Request for Proposal

NEW COMPUTERIZED PILOT DISPATCH, ACCOUNTING AND MANAGEMENT SYSTEM (PDAMS)

PPA

PACIFIC PILOTAGE AUTHORITY CANADA
Suite 1000, 1130 West Pender Street
Vancouver, BC V6E 4A4

Request for Proposal

NEW COMPUTERIZED PILOT DISPATCH, ACCOUNTING AND MANAGEMENT SYSTEM (PDAMS)

PACKAGE CONTENTS COVER SHEET

- Notice of Request for Proposal
- Table of Contents
- Part A: Administration
- Part B: Requirements
- Part C: Attachments
    - Evaluation Criteria and Weightings
    - Required Proposal Outline, including covering letter format
    - Appendices

Date: April 9, 2020

File: 2020 New pilot dispatch, accounting and management system

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

Contractor Instructions:

1. Please check to ensure that your package is complete.

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NOTICE OF REQUEST FOR PROPOSAL

New Pilot Dispatch, Accounting and Management System (PDAMS)

Pacific Pilotage Authority

The Pacific Pilotage Authority (the "PPA") invites proposals from firms capable of supplying a new computerized pilot dispatch, accounting and management system (PDAMS) that meets the requirements outlined herein. The PPA provides marine pilotage services as mandated by the Pilotage Act (Canada) and its associated regulations. This Request for Proposal is for the replacement of an existing PDAMS.

Proponent inquiries will not be accepted after 21 May 2020. Inquiries are to be directed only to the PPA representative identified below and must be in writing to both email addresses below.

Proposals will be received no later than 2:00 p.m. Pacific Daylight Time, June 18, 2020 at the address below. Late proposals will not be accepted. Proposals must be submitted in accordance with the terms and conditions specified in the information package.

To obtain further information, please contact

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

The lowest priced or any proposal will not necessarily be accepted.

PPA representative:

Bruce Northway
Manager, Operations and Labour Relations

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

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PART A: ADMINISTRATION

1. GENERAL INFORMATION

1.1 Purpose

The purpose of this Request for Proposal (RFP) is to inform private sector businesses of a contract requirement of the Pacific Pilotage Authority (the "PPA") and to solicit detailed proposals from interested and qualified parties ("proponents") setting out one or more means by which the stated goals, objectives and other requirements of this RFP may be best met.

1.2 Identification

This RFP includes:

- The Request for Proposal notice (the "Notice");
- Part A: Administration ("Part A");
- Part B: Requirements ("Part B"); and,
- Part C: Attachments ("Part C").

It is the responsibility of proponents to ensure that they have all the components of the RFP package, including all attachments and subsequent addenda.

References to the RFP in the Notice, in any Part, or in any attachment are references to the RFP in its entirety.

Proponents are advised to read the RFP thoroughly and respond appropriately to the entire RFP. An incomplete proposal may be rejected.

1.3 Changes to the RFP

Changes by the PPA to the RFP will be made in the form of written addenda or of reissued documents which will be available at least four working days prior to the RFP closing date. All addenda shall be considered integral to the RFP and having the same effect as if part of the original RFP. Current addenda supersede prior versions and prior information to the extent of any necessary inconsistencies.

The PPA will make every effort to distribute addenda to all registered or known proponents. However, it is solely the proponent's responsibility to be aware of and familiarized with any addenda or supplementary information issued.

1.4 Ownership of Proposals

All proposals submitted, other than any proposal withdrawn prior to the opening of proposals or any late proposal, become the property of the PPA and will not be returned to proponents. Under the contract, the successful proponent will be required to assign copyright of the proposal and of all material produced during the project to the PPA.

1.5 Freedom of Information

All proposals will be received and held in confidence by the PPA and are subject to the disclosure provisions of the Freedom of Information and Protection of Privacy Act and the Access to Information Act.

1.6 Conflict of Interest

Prospective proponents are not eligible to submit a proposal if current or past corporate or other interests of the proponent give rise, in the sole opinion of the PPA, to a conflict of interest in connection with this project.

1.7 Proponent Responsibility

While the PPA has made every effort to ensure an accurate representation of information in the RFP, proponents must conduct their own investigations into the material facts affecting the anticipated contract. Nothing in this RFP is intended to relieve proponents from forming their own opinions and conclusions in respect of this RFP.

1.8 Acceptance of Terms

Proposals are submitted and accepted on the basis that proponents have read and agree to all the terms and conditions of this RFP. Proposals that include any condition or modification, or otherwise contradict any of the terms and conditions of this RFP, will be as if not written and do not exist.

1.9 Funding Limitation

Notwithstanding any other provision of this RFP, the contract contemplated by this RFP and the financial obligations of the PPA pursuant to that contract are subject to the availability of funds in accordance with the Financial Administration Act.

1.10 Use of Request for Proposal

Any portion of this document, or any information supplied by the PPA in relation to this RFP may not be used or disclosed for any purpose other than for the submission of proposals. Without limiting the generality of the foregoing, by submission of a proposal the proponent agrees to hold in confidence all information supplied by the PPA in relation to this RFP.

1.11 No Lobbying

Proponents must not attempt to communicate directly or indirectly with any employee, contractor or representative of the PPA, including the evaluation committee and any elected officials of the country, or with members of the public or the media, about the project described in this RFP or otherwise in respect of the RFP, other than as expressly directed or permitted by the PPA.

1.12 Lobbyist Registration Act

It is the proponent's responsibility to abide by all applicable laws. If the proponent falls within the parameters of the Lobbyists Registration Act or the Lobbying Act, then it is the proponent's responsibility to make this determination and register if necessary.

1.13 Liability for Errors

While the PPA has used considerable efforts to ensure information in this RFP is accurate, the information contained in this RFP is supplied solely as a guideline for proponents. The information is not guaranteed or warranted to be accurate by the PPA, nor is it necessarily comprehensive or exhaustive. Nothing in this RFP is intended to relieve proponents from forming their own opinions and conclusions with respect to the matters addressed in this RFP.

2. PREPARATION AND SUBMISSION

2.1 Proponent's Conference

A proponent's conference will not be held.

2.2 Site Viewing

A site viewing of the proponent’s facilities may be conducted by the PPA solely at their discretion during the evaluation phase.

2.3 Inquiries

Inquiries must be directed only to the PPA contact specified in the Notice. The PPA contact may require that an inquiry be submitted in writing. Inquiries and responses may be posted electronically as an amendment to the RFP Notice or distributed to all proponents at the PPA’s option. Responses may also be in the way of arranged face to face or online meetings where the present PDAMS system can be demonstrated for answers to questions.

Inquiries will not be received after the date and time, if any, indicated as the inquiry deadline in the RFP Notice.

2.4 Proposal Outline

All copies of the proposal should conform to the proposal outline provided in the attachment to this RFP. Failure to follow the prescribed outline may result in a reduction in evaluation points or may be cause for rejection. If alternative solutions are offered, submit the information in the same format using subheadings to identify alternatives.

2.5 Proposal Price

Proponents are solely responsible for their own expenses in preparing a proposal, including conducting presentations to, and negotiations with, the PPA, if any. If the PPA elects to reject all proposals, the PPA will not be liable to any proponent for any claims, whether for costs or damages incurred by the proponent in preparing the proposal, loss of anticipated profit in connection with any final contract, or any other matter whatsoever. All prices provided in the proposal shall be in Canadian dollars and shall not be increased or decreased after the submission deadline.

The proposal price will include all aspects contained in Section 6 that includes the following:

- The proposal price specified in the proposal price will include all fees; cash allowances; contingencies; expenses of any kind for performance of the work described by the RFP.
- The proposal price shall additionally include all fees and expenses associated with the training and familiarization of the PPA’s staff in the use of the PDAMS.
- The proposal price will include potential ongoing costs of proposed hosting solutions, ongoing support and maintenance
- The proposal will include a system/method to scope and price potential future system enhancements.

