. Pilots will enter the speed and whether this speed was 'Laden' or 'Unladen' (two fields, choice of Laden and Unladen, decimal value speed in knots)
14. Pilots should be able to submit their E-Source cards prior to calling dispatch to 'complete' the job. In this circumstance the job's status should stay at 'Dispatched' until the job is completed.
15. Pilots should have the ability to take a picture of receipts and attach them to their submitted worklog as verification of expenses
16. For outbound Coastal Pilots from the Fraser River Berths the E-Source Card should include a waypoint for Sand Heads.
17. On cancellations (if after dispatch) Pilots should have to enter their Left Home and Returned Home times
18. Pilots will have the ability to change the Transfer Method. This allows Pilots to indicate if something changed on the Job. If the pilot changes the Transfer Method, Accounts will see the original and the new transfer method and it should be highlighted (Color?) when viewing the job in the Print Proof
19. If job information is changed after the Pilot has already entered some information into the worklog, the E-Source card should update without removing the data already entered.
20. Pilots should be able to change the ETA from the worklog. When updated in this way the job should be flagged as 'ETA From Pilot'
21. BCCP will have a separate distinct Worklog from River Pilots. The above described the BCCP.

Part 7d, E-Source Card Job Cancellation Requirements

1. If a job is cancelled the E-Source card will have different behavior depending on the status of the job:
    a. If the job wasn't dispatched nothing will happen as the job will not be on the E-Source Card
    b. If pilot has been dispatched but has not left home, the E-Source card will show the job as cancelled but the pilot will not have to enter anything.
    c. If pilot has been dispatched and has left his home then gets cancelled the pilot should enter appropriate information on the E-Source card (Left home, arrive home)
    d. If pilot has been dispatched, has left his home and arrived at the job then gets cancelled the pilot should enter appropriate information on the E-Source card (Left home, reported, debark, arrive home). This should be prompted to bill as a regular job using the default draft from dispatch

Part 8 – Master Data

Part 8a, General Master Data Requirements

1. The new system should hold "Master" Master Data including (but not limited to) Agencies, Contacts, Hotels, Airlines, Flights in addition to standard Pilot Master Data categories

Part 8b, Location Master Data Requirements

1. A field will be added to Location called 'Tugs Required' that will indicate if Tugs are required for movements to/from this location
2. PPA will set and use 'Default Side-To' for appropriate location. The field's selection should be defaulted on both dispatch and agent Job Entry actions when the location is selected
3. Locations will be linked with the Launches that service that location allowing the system to dynamically show all applicable Launches to be selected based on the Location selected. This is meant as a 'many to one' relationship allowing multiple launches per location. This is not meant to link tug companies.
4. Locations will have a typical travel time (dispatch time for this region will be held on the region)
    a. OFI: Locations travel time can be broken down into specific steps (e.g.: Rank 1 = Taxi 1 hr., Rank 2= Water Taxi 1hr) rather than a total time. This would require a ranked sub-grid with add, edit, and delete actions. This broken-down typical travel could be shown to agents when they make a web request and could auto-transfer on job creation to the Travel section on the job (see mockup)
5. Location Regions will have a dispatch time (travel time for the From Location will be held on the Location)
6. Master Data for Combinations of locations are required for the following reasons:
    a. For each combination of locations (or location area) the system should hold the default pilot requirements (1 Pilot, 2 Pilots, or 2 Pilot but can choose 1).
    b. For each combination of locations (or location area) the system should hold the region of jobs for those movements
    c. For each combination of locations and a Vessel Type PPA should be able to add flags to indicate to dispatchers areas of concern via information validations on the job. These combinations should also include a place to enter an Information to be displayed to Agents at job entry time. Example for agent information was "There may be an additional charge for this job…
    d. For each combination of locations should hold which Tidal Windows need to be calculated
    e. For each combination of locations should hold a Rest Period to be used to calculate a List Time based on Ashore Time plus Rest Period
    f. A remark field should be available
7. Locations should have a flag to indicate that this location is not a Final Destination (such as Pilot Change locations like English Bay, Sand Heads or Inner Harbour) and that a second job will be required. If a job goes to a Pilot Change Station there is functionality to ask for a 'Final Destination' and 'Should this link?' <- Default to NO and auto-popup a second job entry screen
8. Locations should have a flag to place them in inactive status. This would keep historical jobs linked with the location but not allow that location to be selected for new jobs.
9. Locations will have a flag indicating that a Transfer is required for movements to or from this location.
10. Generic Anchorages will have a flag to indicate their generic nature.
11. Locations will each hold a minimum order time (currently called Default Notice time). This time should be changeable as different service agreements start/end.
12. Terminal Locations should be created to hold Terminal Deficiencies. Pilots would like to have the information be the same between Pilot PPU and this system. At least Location Notes added to Source card
13. Location SOP documents should be held on location master data. Pilots would like to be able to add/edit/delete these via the Web Portal

Part 8c, Pilot Profile Master Data Requirements

1. The system will have a module allowing the creation and maintain of Pilot Profiles by users with applicable permissions. An audit log needs to be available.

2. The following items will need to be added the current Pilot Profile information:
   a. Date of last Medical
   b. PPU #
   c. Credit Card CCV (this should show obfuscated (****) with a 'show' button that will make it viewable if the current user has appropriate permissions
   d. Equipment (VHF, others)
   e. Passport Info
3. The system must allow PPA to place Pilots into inactive statuses such as 'Retired' and 'Deceased'. The Pilot should not appear in active use but old jobs should still be linked with the Pilot and Pilot information should still be available.
4. Current Pilot Profile information fields should be maintained. Specifically Hire Date is important for Licensing purposes
5. A Pilot Profile type is needed to distinguish between normal Pilots, Familiarization Pilots and Apprentice Pilots. Standard pilots will also need to be distinguished between Full Time, Half Time and Seasonal.
6. Pilot's home base, home address, email address and phone #'s (all contact info)