The proposal price shall provide accounting of all taxes and import duties which may be required to be paid by the proponent in order to complete the work.

The proposal price shall be submitted in a separate envelope from the management and technical sections of the proposal, and in the manner specified in Parts B and C of this RFP.

2.6 Currency

All monetary amounts (including Proponent financial information and pricing) should be expressed in Canadian dollars and in the "local" or "home" currency of the Proponent. The PPA will determine which currency to use in the contract when it selects the Preferred Proponent.

2.7 Limitation of Damages

Further to the first paragraph under 2.5 above, the proponent, by submitting a proposal, agrees that it will not claim damages, for whatever reason, relating to the contract or in respect of the competitive process, in excess of an amount equivalent to the reasonable costs incurred by the proponent in preparing its proposal and the proponent, by submitting a proposal, waives any claim for loss of profits if no contract is made with the proponent.

2.8 Cooperating Firms / Subcontractors

Where two or more independent firms are cooperating in the submission of a proposal, the proposal shall be submitted in the name of one firm that shall be considered by the PPA to be the prime contractor. Firms other than the prime contractor shall be identified in the proposal as subcontractors. The proposal must identify all subcontractors, their qualifications and their respective roles in the project.

Negotiations during proposal evaluation, award and execution of the contract, and all contract payments shall be between the PPA and the prime contractor.

2.9 Submission

Five complete hard copies, one copy on CD or DVD and one copy on a flash drive of the proposal must be submitted in English and received at the location and before the time specified in the Notice.

A covering letter in the format attached in Part C must be submitted with the proposal (one copy only is sufficient).

Proposals must be submitted in envelopes clearly marked with the name and address of the proponent and the words, "**New Pilot Dispatch, Accounting and Management System**" on the envelope. The proposal price should be submitted in a separate envelope marked, "Proposal Price". All envelopes are to be sealed.

Proponents are solely responsible for timely delivery of their proposals to the PPA location specified. Late proposals will be returned unopened.

Unless otherwise provided for in Part B, proposals will not be accepted by facsimile or electronic transmission.

2.10 Revisions

Revisions to the proposal may be made prior to the closing date. Revisions:

- must be submitted in writing and identify the firm and the proposal being revised;
- must be in accordance with all RFP requirements;

- hard copy revisions must be submitted in a sealed envelope to the PPA address shown in the Notice;
- if submitted by facsimile or electronic transmission, any price revision should be stated in the form of an increase or decrease to the bid price by a specified value or unit, in words and figures, without disclosing the original price; and,
- must be signed or electronically submitted to the PPA contact specified in the Notice and sent by an authorized official of the firm, preferably by the same person signing the original submission.

Where a proponent submits multiple revisions to the proposal, each successive revision will nullify and replace any previous revisions unless the proponent numbers each revision sequentially and states on each new revision, that the new revision does not nullify previous revisions.

The proponent is solely responsible for the timely delivery of revisions. The PPA will not accept responsibility for the lack of availability of a facsimile machine at the closing location or for systems or other problems that may affect an electronic submission.

2.11 Withdrawal

Unless specified in Part B as irrevocable, a proposal may be withdrawn by submitting a written request to withdraw to the PPA contact identified in the Notice. Facsimile or electronic transmission of a request to withdraw is acceptable. A proposal withdrawn after the closing date cannot be resubmitted.

2.12 Independent Submission

Bid rigging is a criminal offence under the federal Competition Act. The PPA will report any suspicion of bid rigging immediately to the Director of Investigation and Research appointed under the Competition Act.

By submission of the proposal, the proponent certifies that the contents and prices in the proposal were independently developed without consultation with any other proponent or potential proponent.

Bid rigging, if proven, will be sufficient cause for rejection of the proposals of all proponents involved in that bid rigging and may result in disqualification from submission on all future PPA contracts for up to two years.

3. EVALUATION AND AWARD

3.1 Contract Award

Depending on the proposals submitted in response to this RFP, a contract will normally be negotiated and executed with the leading proponent (the "frontrunner") selected in accordance with the evaluation format contained in this RFP. The lowest priced or any proposal will not necessarily be accepted.

The PPA reserves the right to:

(a) award portions of the project to different proponents through separate contracts;
(b) accept proposals in whole or in part, with or without negotiation;
(c) refuse award of the contract to a proponent the PPA judges to be fully or over committed on other projects;

(d) refuse award of the contract to a proponent where, in the PPA's sole opinion, the proposal does not represent fair value;
(e) refuse award of the contract to a proponent where, in the PPA's sole opinion, the proposal price is considered too low to properly perform the contract; and,
(f) in the case of a sole proposal being received, either:
(i) cancel the RFP, return the proposal unopened to the proponent, and re-solicit proposals for better response with or without any change being made to the RFP; or,
(ii) open the proposal without reference to the proponent, and, if such proposal does not merit contract award under the terms and conditions of this RFP, cancel the RFP and re-solicit proposals with or without any change being made to the RFP.

The proponent will ensure that each member of the workforce who will perform any services related to completion of the contract in Canada is either a Canadian citizen, a permanent resident of Canada, holds a valid employment visa from the Government of Canada or is otherwise legally allowed to perform services in Canada.

3.2 Opening of Proposals

Envelopes containing the technical and management sections of the proposals are normally opened on or shortly after the closing date. To avoid the potential for price bias in the evaluation of proposals, proposal price envelopes are not opened until after the evaluation of the technical and management sections of proposals is completed, or as otherwise provided for in Part A, Section 3.5. Proposal opening and evaluation is not open to the public.

3.3 Mandatory Requirements

Proponents are cautioned to carefully read the mandatory requirements specified in the RFP and respond appropriately. A "mandatory" is an item of information that must be submitted as part of a proposal as proof of eligibility or may apply to required attendance at a site viewing.
Proposals not meeting all mandatory requirements of the RFP will be rejected without further consideration.

3.4 Evaluation of the Technical Section of Proposals

The technical section of proposals will be evaluated in accordance with the Proposal Evaluation form attached to this RFP. Proposals must achieve the minimum evaluation points specified in the Proposal Evaluation form in order to be placed on a shortlist for further consideration. Evaluators will not consider any information that does not relate to the specific information requested in the requirement guidelines or attachments.

3.5 Presentation/Interview - Process and Evaluation

This subsection applies where a proposal presentation or interview of proponent personnel is indicated in Part B to be a part of the evaluation process. Such presentations/interview will be held at the sole discretion of the PPA. Where, following the evaluation under Part A, Section 3.4, the number of short-listed proponents is in excess of the PPA's needs, the PPA may reduce the number of eligible proposals by:

- opening the proposal price envelopes,
- completing a preliminary price evaluation in accordance with the method indicated in the Proposal Evaluation form, and,
- selecting up to the number of proposals the PPA desires, the highest ranked proposals based on the preliminary price evaluation.

Proposals of those proponents who are not selected for a presentation/interview shall not be considered further in the evaluation.

The presentation/interview process shall be conducted in accordance with additional specifications provided in Part A, Section 3.9 of the RFP, if any. Presentations/interviews are for the purpose of determining proponent suitability and for expanding upon or clarifying information contained in the proposal. Presentations/interviews are not to be used by proponents as an opportunity to amend their proposals or the proposal price. Proponents may have evaluation points deducted where an attempt is made to do so.

Following a presentation or interview process, the PPA shall evaluate the presentations/interviews in accordance with the Proposal Evaluation form. Proposals must achieve the minimum required evaluation points specified in the form in order to remain on the shortlist for further consideration.

3.6 Clarification

Notwithstanding that a presentation/interview process has not been indicated in the Proposal Evaluation form, at the PPA's sole discretion, one or more proponents may be asked to provide additional clarification respecting their proposals, or to address areas where the PPA clarifies its needs.

3.7 Evaluation of Proposal Price

Prices of only those proposals on the shortlist shall be evaluated in accordance with the method indicated on the Proposal Evaluation form. The proponent selected according to the method in use shall be the "frontrunner".