Part 8d, Vessel Master Data Requirements

1. As vessels change through time the system will hold historical versions to ensure that previous jobs are linked to appropriate Vessel version. The system will allow PPA to configure which fields will trigger a new Vessel version to be created. The fields are:
   a. Vessel Name
   b. Call Sign
   c. LOA
   d. Beam
   e. Max Beam
   f. Summer Draft
   g. Air Draft
   h. GRT
2. Vessels should have a flag to place them in inactive status. This would keep historical jobs linked with the vessel but not allow that vessel to be selected for new jobs.
3. Users should have the ability to add documents to a vessel's Master Data.
4. Vessel lookups throughout the system should allow searching by IMO and Call Sign by default in addition to searching by Name
5. Vessel Sea Speed is a vessel attribute that is the speed of the vessel at manufacture and should default to what Lloyds says the vessel speed is.
6. Last Laden Speed is a vessel attribute, filled from a Pilot's E-Source card of the last speed entry of when this vessel is laden
7. Last Unladen Speed is a vessel attribute, filled from a Pilot's E-Source card of the last speed entry of when this vessel is unladen
8. Vessels with a Ship Type = 'Tug' will have an extra sub-tab available called 'Barge Integration' where one or more Vessels of Vessel Type = 'Barge' can be added/removed. When orders are placed for this Tug the Integrated Barge(s) will be added automatically.
   a. Sometimes when a Tug is integrated with a Barge the total LOA is less than the combined LOA of the Tug and Barge. There will be an optional field called 'LOA Change When Attached' for each integration of a Barge that can have a negative number added to shorten the Combined LOA appropriately. This 'LOA Change When Attached' version of Combined LOA is for Dispatching purposes and will not affect Billing.
9. Vessels will have a 'Sensitive' flag that when checked will not show any jobs for this vessel on the external Web Portals.
10. A new field will be added called Vessel Displacement Tonnage

11. Pilot's would like to integrate Vessel defect information between the system and the Pilots' PPUs. (potential future upgrade)

Part 8e, Agent Company/Contacts Master Data Requirements

1. A field on companies called 'Reporting MISC' will be created that will make this company aggregate into a 'Miscellaneous Companies' grouping on reports
2. Companies/Contacts will have a flag called 'Include in Phonebook' this will show this company in the quick reference phone book
3. A phonebook module will be created to quickly show users all Companies/Contacts flagged to be on the phonebook. This phonebook should be searchable. There should be a small remarks section for the entries.
4. Flag indicating the opt out of emails Invoices will not be replicated in the new system. Agents will not be allowed to opt out of emailed invoices. Just ensure that Accounts can still print out invoices when they determine that it is needed.
5. A field will be added called 'Requires Customer PO#'. This field will be true if the system should ensure that a Customer PO# is present on every invoice.
6. A field will be added called 'Default Customer PO#'. This field will automatically fill in the Customer PO# on every invoice for this company.
7. A field is needed called "Prepayment Required" which will indicate to the system that Jobs from this Company should be checked for prepayment prior to dispatch. This field should only be editable by Stefan or Teresa
8. Billing/Dispatch should have the ability to enter companies into the system. When entered by these groups the "Prepayment Required" field must be true.
9. Billing Super Users will have the ability to enter companies into the system with credit ("Prepayment Required" is false).

Part 8f, License Management Requirements

1. The system will have a module allowing the creation of Pilot Licenses. These Licenses will be available to be given to each Pilot on the Pilot's Profile by users with applicable permissions.
2. The Licenses within the system will hold what types of Vessel Attributes this license is applicable to. These systems should be flexible on what aspects of the vessel are on each license. Current aspects include:
    a. Vessel Type
    b. LOA
    c. Beam
    d. Actual Draft
3. Each License will have the following fields:
    a. Effective Date
    b. Expiry Date
    c. A unique Code that will display on the Pilot Rotations beside the Pilot Name
    d. Short Text Description
    e. Remarks
4. There are license requirements that include, after doing a certain number of assignments, or observer trips, license goes to next level.

Part 8g, Pilot Schedule Requirements

1. Pilots within the system will be scheduled to be in one of the following states:
    a. ON
    b. OFF
    c. Sick

d. Doctor's Appointment
e. Meeting
f. Committee
g. Director
h. Other (when selected)
i. "About to go to Rupert"
j. Going to Days Off
k. Planned for Long Job

2. Aggregate information about pilot schedules should be available including:
   a. Pilot count available on each day
3. Dispatchers will be able to make short notice changes to the schedule when they receive phone calls. The action to create these changes will require that Dispatch puts in the change Category and give a Remark for certain categories
4. The system will allow the entry of a long term 'Predicted Pilot Requirements' which gives the estimated Pilot needs per day for an upcoming time period (potentially a future upgrade)
5. Dispatch will be able to flag and unflag pilots as the Shift Pilot for the day. An action will be created to easily flag a pilot as a shift pilot and when used to unflag the shift pilot the action will as for a reason. A log will be created show shift pilot on and off events as well as reasons.
6. Dispatch will be able to assign pilots to Prince Rupert.
7. Dispatch will be able to schedule pilots similar to the Pilots' External Web Portal
8. Only Dispatch will be able to make short term (less than 5 days) changes to a pilot's schedule
9. PPA would like an UNDO button for schedule changes. If not available, the audit log should show recent changes to allow easy rollback of changes by dispatch
10. There should be the ability to have a manual log against pilot schedules for dispatch to add remarks. Changed items should, where possible and reasonable, be highlighted (color?) to draw the eye.

Part 8h, Charge Type/Tariff Item

1. Charge Types/Tariff Items will have a flag called 'Management Approval Req'. When a charge is created of this type/tariff the system will force management approval.
2. Charge Types/Tariff Items will have a flag called 'Manual Edits Allowed'. This flag will determine if this charge can be edited by Billing personnel.

Part 8i, Hot Links

1. A new master data module will be created to hold Hot Links (web URLs) of sites that are consistently used.

Part 9 – System Notifications

Part 9a, Notification Requirements

1. High Pilot Demand Day - A notification will be created that warns Dispatch and Management when a 'High-Demand' day is coming up based on estimate Pilot needs entered into the system. Need to come up with rules of when this should be sent out
2. When Pilots/Pilot Groups change information a notification of the change should be send to PPA
3. Agents should receive an email notification at the Dispatch Time of a Job if a Familiarization or Apprentice Pilot is assigned to their Job that includes the name of these pilots. It should indicate the total number of these pilots assigned. "There will be X apprentices/observers on this assignment." + pilot names

4. An Outstanding Source Card notification will be created to message both the individual pilot and the pilotage group that a Job is awaiting a source card submission. The schedule will be configurable but should be preset to 3 days after job and 7 days after job.
5. If a pilot is assigned to a job that they do not have an applicable License to complete a 'Warning' validation should appear
6. Pilot Upcoming Hire Date report sent to management Bi-Weekly/Monthly. This is the report meant to warn when pilots are coming up on their hire date so that he knows he needs to follow up for license increases where applicable.
7. The Pilot Dispatch notification email should stay the same except for the following changes:
    a. Subject should be improved
    b. Add "Fam" for Familiarization
    c. Add Cell # for "Fam" and "Apprentice"
8. A daily email will be sent to a designated Manager (that can be adjusted based on availability) about MGMT Approval items that are outstanding
9. A daily email will be sent to Pilot Groups, cc'd to Billing, with Jobs that were completed over 24 hours before where the e-source card has not been submitted. This email will go separately to each pilot group.
10. A weekly email will be sent to an AR email group with the Outstanding Invoice report every Monday
11. A weekly email will be sent to each Agency on Mondays with Outstanding Invoices indicating total amount due and attaching all non-paid invoices.
12. A Daily email will be sent to General Dispatch box, maybe cc'd to BCCP, with today's pilot count @ 12:00. This information will pull from the Pilot dataset.
13. An automated email will be sent to Managers when they are assigned items for Management Approval.

Part 10 – KPIs & Reporting

Part 10a, General Reporting Requirements

1. Some portion (all?) of reports will need to have a French version in addition to the English version. TBD and scoped - Cost separately. Could be very costly.
2. Reports counting Sick Pilots need to not count pilots that are on their days off

Part 10b, Report Requirements

1. Monthly Pilot Schedule Change Report - A report will be created that compiles all changes made to schedule per month including changes made to the long-term schedule by Pilot Groups, short term changes made externally and short-term changes made internally. This report is intended to be delivered once a month for monitoring
2. Monthly Expense Edits - A report will be created that compiles all changes made by Billing to expenses as they were submitted by the Pilots. This report will include the category indicated on the change, what was changed (original entry and new entry) and the Comment to Pilot Group on the change.
3. Helicopter Jobs Report - if helicopters are being used
4. Pilot Upcoming Hire Report - Management requires frequent (bi-weekly or monthly) notification of which Pilot's Hire Dates are upcoming. This will allow Management to maintain Licenses within the system through time.
5. Pilots:
    a. Payout Change Report - Will show any changes made in the system that changes the payout from what was entered in by the pilot on the e-source card. Should show old value, new value and any remarks that are present.

b. Outstanding Source Cards - Will show what Source Cards are missing from completed jobs

6. Finance:
    a. Agent Statements - Same as current report but with one additional parameter called "Group Miscellaneous" which groups Misc. Agencies
    b. Outstanding Invoices - Will show age of non-paid invoices and highlight overdue invoices.
    c. Aged Report - Should replicate current report with the following changes:
        i. Add parameter 'Show Contact Info' which will show the Phone Number and Email of the agent contact
        ii. Company Names should be clickable and when clicked should open an email with all outstanding invoices attached.
    d. Customer Payment Posting Report
    e. Pilot Hold Report - The functionality on this report for standard holds will be pulled into the system. This report may need to only show holds for cruise ships between Rupert, Pine, Kitimat and Stewart
    f. Shift Pilot Report - A report will be created to show the log of pilots being tagged and untagged as shift pilot. This report will show the reasons for 'Off' events. Billing will review this report to manually determine the payout to the BCCP for Shift Pilots and will add a payout manually to the BCCP within the system.
    g. Call Back Report - A report listing all call backs by day with number of Sick Pilots on rotation for the day split by BCCP and River pilots. This report will be used by Billing to determine the Call Back Claw Back when more than 2 pilots are sick on a day with call backs. It is important to ensure that the system allocates a pilot to a callback based on the time of order of the pilot and not on any other time (i.e. dispatch time) and that the report demonstrates that.
    h. Expense Vendor Summary & Expense Vendors Report - The two current reports will be combined with functionality to meet both current reports uses. Potentially replaced with data set?
    i. Total Payouts By X - Replaces current Totals by Group #, specific functionality TBD since there are no longer batches
    j. The current system allows queries, save them and send them regularly. The queries created in this way need to be maintained and replicated in some way. These should be created as data reports and be available to schedule to be sent automatically via MARS. These reports include: (list may be out of date)
        i. FRP Monthly Callbacks
        ii. FRP Monthly Assignments
        iii. TC Daily Vessel Position Report
        iv. PMV Monthly Report - All Assignments
        v. PMV Monthly Report - Vancouver & Fraser River
        vi. Prince Rupert Monthly Report
        vii. PMV Monthly Report - Fraser River
        viii. All Assignments Monthly
        ix. CCG Ottawa MSF
    k. Expense Reconciliation Report
    l. Non-Billed Jobs Report - Will show jobs that have been completed that are not yet billed and payed out and the reason (No Source Card, Waiting on Hold From Other Job)
7. Dispatch:
    a. Dispatch will require an easy way to view the Pilots that are 'Going to Days Off' and 'Going to Days On'. Data report?
    b. The following reports in the current system are not used or not needed and will not be included in the scope of this system:

c. Group Summary
d. All Reports in Dispatch group
e. Volume Statistics (Jobs) - Will be replaces by Job Dataset

Part 10c, Data Mart/Data Mining Requirements

1. Specific datasets to be created include:
    a. Job Dataset
    b. Payout Dataset including Expenses
    c. Invoice Dataset
    d. Invoice and Payout Dataset (combined)
    e. Pilot Dataset
    f. Rostering and Scheduling Dataset, including:
        i. # of Pilots Scheduled Per Day. This should have the ability to run it for future estimates and for past actuals. The information should be able to be broken down by:
            1. Pilot License at the time of schedule
            2. Pilot Type (Full Time, Seasonal, Half Time)
            3. Committee
            4. Sick
        ii. Sick Pilots Per Day
        iii. Operational information including:
        iv. Holds per day
        v. Call Back Per Day
        vi. Delay information
        vii. Incident information
    g. # of Job Changes including:
        i. < 3 hrs. from job time
        ii. >3 hrs. but < 8 hrs. from job time
        iii. 8+ hrs. from job time
        iv. Cancellation dataset, including: '# of Cancel and Reorders', '# of Cancel Prior To Dispatch', etc. (all cancellation types)
2. Information from the old system will be combined with information from the new system in the Dataset. Cost separately. Could be very costly