3.8 Frontrunner Notification

The frontrunner shall be notified in writing of his/her status. Where possible, verbal notification shall also be given.

3.9 Suitability of the Frontrunner

The PPA may interview key persons to assess their technical or managerial abilities and to determine if they would be adequate for the proper performance of the proposed contract.

The frontrunner may be interviewed and/or the PPA may conduct such independent reference checks or verifications as are deemed necessary by it to clarify, test or verify information contained in the proposal and to confirm the suitability of the frontrunner and each member of its workforce who is a key person(s), including reference checks from any source in which the frontrunner has been under contract. If the frontrunner is deemed unsuitable by the PPA, or if the proposal is found to contain errors, omissions or misrepresentations of a serious nature, the originally selected frontrunner may be rejected and another proponent selected as the frontrunner according to the evaluation format, or the PPA may choose to terminate the RFP process and not enter into a contract with any of the proponents.

Proponents are solely responsible for familiarizing themselves, and ensuring that they comply, with the laws applicable to the collection and dissemination of information, including resumes and other personal information concerning employees and employees of any subcontractors. Proponents will, for the purposes of this RFP, ensure they obtain written consent from each person before forwarding personal information to the PPA.

For the purposes of proponent suitability, a proponent who is a 'related persons' or 'affiliated persons' or 'associated persons' (an 'Associated Person'), as those terms are defined or referenced in the federal

Income Tax Act or related Canada Revenue Agency's interpretation bulletins, to an individual or corporation who has been disqualified from bidding by the PPA for a stated period of time will not be accepted. Upon request, the proponent must provide the PPA with: (i) the ownership of voting shares of the incorporated proponent, (ii) a list of individuals who exercise legal and/or operational control over the proponent, and, (iii) a notarized declaration that the proponent is not an Associated Person in respect of a disqualified bidder nor is it in legal or operational control of, nor is it acting in concert with or at non-arm's length with a disqualified bidder. By submission of a proposal, the proponent affirms it is not an Associated Person to, or acting in concert with, a disqualified bidder and undertakes to not knowingly do so during the term of the contract.

3.10 Negotiation with the Frontrunner

Negotiations may be held with the frontrunner including, but not limited to, matters such as:

- price, insofar as a change in price is directly associated with a change in the proposal as a result of negotiations,
- changes in technical content,
- contract details, and
- contract payment details.

If a written contract cannot be negotiated within 20 business days of notification to the frontrunner, the PPA may terminate negotiations with that proponent and negotiate a contract agreement with another proponent selected as the frontrunner according to the evaluation procedure, or may choose to terminate the RFP process and not enter into a contract with any of the proponents. The PPA shall not be obligated in any manner to any proponent whatsoever until a written contract has been duly executed relating to an approved proposal. The PPA reserves the right to modify the RFP at any time during the negotiation phase without notification to other proponents.

3.11 Contract Execution

Following completion of negotiations, if any, or following the notification to a frontrunner of acceptance of his/her proposal, the PPA shall complete, as appropriate, the contract and forward the contract to the frontrunner for execution. The PPA reserves the right to modify the contract as necessary to be commensurate with the proposal or to recognize any new matter which may have arisen since the commencement of the RFP process.

The frontrunner must complete and return the contract within the time period specified in the letter forwarding the contract for signature. Failure to do so may result in cancellation of the award.

4. SUMMARY OF CAUSES FOR REJECTION OF A PROPOSAL

A proposal **will** be rejected for any of the following reasons:

(a) failure to include a specified "mandatory";
(b) failure to achieve the required minimum scores in the evaluation;
(c) the proposal contains errors, omissions or misrepresentations which, in the sole opinion of the PPA, are of a serious nature;
(d) the proponent is deemed unsuitable by the PPA;
(e) in the sole opinion of the PPA, a proponent conflict of interest exists in connection with the project;
(f) a proposal is submitted after the closing date;

(g) unless otherwise provided for in Part B and/or C, a proposal is submitted via facsimile or electronic transmission; and/or,
(h) other reasons specified in Part B and/or C of the RFP.

A proposal **may** be rejected for any of the following reasons:

(a) failure to negotiate a contract with the frontrunner within 20 business days of notification;
(b) failure to return a duly executed agreement within the time specified in the PPA forwarding letter;
(c) failure to follow the required outline;
(d) the proposal is incomplete;
(e) the proposal includes a condition contrary to the terms and conditions of the RFP;
(f) technical/performance requirements specified in the RFP are not met;
(g) the proposal specifies a pricing or a basis of payment which differs from that specified in the RFP; and/or,
(h) other reasons specified in Part B and/or C of the RFP.

5. DEFINITIONS

Throughout this RFP the following definitions will apply:

"contract" means a written agreement resulting from this RFP executed by the PPA and a contractor;

"contract year" means a defined twelve-month period;

"contractor(s)" means the successful proponent(s) to this RFP who enters into a written contract with the PPA;

"must", "mandatory" or "shall" means a requirement that is to be met in order for a proposal to receive consideration;

"proponent" means an individual or a firm that submits or intends to submit a proposal in response to this RFP;

"PPA" means the Pacific Pilotage Authority;

"Request for Proposal" or "RFP" means the procurement process and the PPA's requirements described in this document;

"should" or "desirable" means a requirement having a significant degree of importance to the objectives of this RFP

PART B: REQUIREMENTS

1. PURPOSE OF THIS RFP

The Pacific Pilotage Authority Canada (the PPA) provides marine pilotage services as mandated by the Pilotage Act (Canada) and its associated regulations. The PPA is a federal Crown corporation with a mandate to provide a safe and efficient pilotage service as mandated by the Pilotage Act (Canada) and its associated regulations. These pilotage services are provided in all coastal waters on the west coast of Canada from the Washington State border in the south to the Alaskan border in the north including the waters of the Fraser River.

Pilotage services are provided by a licensed pilot on board vessels over 350 gross tonnage. Vessel masters or their designated agents place and adjust pilotage orders with the PPA for vessel movements requiring pilotage. The PPA invoices the designated agents for the pilotage services and does payout to the respective pilotage groups.

The PPA currently owns a suite of computerized software packages that manages all aspects of pilotage assignments, accounting for those assignments and associated management and information provisions. The PPA is currently seeking proposals from Proponents interested in providing a new PDAMS to the PPA meeting the technical requirements included in this RFP.

The successful proponent will be responsible for all aspects of design, production, delivery, support and maintenance, and potential enhancement of the new PDAMS as required by the PPA.

2. TIMETABLE

The following timetable outlines the anticipated schedule for the RFP and contract process. The timing and the sequence of events resulting from this RFP may vary and shall be determined by the PPA.

Event	Dates
Advertise Request for Proposal	April 9, 2020
Deadline for Request for Proposal Questions	May 21, 2020
Deadline to Submit Proposal	June 18, 2020
Proposal Evaluation Completed	July 14, 2020
Execution of Contract	August 27, 2020
Delivery of new PDAMS	As negotiated per Part A Section 3.10

3. PROJECT DESCRIPTION

3.1 Marine Pilotage Background

3.1.1 The Pacific Pilotage Authority Canada

The principal mandate of the PPA is to provide safe, reliable and efficient marine pilotage and related services in the coastal waters of British Columbia including the Fraser River.

3.1.2 Marine Pilotage

Within Canada, the federal Pilotage Act dictates the provision of pilotage services. The Pilotage Act is part of the larger Canada Marine Act and requires the maintenance of four separate Pilotage Authorities; the Atlantic, Laurentian, Great Lakes and PPA. Each authority is mandated to provide a "safe and efficient" pilotage service for the area under its control and may do so by hiring employee pilots or by contracting with a private company for the services of marine pilots. There are currently over 400 marine pilots in Canada spread amongst 10 distinct groups.