Part 11 – Integration

Part 11a, Integration Requirements

1. An API or set of APIs will be created that allows external groups to query PPA data. This API should allow different query levels based on user rights (one group gets Pilot Names of dispatched pilots; the other group does not see names)
    a. Seaspan - Pull access to data - Has its own tables that are populated and updated through sql triggers. Need new solution.
    b. Edocs - Pull access to data
    c. Port of Vancouver - ECHO, needs ability to turn on and off. How to replicate showing these things (dynamic visibility of tabs, action sections etc.)
    d. Recent SQL query connection that interfaces with AIS feed for Portlink
2. PPA's will continue to use the Lloyds Integration. They have an issue in the current system where they can download vessels from Lloyds when that Vessel's IMO is already on a vessel within the system. This should not occur.
3. The system will need an export integration to PPA's Sage AccPac financial system

4. System should be able to integrate with the AIS System to take in the average expected transit times between locations

Part 12 – High Level

Part 12a, High Level Issues

1. Job Entry
   a. The new solution should look as similar as possible to the current system for ease of training and change management.
   b. Performance is a key concern about the current system. New system should ensure faster performance. At least consistent speeds
2. Handover to Billing
   a. Dispatch should not be slowed down by process changes made in the new system. It is acceptable to ask Dispatch to enter new data where appropriate
   b. Pilot Source Cards vs Dispatch/Agent information should be separated as much as is possible so that each can be used as a verification piece for the other's information
   c. Billing and Expenses still to be completed at the same time
   d. Verifications should be in place to ensure data entry and workflows are progressing properly. These verifications should be as easy as possible to change and alter throughout the lifetime of the system.
   e. Processes/Workflows should target invoices (and therefor expenses) should be created 24-48 hours after job.
   f. Auditing of changes and the easy consumption of the audit trail are critical to PPA
3. Pilot Data Entry
   a. Remarks/Comments hold too much critical information. Including:
   b. Pilots Licenses and Restrictions should be held in License Management module not in remarks
   c. PPA needs to know, daily throughout the year, that they have sufficient pilots to meet industry demand
   d. New system will be measured on whether it does what the current system does with the addition of these documented changes
   e. The Pilot groups should be responsible for entering Pilot schedules instead of sending hardcopies to PPA
   f. Pilots can currently see the Planning Board. They should no longer be able to see this. They should see jobs and rotation but not the plan until Dispatch is ready to show them.
4. Management
   a. It is requested that Master Data should easily interface with Outlook, Word and Excel (Mail Merge and Contact List)
   b. There is a requirement for portions of the system to be available in French as per Government of Canada mandate. This needs to be reviewed and scoped.
5. Billing Discussion
   a. Currently Payouts to Pilots are only partially done in the system. It should be completely done in the new system.
6. Dispatch
   a. The Add Job and Job Editor should be as similar as possible (we have talked about changes to add job where second job is entered same time. This would be a difference.)
   b. PPA is looking more and more to track the number of changes to a job prior to dispatch
      i. Cancel and reorder capability in one button?
      ii. What is a simple order change time?
      iii. Between 0800 and 1500 the dispatchers want to keep flexibility
   c. speed of system is critical. Waiting a couple of seconds feels like an eternity.

Part 12b, Handover to Billing Problem Description

1. General Problem Descriptions:
    a. It takes too long to Invoice. Target from industry is 24-48 hours.
    b. Dispatchers need to be allowed to make edits to jobs after they are sent to Billing
    c. Often billing the wrong Agent by mistake
2. Dispatcher Handover Problems:
    a. Not enough information
    b. Time Changes
    c. Cancellations
    d. Delays
    e. Transportations
    f. Linking of Jobs
    g. Launch in Prince Rupert (PPA vs not PPA)
    h. Hold for Next Job is sometimes not entered appropriately by dispatch
    i. Actual Draft is regularly wrong
3. Source Card Problems:
    a. Often Billing cannot read Source Cards submitted by Pilots
    b. Often Source Cards are incomplete (missing deepest draft, disembark, etc.)
    c. Not submitted in a timely manner
4. Missing Scope In Current Project:
    a. Payments to Pilots on non-billable cancellations and non-billable travel are not in the current system

Part 13 - Wants and Needs Discussion Items

1. Job Entry - Ability to re-order, add and remove columns within grids like current solution
2. Job Entry - Warning/Indicators are needed like current solution (New Web Order)
3. Job Entry - Location history may be needed (like Vessel history)
4. Job Entry - Agent mobile order entry and viewing is likely required
5. Job Entry - PPA likes the functionality of Grids within editors and will want to maintain that functionality or similar
6. Job Entry - Invoice and Draft calculators will need to be saved and attached to jobs. Will need to be run before job saved.
7. Billing Handover - Audit is key for PPA. Audit should be usable for standard users within each module. Easy to query, logical, understandable, etc.
8. Pilot Data Entry - Nice to have - Ad hoc "warning" against any datetime in the system that allows a user to hit that datetime and create a warning notification on various media (email, text, text to speech?) a certain time period before/after this datetime. They should be able to configure the content of the notification
9. Pilot Data Entry- Column Filters and Multi-select Column Filtering will be required in the new system
10. Management - Management teams wants Master Data sections of the product to interface with Outlook and Word. This includes: Pilot List being easily exportable for mail merges within Word and integrating Pilot contact details with Email Contact lists.
11. Management - Queries need to save per person (save to user's profile).
12. Dispatch - 'Apply Changes' button on Job Editor
13. Dispatch - Vessel Lookup - When Vessel is typed, show existing Jobs (sub grid?)
14. Dispatch - There is a semi-common issue where when a Vessel is entered into a Vessel lookup there may be a duplicate name. This duplicate name may not appear on the first page so Dispatch/Agents have no way of knowing that there is an option. A solution is needed to help

minimize the chance of choosing the wrong vessel because the user is unaware there are duplicates.

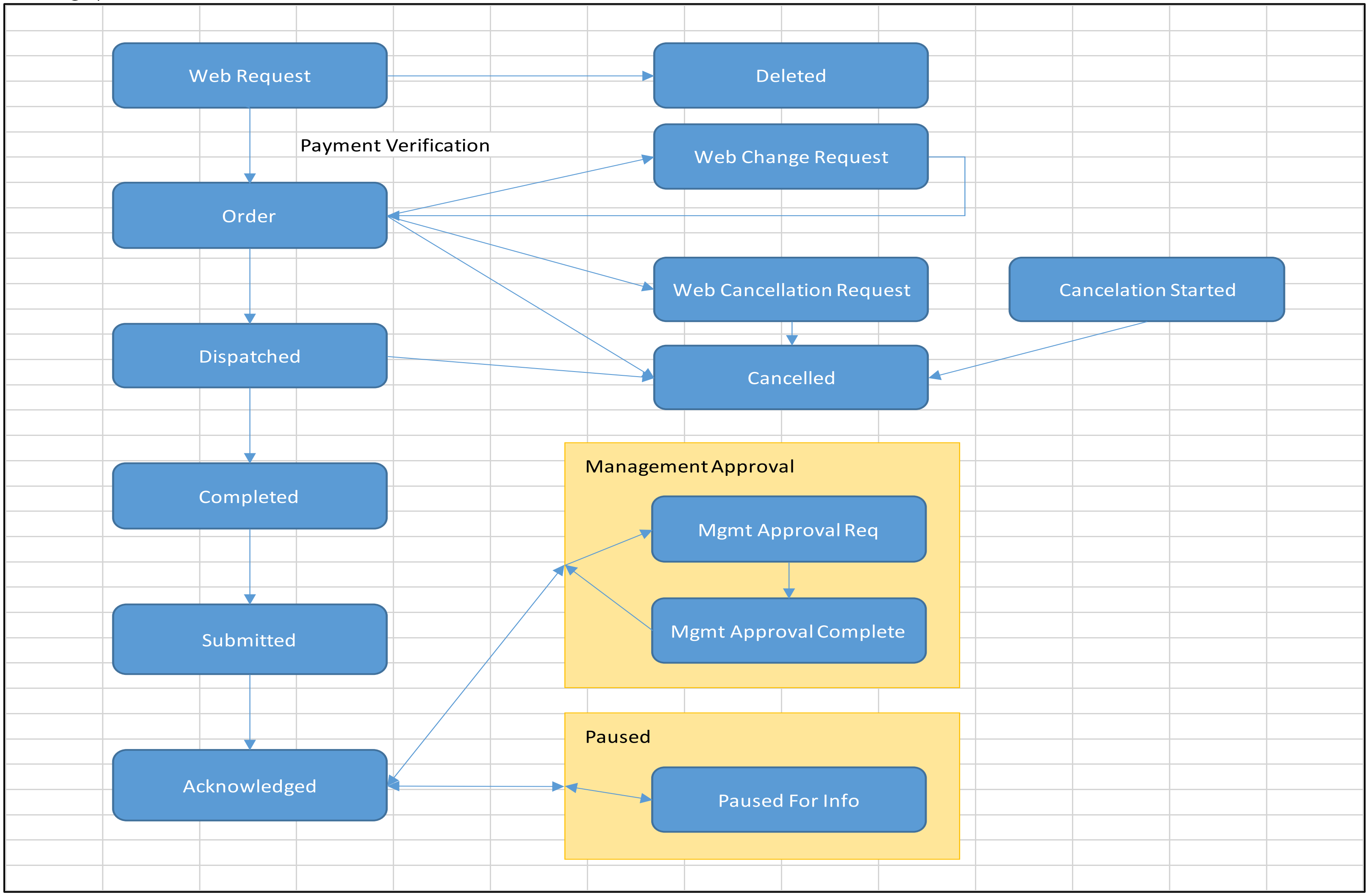
15. Dispatch - Dates throughout the system should always appear the same (some exceptions must be made to display in certain areas, e.g.: year not needed on planning board "hhnn dd mm"). Format TBD but initial thoughts are "hhnn dd mm yyyy", there was also a note of "Times should always appear before". This needs to be discussed.
16. Dispatch - Can the Timestamp 24:00 exist?
17. Dispatch - The ability to change the font and font size of grids and saved per user.
18. Dispatch - The display of audit information should be displayed as similar as possible to the current solution. The ability to customize the audit display would be preferable.
19. Dispatch - Something like the current Location matrix will have to be developed. New Location combination fields are required and easy viewing and editing will be required.
20. Dispatch - Need to work out how to allow users to change Font Sizes when grids are not customizable and widths of columns cannot be increased per user. If we can increase column width dynamically, we should save per user and NOT auto increase on font size change.

Part 14 - Some IT Requirements

1. Desire: Automate steps for Business Continuity and Disaster Recovery
    a. Business Continuity
        i. Power Outages at this building and/or hosting facility
    b. Emergency Prep
        i. Disaster Recovery
2. Three (plus test) installations:
    a. Production
    b. Offsite Production Live Backup ->
    c. Laptop -> Only in non-internet outage
3. Action Items:
    a. hosting facilities downtown Vancouver?
4. Requirements:
    a. Failover 'How To' should be developed with PPA IT Manager during the project
5. Should the system application be supported for current versions of Microsoft Server OSes? Proper language will need to be written into the contract.
6. Tidal Window tables will need place to reside
7. Hosting requirements and costs must be confirmed