In British Columbia, the PPA employs eight Fraser River pilots for pilotage duties in the Fraser River and has a contract for services with The British Columbia Coast Pilots Ltd. in which 108 licensed marine pilots operate on British Columbia coastline. Under Canadian law every vessel over 350 gross registered tons is required to utilize the services of a marine pilot when they enter the waters of British Columbia. The marine pilot is responsible to ensure the vessel is safely navigated through the various passageways along the coast so there is no damage to the vessel, its crew, or the marine environment.

3.1.3 Dispatch

The process by which a pilot is assigned to move a vessel is initiated by the local agent for the vessel or vessel's master. The agent will request a pilot or pilots to move a vessel from either one berth to another, from a berth to sea (or vice versa), or from one port to another by placing a call to the PPA's dispatch office or by using the secure online Agent Portal. The dispatchers will enter the order into their computer system and dispatch the next available pilot, or pilots, from a rotation list. The pilot/s presently receive a telephone call and email from the dispatchers informing him or her of his next assignment and will begin to make preparations for the assignment which includes reviewing the latest information regarding the route the vessel will take and its intended berth, making transportation arrangements, and planning the pre-assignment rest period to ensure that the pilot is adequately rested for the assignment.

3.1.4 Accounting

The process by which completed or cancelled pilotage assignments are invoiced and paid out to the respective pilot groups based on the PPA's tariff regulations and the respective pilot collective agreements and service contracts. Accounting staff verify data that is input through the dispatch system, then produce invoices and payouts.

3.1.5 Management

The process by which all required databases are maintained as well as reporting structures are generated. The PPA utilizes a robust auditing process, and historical query ability, to follow all major historical changes to assignments, invoices, payouts, and to various databases. The PPA provides reports, electronic data, and direct data feeds, to outside stakeholders. The PPA provides pilot groups the ability to query reconciliation reports regarding payout and expense disputes.

4. GENERAL REQUIREMENTS AND SCOPE

4.1 General Requirements

The PPA is seeking proposals from qualified companies to provide a new PDAMS. The successful proponent will have the ability to design and build this system, specifically designed for the PPA's requirements. The system should be designed and constructed with consideration for ongoing improvements and scope changes as new technologies and requirements become available and required. The present computerized system has been utilized since 2008. The previous and original computerized system was utilized between 1998 and 2008. Both systems saw multiple and continual upgrades and scope changes during their years of service.

4.2 Information Provided

To assist proponents in addressing the proposal requirements set out in Part B, Sections 5, the PPA supplies the following information:

Appendix A	Documents to be submitted with Proposal
Appendix B	Pilot Dispatch, Accounting and Management System Specifications
Appendix C	Price Proposal (to be submitted with proposal)

5. REQUIREMENTS AND PROPONENT RESPONSE

5.1 General

The PPA looks to the proponent for the technical expertise and background necessary for the designing and production of a PDAMS. It is the PPA's expectation that the proposed PDAMS will be of the highest standard with respect to design and cost-effectiveness, without compromising quality.

Proposals should be in sufficient detail to allow evaluation against the evaluation criteria.

5.2 Management - Proponent Experience and Qualifications

Requirements

The successful proponent should have the experience and qualifications necessary to meet the PPA's requirements as set out in this RFP and the appendices.

Response

To meet the mandatory criteria

The proposal must include:

1. Proponent Identification
Please provide the following information:

- Organization Name
- Physical Address
- Contact Person Name
- Phone Numbers
- E-mail Address

- Website Address
- Principal Operators
- Authorized Company Signatory

2. As per the rights provided for in Part A, Section 3.9, provide the names of any persons or organizations you are or have been in association with.

3. Demonstrate your organization understands PDAMS requirements and your commitment and flexibility with working with the PPA to provide an innovative and cost-effective system.

4. Provide the name address and phone number of your banker, accountant and lawyer and evidence of your financial stability to support operations and any required capital investment. Proponents identified as front runners will be required to supply additional supporting documentation.

5. Provide an overview of your organization including:

a) how long the organization has existed or operated in the current business area; and

b) experience with creating a PDAMS (or similar systems).

6. Provide a list of names and contact information for whom you have provided a PDAMS (or similar systems) in the past five years.

Note: If sub-contractors are proposed, their experience and qualifications should be included. The prime contractor should be identified.

5.3 Technical – Pilot Dispatch, Accounting and Management System

Requirements

PDAMS technical requirements are set out in Appendix B.

Response

To meet the mandatory criteria

The proposal must include:

1. Basic description of the proposed system, and conformation that it will meet all the functional requirements included in the Technical Specification.

2. Provide technical information demonstrating that the proposed system meets all technical requirements of the Technical Specification. While a full, detailed description and illustrations package is not required as part of the RFP response, the response should include enough technical content to allow the PPA to evaluate the suitability of the proposed system.

At the minimum, the RFP response should include descriptions of the following items as detailed in the Scope Summary of the Technical Requirements:

• **Dispatch Modules**

- Dispatch Planning Boards and Sub Grids
- Pilot Rotation
- New Order Intake – by phone or from web
- ECHO Data Collection and Accounting Functionality

- Service Provider Communications Portal (Helicopter/launch companies etc.)
- Vessel Scheduling Module (mainly cruise vessels)

• **Accounting Modules**
- ‘To Be Billed' Module and Subgrids, including:
- Print Proof
- Cost Module
- Accounts Receivable
- Payout to pilots including expense reconciliation

• **History Modules**
- Historical Jobs
- Invoice/Payout Module
- Audit trail of changes made to assignments
- Audit trail of changes made to Master Data Modules

• **Management Module**
- Resolving Management Approval Items
- Administration Interface
- Auto-generated custom reporting interface

• **Master Data Modules**
- Vessel Management
- Location Management
- Pilot Management, including:
  - Rostering & Rotation Management
  - License Management
- Finance Master Data Management, including:
  - Rates Management

• **Reporting and Business Intelligence**
- Record and report PPA's KPIs including.
  - Assignment delays due to various reasons
- Incident Management
- Pilot strength and availability
- Host and query historical data from sunset system

• **External Web Portals**
- General Public - includes tides and currents windows calculators, traffic pages, invoice estimator, vessel position report
- Agents - includes tides and currents windows calculators, traffic pages, invoice estimator, web orders, vessel position report
- Pilots - include dispatch information and assignment data input & E-Source card interface
- Service providers - communications system with Dispatch

• **E-Source Card application**
- To be configured to allow Pilots to view job information and submit Source Cards on mobile devices

• **Hosting** solution and detailed recommendations for whole system
- Redundant solution across two or more geographic locations
- Direct data feeds to required stakeholders
- Localized backup data for business continuity use

• **Others**
- Any other module, requirement or functionality your organization believes the PPA requires

5.4 Technical – Development, Testing and Launch

Requirements

The proponent must demonstrate that they have the means and ability to provide a PDAMS solution that meets all the technical requirements set out in Appendix B. In this section, the proponent should provide an outline plan for the development, testing and launch of the system, describing how, where, and by whom each phase of the work will be completed. The proponent should also provide a schedule for the above activities and the associated design and engineering work.

Response

The proposal must include:

1. Description of the plan for development, testing and launch of the system, including details of where the activities will take place and who (proponent or sub-contractor) will be responsible for the conduct of each activity.

- Proposed software development location and experience
- Design and Development Plan
- Hosting Solution
- Testing Plan
- Product Launch
- Training plans for PPA staff
- Maintenance and Support
- Commitment to Future Enhancements
- Total Schedule

5.5 Price Proposal

The response should fully describe all terms and conditions of the price proposal (see Section 6).

The price proposal(s) must be submitted in a separate sealed envelope accompanying the proponent's response.

6. PRICE PROPOSAL

6.1 Requirements

1. The proponent is required to submit a price proposal for completion of the full Scope of Work as described in the RFP.
2. The price proposal should include accounting for, and payment of, all applicable fees and expenses related to development of the PDAMS.
3. The price proposal should include the ongoing costs of the recommended hosting solution.
4. The price proposal should include an ongoing support and maintenance regime.
5. The price proposal should include a structure to price future system enhancements.
6. The price proposal should include accounting for, and payment of, all applicable taxes and import duties both within the country of build, and Canada, as applicable.

7. All monetary amounts (including Proponent financial information and pricing) should be expressed in Canadian dollars and in the "local" or "home" currency of the Proponent. The PPA will determine which currency to use in the contract when it selects the Preferred Proponent.
8. To assist the proponents in submitting a price proposal and the PPA in evaluating price submissions, proponents should complete each price proposal as per the format set out in Appendix C.

The price proposals must be submitted in a separate sealed envelope accompanying the proponent's response.

6.2 Response

1. Each price proposal should clearly relate to the PDAMS proposed. To assist the proponents in submitting a price proposal and the PPA in evaluating price submissions, proponents should complete a price proposal in the format as set out in Appendix C.

2. Any other requirements of the PPA should be clearly noted.

The Price Proposals should be submitted on the Price Proposal template attached in Appendix C.

The Price Proposals must be submitted in a separate sealed envelope accompanying the proponent's response.

7. EVALUATION

This section details all the mandatory and desirable criteria against which proposals will be evaluated. Proponents should ensure that they fully respond to all criteria in order to receive full consideration during evaluation.

7.1 Mandatory Criteria

The following are mandatory requirements. Proposals not clearly demonstrating that they meet them will receive no further consideration during the evaluation process.

Mandatory Criteria-Administration
a) Five hard copies and one electronic copy of the proposal must be submitted.
b) Proponent Covering Letter signed by an authorized representative.
c) Proposal must be in English and must not be sent by mail, facsimile or e-mail.
d) Proposal must be received at the closing location before the specified closing date and time.
e) A completed Appendix A – Documents to be Submitted with proposal, with all specified supporting documents
Mandatory Criteria-Proponent Response
f) Completed Appendices A, B, and C for PDAMS.

Proposals meeting the mandatory requirements will be further assessed against the following desirable evaluation criteria.

7.2 Desirable Criteria

The following criteria form the basis upon which evaluation of proposals will be made:

Criteria	**Weighting**	**Minimum Score**
Management Proponent's Experience and Qualifications	5	60%
Technical		
PDAMS, Requirements Development	40	60%
PDAMS, Delivery	15	60%
Sub Total	60	
Price	40	
Total	100	

7.3 Price Evaluation

The price for each of the agreement terms will be evaluated based on the information submitted in the Price Proposal (Appendix C).

8. PROPOSAL FORMAT

In order to provide consistency in proponent response and to ensure each proposal receives full consideration, please follow the Required Proposal Outline in Part C.

PART C: ATTACHMENTS

REQUIRED PROPOSAL OUTLINE

<u>Contractor Instructions:</u>

The proposal must be prepared and submitted in accordance with the following outline. Be sure to address all the requirements of the RFP. This outline is not intended as a guide, nor does it replace, the requirements of the RFP.

1. PROPONENT COVERING LETTER

Proponent Covering Letter in the format attached signed by the person(s) authorized to sign on behalf of and bind the company to all of the terms and conditions of the RFP and statements made in the proposal submission.

2. TABLE OF CONTENTS (optional where proposals are fewer than 20 pages.)

Show the page numbers of all major headings.

3. EXECUTIVE SUMMARY (optional where proposals are fewer than 20 pages.)

Summarize in no more than three pages the key features of the proposal, excluding price.

4. MANDATORY CRITERIA

A completed Appendix A, indicating that all supporting documents have been attached. Be sure to include all mandatory items as required in the RFP. Failure to do so will result in the proposal receiving no further consideration.

5. MANAGEMENT PROPOSAL

Indicate the proponent's qualifications for the project, including past projects having similar requirements to the one being bid upon. Summarize the qualifications of key staff and how these staff will be organized and supervised on the project. If subcontractors are being used, include the same information for each of them. Be sure to address all the requirements and specifications contained in the RFP.

6. TECHNICAL PROPOSAL

Indicate your understanding of the key requirements of the project and the methodology you will use in undertaking the project. Indicate timelines, milestones and products to be delivered. If subcontractors are being used, clearly indicate the role of each in the delivery of the project. Be sure to address all the requirements and specifications contained in the RFP.

7. PRICE PROPOSAL (submitted separately)

It is the practice of the PPA to evaluate the technical and management proposals without the knowledge of proponent prices. This avoids any possible perception of price-related bias in the evaluation. To make this manner of evaluation possible, submit the price proposal in a separate sealed envelope from the remainder of the proposal.

The price proposal shall be made in accordance with the requirements of the RFP-see Appendix C.

8. ATTACHMENTS

Attach any additional information such as company brochures, a list of previous projects undertaken by the company.

PROPONENT COVERING LETTER

PROPONENT LETTERHEAD

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:	Legal Name of Proponent, and Doing Business As Name If Applicable:
Printed Name:	Address:
Title:	
Date:	Proponent Contact Phone Number:

Pacific Pilotage Authority Canada | Administration de pilotage du Pacifique Canada

REQUEST FOR PROPOSAL
Proposal Evaluation

PROPOSAL EVALUATION

PROJECT	CONTRACTOR IDENTIFICATION
PROJECT NAME: ________________	A____
PROJECT NUMBER: ________________	B____
CONTRACT NUMBER: ________________	C____
NATURE OF WORK: ________________	D____
LOCATED AT: ________________	E____

OPENING AND COMPLIANCE	A	B	C	D	E
• Late, Withdrawn, Unsolicited					
• All Mandatories Submitted with Proposal					
ACCEPTED FOR EVALUATION (Yes/No) Attach details regarding reasons for rejecting any proposal					

PROPOSALS OPENED AT _______A.M./P.M. ON THE _______DAY OF _________________20_______.

WITNESSES: ___________________ _____________________ Presiding Official:________________.

PROPOSAL EVALUATION — ONLY ACCEPTED PROPOSALS CONSIDERED

Rating = Evaluation "Decimal" Scale on the following page
Score = Rating x Maximum Points

MANAGEMENT		Max Pts	A Rating	A Score	B Rating	B Score	C Rating	C Score	D Rating	D Score	E Rating	E Score
• Demonstrates understanding and commitment		3										
• Previous PDAMS (or similar) delivered		2										
Subtotal (1)		**5**										
TECHNICAL ***PDAMS technical requirements***		**Max Pts**	A		B		C		D		E	
Spec	**Criteria**											
Part 1	Scope Summary	2										
Part 2	Job Entry	3										
Part 3	Dispatch System	3										
Part 4	Dispatch Boards	3										
Part 5	Web Portals	4										
Part 6	Billing/Accounting	5										
Part 7	E-Source Cards	4										
Part 8	Master Data Management	4										

Part 9	System Notifications	2										
Part 10	KPIs and Reporting	2										
Part 11	Integration	2										
Part 12	High Level Issues	2										
Part 13	Wants and Needs Discussion Items	2										
Part 14	Some It Requirements	2										
	Subtotal (2)	**40**										

TECHNICAL ***Delivery***	**Max Pts**	A		B		C		D		E	
• Proposed Location and Experience	1										
• Design & Development	4										
• Hosting Solution	2										
• Testing Plan	1										
• Product Launch	2										
• Training Plan for staff	1										
• Maintenance and Support	2										
• Commitment to Future Enhancements	1										
• Total Schedule	1										
Subtotal (3)	**15**										

(1) Subtotal Points: Min=3 Max=	**5**	-		-		-		-		-	
(2) Subtotal Points: Min=24 Max=	**40**	-		-		-		-		-	
(3) Subtotal Points: Min=9 Max=	**15**	-		-		-		-		-	
TOTAL MANAGEMENT AND TECHNICAL	**60**										
SHORTLISTING		A		B		C		D		E	
SHORTLISTED Each subtotal point score must equal or exceed the minimum required score in line (1), (2), & (3) (Enter 'Yes' or 'No')											