Part 15 – Mock-ups for Information Only

Part 15a, Job Workflow



Part 15b, Job Information Mock-up

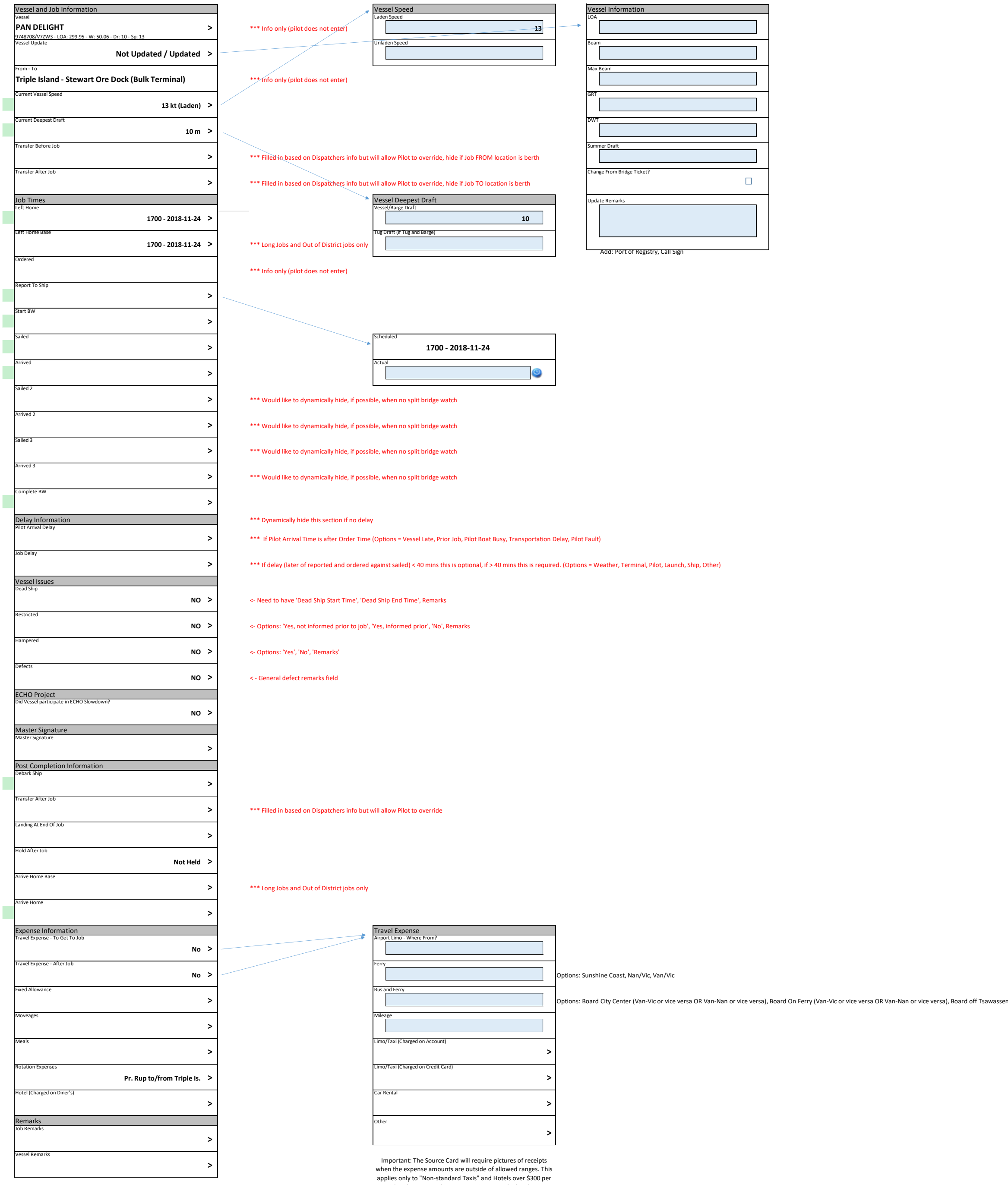
Job # **201370** Last Updated - 2019-03-01 1020	
Vessel **PAN DELIGHT** 9748708/V7ZW3 - LOA: 299.95 - W: 50.06 - Dr: 16 - Sp: 13	>
From - To **Triple Island - Stewart Ore Dock (Bulk Terminal)**	
Travel To Job **3 steps, see details**	>
Order Time **1700 - 2018-11-24**	
From Landing - From Tug - From Transfer **N/A - N/A - Water Taxi/Tug**	
ETA **2010 - 2018-11-24**	
To Landing - To Tug - To Transfer **N/A - N/A - N/A**	
Hold Information **No Hold For This Job**	
Travel From Job	>
Other Pilots **None**	
Job Remarks **1600 SMIT TUG**	>
Vessel Remarks **2018-04-29 03:42:03 : ELEVATOR U/S**	>
Apprentice/Fam Pilots **Pilot Name Here - (xxx)xxx-xxxx**	
Detention Time **N/A**	
Agency **Pacific Northwest Ship & Cargo Services Inc**	
Order # **12345**	

Vessel Defects and Defeciencies
Terminal Remarks

Travel #1
Type **Air Canada #1753**
Time **Feb 28 1300**
Travel #2
Type **Air Canada #1900**
Time
Travel #3
Type **Taxi**
Time
Expected Arrival Time
Feb 28 2100
Travel Remarks

VESSEL DETAILS
Vessel Name
PAN DELIGHT
IMO #
9748708
Call Sign
V7ZW3
Vessel Type
Bulk Carrier
LOA
299.95
Actual Draft
16
Last Laden Speed
13
Last Unladen Speed
13
Beam - Max Beam
50.06 - 50.06
GRT
106077
DWT
208384
Thruster
Rudders
Screw
Shaft
Engine
Flag
Marshall Islands
Year Built
2016
Vessel Remarks

Part 15c, Worklog



Part 15d, Add Job Mock-up

Add Job Action (imbed action, grid on bottom)

Legend:

= Field that will not show for Agents

= Field for Agents

italic = Information field that is normally dependent on other fields. Final result will not be italisized.

Vessel ... * Actual Draft * Loaded Status V * Actual Speed *

Add New Ship

Vessel Information

LOA
Beam
GRT
B Thrust.
S Thrust.

Deadweight
Summer Draft
Propeller
Rudder

Vessel Remarks

◯ I confirm the Ship information is correct ◯ I dispute the Ship Information

Vessel Characteristic Dispute Information

Attach Document

Ordering Agency ... * Ordering Contact V * Who To Bill V *

Billing Agency ... Billing Contact V

From ... Landing V Tug/Launch V Transfer V

To ... Landing V Tug/Launch V Transfer V

Region V

Order Time Dispatch Time Short Order (0600-1759)

Short Order (1800-0559)

This job requires 2 Pilots / This job could require 2 Pilots / This is normally a 1 Pilot Job

Agent # of Pilot Pref. V *

View Invoice Calculation

View Tidal Windows

Remarks

The 'To' Location selected is not a final destination of this Voyage. Please enter the information about the second portion of this Job below.