PRICE EVALUATION	ONLY SHORT-LISTED PROPOSALS CONSIDERED				
	A	B	C	D	E
Price Proposal – total price including all taxes, certification fees and import duties					

RECOMMENDATIONS	**SIGNATURES**
	____________________________________
	____________________________________
	____________________________________

	Evaluation Team Chair:_________________________________

PROPOSAL ___________ ACCEPTED (A, B, or C, etc.)	SIGNATURE OF AUTHORIZED EXPENSE AUTHORITY:	**DATE:**

Pacific Pilotage Authority Canada / Administration de pilotage du Pacifique Canada	**REQUEST FOR PROPOSAL** **Proposal Evaluation**
MANAGEMENT EVALUATION	
Term	**The award of evaluation points is based upon the degree to which the proposal:**
Demonstrated understanding and commitment	• Clarity of proposal • Demonstrate understanding of the specific needs of the project • Demonstrate that the proposed project team has the skills and understanding to complete the project
Past experience	• Provides client references which can confirm the proponent's abilities have been demonstrated on similar previous projects
TECHNICAL EVALUATION – PDAMS Technical Specification	
The award of evaluation points is based upon the degree to which the proposal meets the requirements set out in the technical specification.	
TECHNICAL EVALUATION – Construction through Delivery	
Term	**The award of evaluation points is based upon the degree to which the proposal:**
Proposed location and experience	• Demonstrate that the proposed facility/organization has the skills and understanding to complete the project • Provides client references which can confirm the proposed facility/organization's abilities have been demonstrated on similar previous projects
Design and Development Plan	• Provide evidence that a detailed Project Management Plan will be prepared and followed.
Hosting Solution	• Provide evidence that a suitable long-term, hosting solution has been identified.
Testing Plan	• Provide evidence that a detailed Testing Plan will be prepared and followed prior to delivery of the system. Testing Plan is to include provisions for PPA's staff to attend testing.
Delivery and Launch	• Proposed plan for delivery meets the PPA's objectives • Delivery plan ensures system is launched per PPA's preferred time.
Training Plans for Staff	• Provide evidence that a detailed Training Plan will be prepared and carried out to provide Authorities staff with training on the systems.
Maintenance and Support	• Provide evidence that the nominated facility/organization has a demonstrated commitment long-term system maintenance and support.
Future Enhancements	• Provide evidence that the nominated facility/organization has a demonstrated commitment to complete future upgrades and enhancements.
Total Schedule	• Provide a schedule showing timeline from award of contract through launch of system.

MINIMUM EVALUATION POINTS REQUIREMENT	
Proposals must achieve the specified minimum evaluation points in each of the management and technical evaluations to be considered further in the evaluation and award process. Proposals that meet or exceed all minimum values are classified as 'shortlisted' proposals.	
PRICE EVALUATION	
Only short-listed proposals considered	
Price for PDAMS	Prices will be evaluated based on total price meeting indicated scope of work.

• If two or more leading proposals are identically scored having the same price per point, then the contract may be awarded based on further evaluation criteria as determined by the PPA.

EVALUATION DECIMAL SCALE		
Rating	**Description**	**Interpretation**
1.0	Excellent	Exceeds the requirements of the criterion in superlative beneficial ways; very desirable.
0.9	Very Good	Exceeds the requirements of the criterion in ways that are beneficial to the PPA's needs.
0.8	Good	Exceeds the requirements of the criterion, but in a manner that is not particularly beneficial to the PPA's needs.
0.7	Good to Average	Fully meets all requirements of the criterion.
0.6	Average	Adequately meets most of the requirements of the criterion. May be lacking in some areas that are not critical.
0.5	Average to Poor	Barely meets most of the requirements of the criterion to a minimum level. May be lacking in some areas that are not critical.
0.4	Poor	Addresses some of the requirements of a criterion to the minimum level. Lacking in critical areas.
0.3	Poor to Very Poor	Addresses few of the requirements of the criterion to the minimum level. Lacking in critical areas.
0.2	Very Poor	Minimally addresses some, but not all, of the requirements of the criterion. Lacking in critical areas.
0.1	Very Poor to Unsatisfactory	Barely addresses the requirements of the criterion. Lacking in critical areas.
0.0	Unsatisfactory	Does not satisfy the requirements of the criterion in any manner.

APPENDIX A

DOCUMENTS TO BE SUBMITTED WITH PROPOSAL

Proponent Name______________________________

Proponent Experience and Qualifications (Part B, Section 5.2)	**Included**
Complete response to all items in Part B, Section 5.2	

PDAMS Development (Part B, Section 5.3)	**Included**
Proposed software development location description	
Development Plans for:	
1. Scope Summary	
2. Job Entry	
3. Dispatch System	
4. Dispatch Boards	
5. Web Portals	
6. Billing/Accounting	
7. E-Source Cards	
8. Master Data Management	
9. System Notifications	
10. KPIs and Reporting	
11. Integration	
12. High Level Issues	
13. Wants and Needs Discussion Items	
14. Other IT Requirements	
15. Other	

PDAMS Development, Test and Launch	**Included**
Proposed Location and Experience	
Design & Development	
Hosting Solution	
Testing Plan	
Product Launch	
Training Plan for staff	
Maintenance and Support	
Commitment to Future Enhancements	
Total Schedule	

PRICE PROPOSAL (Part B, Section 6)	**Included**
A completed Appendix C. The Price Proposal must be submitted in a **separate sealed envelope** accompanying the proponent's response	

APPENDIX B

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.

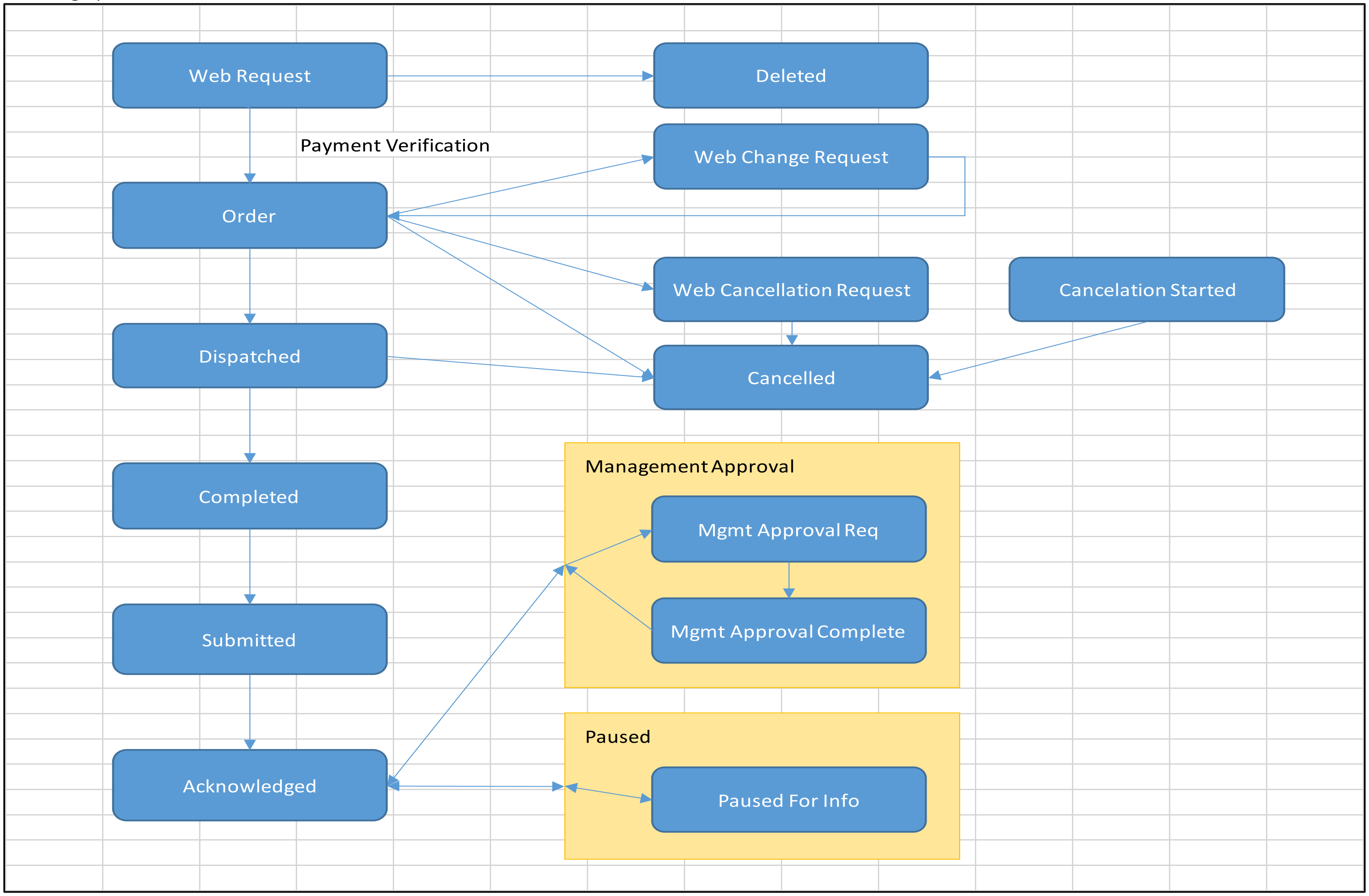
15. Dispatch - Dates throughout the system should always appear the same (some exceptions must be made to display in certain areas, e.g.: year not needed on planning board "hhnn dd mm"). Format TBD but initial thoughts are "hhnn dd mm yyyy", there was also a note of "Times should always appear before". 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



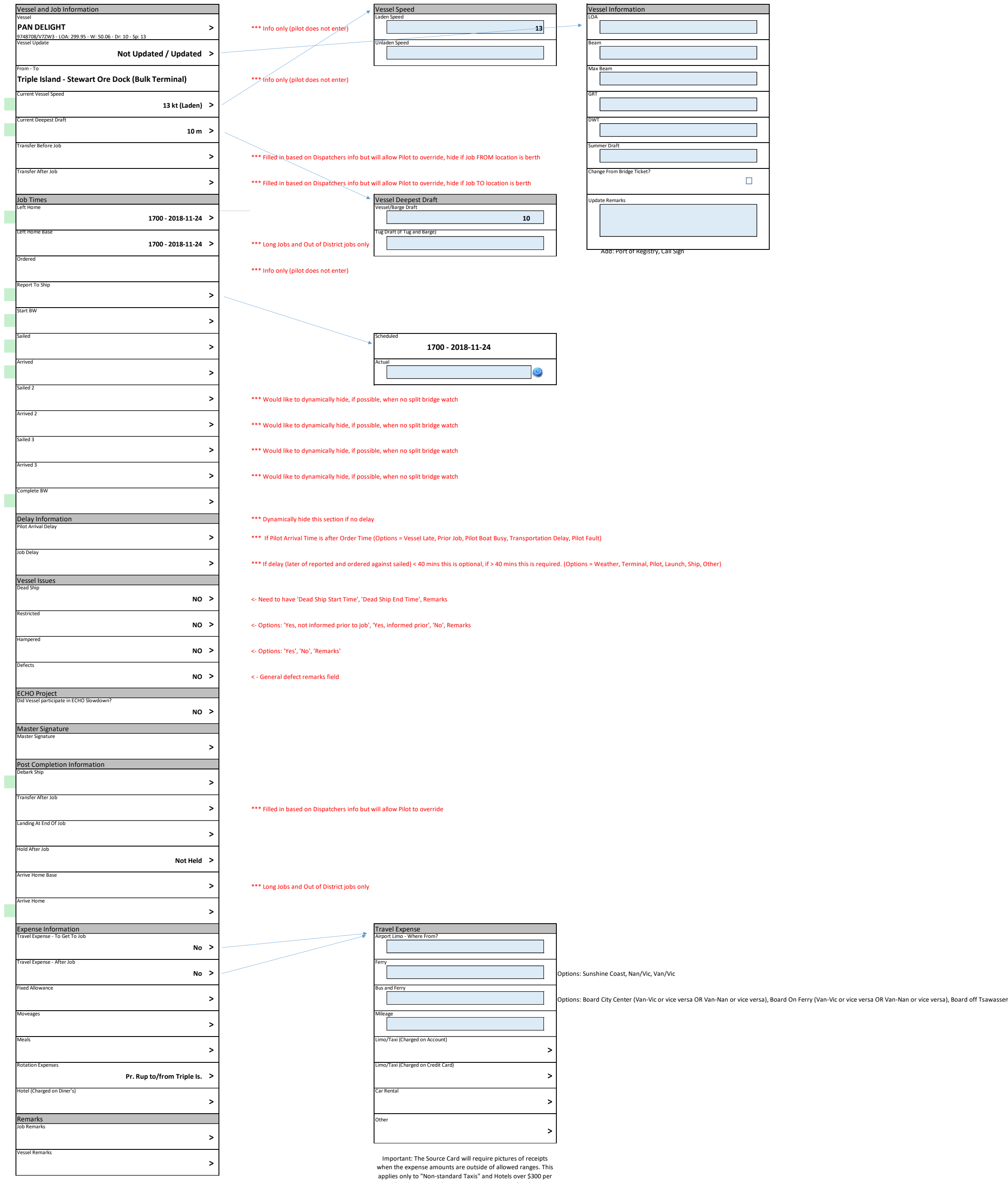
Part 15b, Job Information Mock-up

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 italizised.