Second Job Portion

From ... Landing V Tug/Launch V Transfer V

To ... Landing V Tug/Launch V Transfer V

Order Time Dispatch Time

View Invoice Calculation

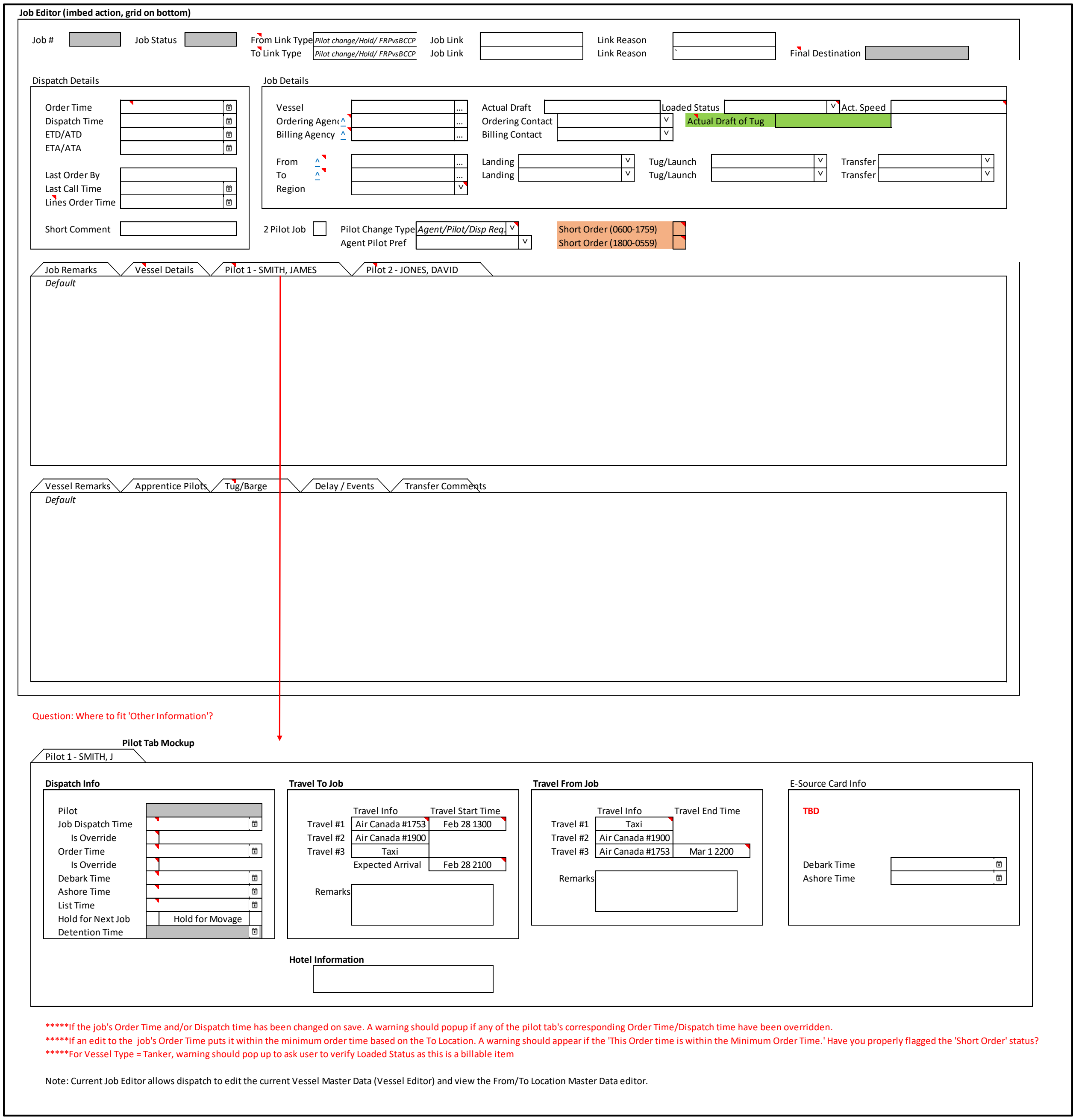
View Tidal Windows

Remarks

Last 5 Orders | Vessel Details | Tug/Barge

*****If an edit to the job's Order Time puts it within the minimum order time based on the To Location. A warning should appear if the 'This Order time is within the Minimum Order Time.' Have you properly flagged the 'Short Order' status?

Part 15e, Job Editor Mock-up



Part 15f, Pilot's Job List Mock-up

PAN DELIGHT	**11/24/2018**
P25 - RIC; Board at : Water Taxi/Tug	**>**
^ 17:00 v 20:10	
PAN DELIGHT	**11/25/2018**
RIC - TPL	**>**
^ 13:00 v 15:30	
SINOKOR SUNRISE	**11/25/2018**
TPL - P07; Board at : PPA Launch	**>**
^ 17:00 v 19:15	

Part 15g, Add Transportation Mock-up

On Vancouver and Victoria boards

Can be sent to Vancouver, Victoria, or Long Job

Pilot Name [...]

Transportation Type [v]

Dispatch Time

Transportation Start Time

Job Region [v]

Job # [...]

Transportation Remarks

Book

Charter
HeliJet
Harbour Air
Pacific Coastal
Air Canada
Westjet

Options: Vancouver, Victoria or Prince Rupert (if sent to Prince Rupert, job should be flagged as Long Job Payout, local job charges), if he is subsequently held he needs to be payed out differently than normal 'PR' pilots.

When a pilot is dispatched to a job in Prince Rupert when he is NOT the PR rotational pilot his name should no longer appear on the long job rotation.

Part 15h, To Be Billed Mock-up

Pacific Pilotage Authority To Be Billed | Invoices | AR | Job Query | Master Data

Open Jobs

Acknowledge Job | Send For Approval | Pause for Info | Unpause/Pull Back | Create Charges | Resolve Cancellation | Query Selector | Query | Tools

Job Id	Job Status	Assigned To	Vessel	From	To	Billing Agency	Header 8	Header 9	Header 10	Actions
1111	Paused for Info	Dispatch (Sandra E	Vessel Name 1							
1115	Approval Req	Mgmt (Leanne B)	Vessel Name 2							
1120	Acknowleged	Sandra L	Vessel Name 3							
1113	Acknowleged	Leanne B	Vessel Name 4							
1112	Paused for Info	Coastal Pilots (Lea	Vessel Name 5							
1114	Approval Req	Mgmt (Sandra L)	Vessel Name 6							
1116	Submitted		Vessel Name 7							
1117	Submitted		Vessel Name 8							
1118	Submitted		Vessel Name 9							
1119	Submitted		Vessel Name 10							
	Cancellation Review									
	Adjustment Approval									
1000	Review Required	Was: Sandra L								

Showing Entries 1 to X of Y entries (as of 13:49 on Feb 11)

Will open a Job Editor which will allow Billing to edit the Job fields they are allowed to change.