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

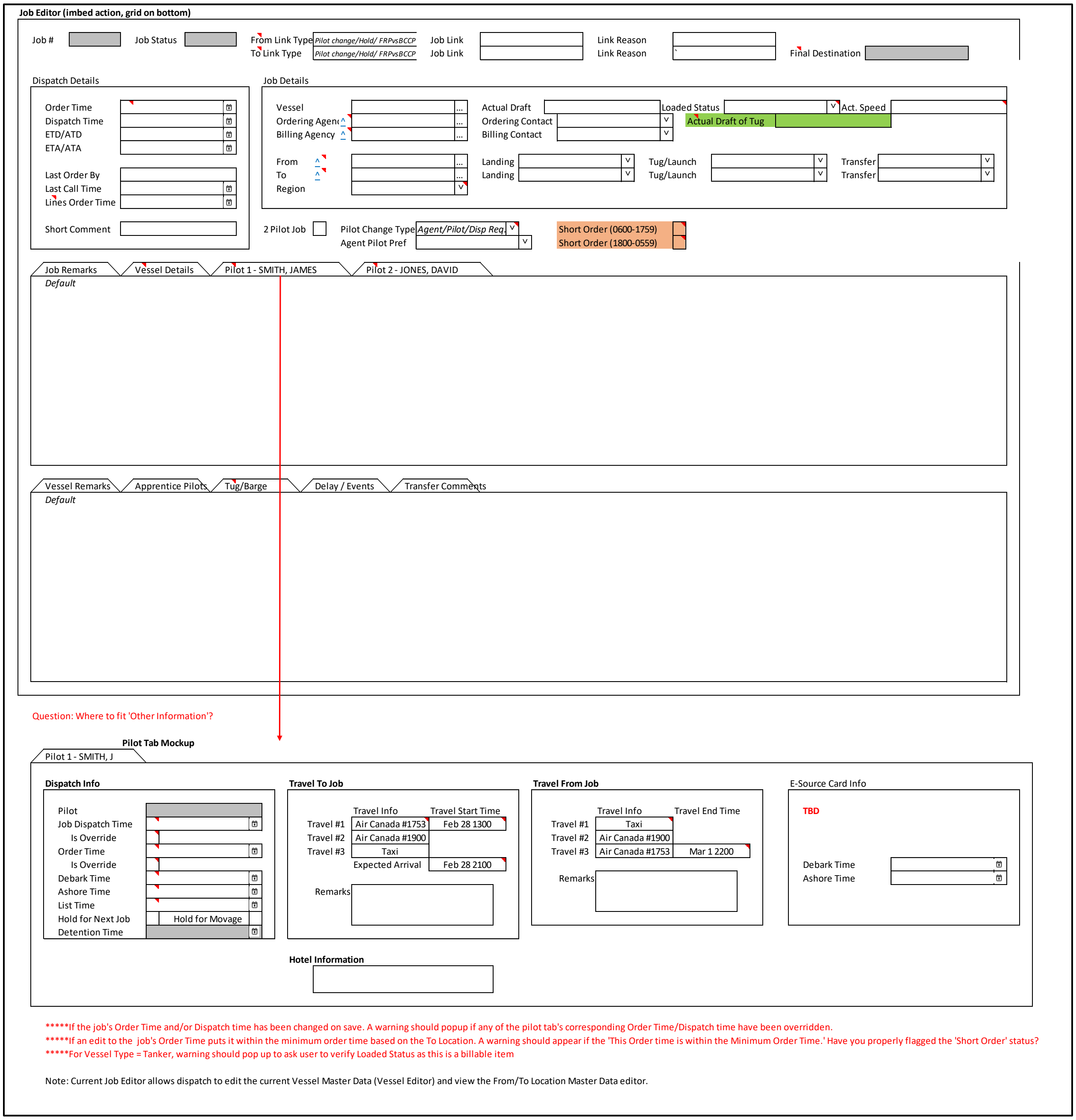
View Tidal Windows

Remarks

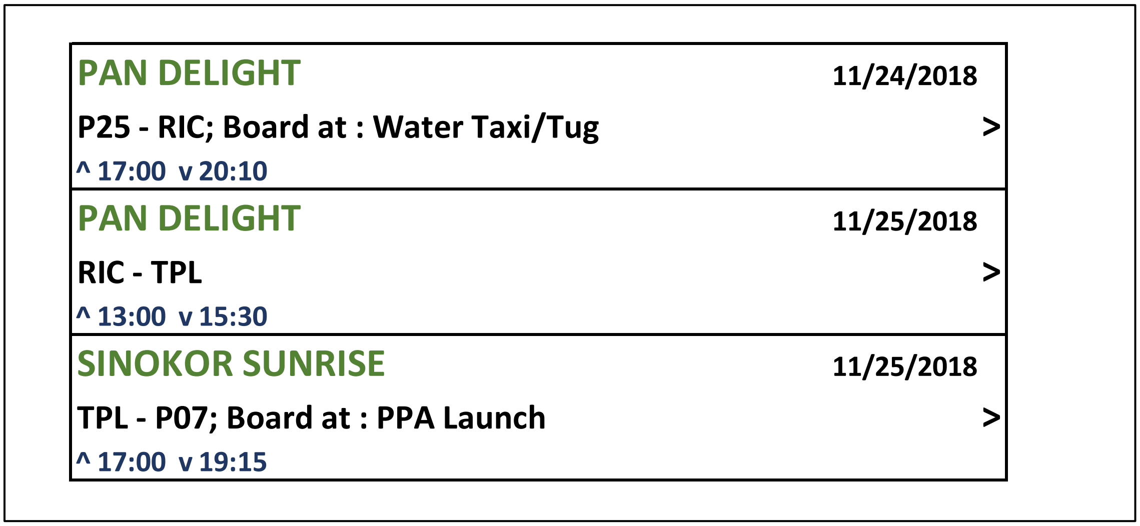
Last 5 Orders | Vessel Details | Tug/Barge

*****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?

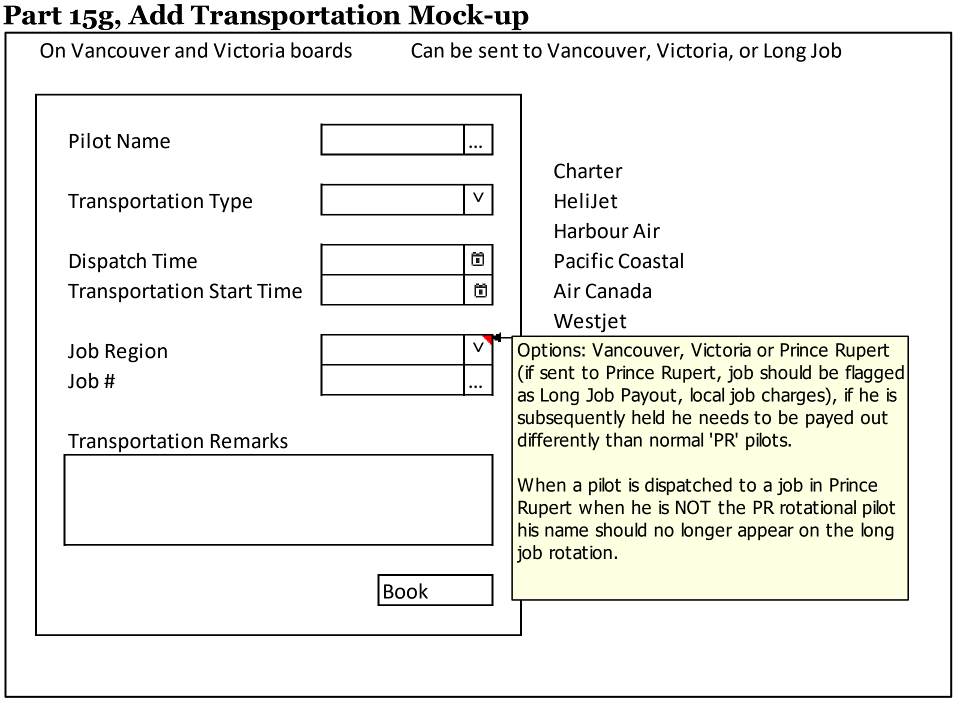
Part 15e, Job Editor Mock-up



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



Part 15g, Add Transportation Mock-up



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

Pilot	Vendor	Payout	Non-Payout
Ken Wright			

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

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

APPENDIX C

PRICE PROPOSAL

Proponent Name______________________________

NOTES:

- The PDAMS description must directly correspond to the PDAMS information provided on Appendix B
- All pricing is inclusive of all aspects of the RFP including delivery of the system and payment of all taxes, import duties, and certification fees.
- Proponents should provide pricing using the format below. Proponents are free to provide additional pricing breakdown and descriptors.
- Currency: depending on the business location proposed, proponents may wish to also propose a home currency in addition to the CDN currency for consideration by the PPA. The PPA reserves the right in its sole discretion to select the currency for the contract that would be in its best interest.

ITEM	PDAMS PRODUCTION DESCRIPTION	PRICE	
		CDN ($)	HOME CURRENCY List Currency: _______
1	PDAMS Development and Production	$_________	$_________
2	Testing and Launch	$_________	$_________
3	Staff Training	$_________	$_________
	Total Proposal Price	$_________	$_________

ITEM	ONGOING COST DESCRIPTION	PRICE	
		CDN ($)	HOME CURRENCY List Currency: _______
1	Hosting Solution (per year)	$_________	$_________
2	Maintenance and Support (per year)	$_________	$_________
	Total Proposal Price	$_________	$_________

ITEM	DESCRIPTION	PRICE	
		CDN ($)	HOME CURRENCY List Currency: _______
1	Future Enhancement Costing Formula		
		$_________	$_________
		$_________	$_________
	Total Proposal Price	$_________	$_________

APPLICABLE TAXES AND FEES Itemize all applicable taxes and fees (including GST, HST, PST, Canadian Customs, imports, duties, etc.) that will be applicable to the Total Proposal Price listed above		
ITEM	AMOUNT	
	$_________	
	$_________	
	$_________	
	$_________	
Total Taxes and Fees	$_________	