When a row is selected the sub-grid will show the appropriate information

Roland Sakowski: Should only show if there is feedback from Manager on this job because it was sent for approval. Need to review best way to show.

Invoices and Payments | Validations (2) | Remarks | Manager Feedback

Invoices and Payments

Change Billing Flags | Print Proof | Tools

Doc. ID	Type	Status	Comments	Job	#	Tariff Code	Tariff	Line Description	Quantity	Unit Price	Amount	Actions
200111	Invoice	Open			1	01	Pilotage Unit					Attach Document
					2	03	Hours					
					3	29	Prince Rupert Expense					
					4	32	Triple Island Transfer					
					5	42	Pilot Boat Replacement Charge					
					6	48	Fuel Charge - Triple					
					7	52	Surcharge					
					8	53	Technology Charge					
200112	Payout	Open			1	01	Pilotage Unit					Attach Document
					2	03	Hours					
					3	99	Pilot Expenses					

Showing Entries 1 to X of Y entries (as of 13:49 on Feb 11)

Part 15i, Date & Time Overrides Mock-up

Override Date Time Action

	Dispatch	Pilot	Billing Overide	Payout Override
Travel To				
Ordered				
Detention				
Reported				
Start BW				
Sailing				
Arrival				
Sailing				
Arrival				
Sailing				
Arrival				
Stop BW				
Debark				
Travel From				

Requestor [v]

Remarks

Part 15j, Print Proof Mock-up

Vessel:	HEBEI TANGSHAN			**Agent:**	TRANS-OCEANIC SHIPPING	**Job #:**	200840
Type:	Bulk Carrier			**Trip:**	BROTCHIE (SEA) / VANCOUVER HARBOUR ANCHORAGE C	**Invoice #:**	INVOICE NOT POSTED
Call Sign:	VRIS3			**Start Date:**	04/12/2018	**Inv. Date:**	14-02-2019
LOA:	235.00	**Actual Draft:**	13.00			**PO #:**	
Beam:	38.04	**Max. Beam:**	38.04			**Financial Period**	
GRT:	52735	**DWT:**	95326	**Short Order:**			

Roland Sakowski: Show if short order with short order info

Pilot 1 & 2 | Pilot 3 & 4 | Remarks

Pilot: WRIGHT, Ken
Home: Island *** On Rupert Rotation ***
Hold: No *** Shift Pilot ***
Piloted: 8 *** Call Back ***
Billable: 9

Roland Sakowski: Should show if held from previous job and/or held for next job

Pilot	Vendor	Payout	Non-Payout
Ken Wright			

Code	Billing Description	Units	Rate	Amount
03	Hours	8	222.86	2,005.74
04	Pilotage Unit including GRT	1,162.12	3.8742	5,099.25
20	Delay	2	222.86	445.72
27	Southern Expense	1	535.93	535.93
31	Brotchie Launch	1	431.84	431.84
42	Pilot Boat Replacement Charge	1	60.00	60.00
50	Launch Fuel Charge - Brotchie	1	107.00	107.00
52	Surcharge	1	100.00	100.00
53	Technology Charge	1	50.00	50.00
			Total	8,835.48

Code	Payout Description	Units	Rate	Amount
03	Hours	9	180.77	1,626.93
04	Pilotage Unit including GRT	1,162.12	2.9653	3,903.78
24	Excess Hours	4,977.64	1.00	4,977.64
99	Pilot Payable Expenses			400.00
			Total	10,908.35

Pilot Variance = Invoice Total - Payout Total
Non-Payable Expenses
PPA Variance = Invoice Total - (Payout Total + Non-Payable Expenses)

Cancel Without Saving | Save Without Posting | Post | Send for Review | Approve

Remarks fields should show if charges/payout are altered

Remarks

Explanation of Charge | Explanation of Payout

Internal Remarks | Internal Remarks

ANNEXE C

DEVIS

Nom du proposant ______________________________

REMARQUES :

- La description du SAPCG doit directement correspondre aux renseignements sur le SAPCG fournis à l'Annexe B.
- La totalité du prix comprend tous les aspects de la demande de propositions, y compris la livraison du système et le paiement de toutes les taxes, de tous les droits de douane et de tous les frais de certification.
- Les proposants doivent fournir un devis selon le format indiqué ci-après. Les proposants peuvent fournir une ventilation du prix et des descripteurs additionnels.
- Devise : selon l'emplacement proposé, les proposants peuvent souhaiter de proposer une devise locale en plus du dollar canadien pour étude par l'APP. L'APP se réserve le droit, à son entière discrétion, de choisir la devise du contrat qui sera dans son intérêt supérieur.

ÉLÉMENT	DESCRIPTION DE LA PRODUCTION DU SAPCG	PRIX	
		CA ($)	DEVISE LOCALE Indiquer la devise : ________
1	Élaboration et production du SAPCG	__________ $	__________ $
2	Mise à l'essai et lancement	__________ $	__________ $
3	Formation du personnel	__________ $	__________ $
	Total du Devis	__________ $	__________ $

ÉLÉMENT	DESCRIPTION DES COÛTS CONTINUS	PRIX	
		CA ($)	DEVISE LOCALE Indiquer la devise : ________
1	Solution d'hébergement (par année)	__________ $	__________ $
2	Entretien et soutien (par année)	__________ $	__________ $
	Total du Devis	__________ $	__________ $

ÉLÉMENT	DESCRIPTION	PRIX	
		CA ($)	DEVISE LOCALE Indiquer la devise : ________
1	Formule de tarification des améliorations futures		
		__________ $	__________ $
		__________ $	__________ $
	Total du Devis	__________ $	__________ $

TAXES ET FRAIS APPLICABLES Détailler toutes les taxes et tous les frais applicables (y compris la TPS, la TVH, la TVP, les droits de douane canadiens, les droits d'importation, les droits de douane, etc.) applicables au prix total proposé présenté plus haut.		
ÉLÉMENT	MONTANT	
	__________ $	
	__________ $	
	__________ $	
	__________ $	
Total des taxes et des frais	__________ $	