

# Pre-Proposal meeting questions and responses

**In regard to loading and unloading vessels, what is purpose of manual tickets, what happens from there?**

The service tickets are created by those providing services to our customers. Many times, in the Commercial Marina, two forklifts are operating at the same time. Plus, the International Terminal is running 1-2 forklifts as well.

The tickets record the amount of time spent performing certain tasks – like driving a forklift, using a hoist, or the time a vessel has spent at our hoist dock. The time at the hoist dock may or may not correspond to the time spent loading and unloading vessels. This ticket is reviewed by the Commercial Marina or International Terminal Harbormaster. Weekly, the service tickets are brought to accounting where these tickets are transferred into the Port's accounting system to create invoices for customers. The service ticket invoices for forklift time, as well as the time the forklift driver spent on the task. In billing the time, there are minimums and billing increments. The forklift and labor are billed in 30-minute increments for the first hour and 15-minute increments thereafter. If a vessel asks for an unload when no one else is unloading, the Port can charge staff travel time to and from the Port. The Hoist Dock has a one hour minimum, and one rate is charged for the first three hours and a higher rate after 3 hours of tie up time. You can see our full pricing at the Port's website at: <https://www.portofnewport.com/rates-fees-charges-2020-2021-effective-july-1-2020>.

**Your manual ticket process, is that something you are looking to use a workorder system for and they have a tablet? Or is the manual ticket working for you and you want to have another way to invoice the client?**

The Port would like to replace the manual process with a workorder or sales order process. The Manual ticketing system can be kept in case of system downtime. The Work Order or Sales Order is entered into the system by the operator, the Harbormaster reviews the order, the order is released, and invoices are sent out daily. Ideally, the Port would have the option to have the customer pay immediately via a credit card or some other mechanism. This would help the Port manage past due accounts. Having an integrated system would also tag the customer for other actions as well.

**The time that is being recorded, does the Port have a time management or payroll system that is recording that for you?**

No, the Port does not have a time management or time recording system to record the time spent unloading vessels. The ideal solutions would automatically record the time spent doing these types of activities. That would allow the Port to better track the cost to provide these services and then more accurately price and provide a justification for the pricing.

The Port uses ADP to process payroll and to keep time. But ADP is used to track total hours, not specific activities. ADP is the Ports payroll system.

**Do you have a budget in place that you are willing to share?**

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Yes, a budget is in place, but the Port is not sharing it at this time.

## **What is the share of repeat customers or clients the Port serves vs. new clients that we need to capture and invoice?**

The Port's repeat customers are nearly at or greater than 95%. Any customer that the Port provides services to is required to register their vessel. Therefore, every customer should be in the Port's system prior to creating a service ticket.

The commercial fishermen must register upon entry and tying up to our docks. If our offices are closed, they register the next morning. Upon registration, they must pre-pay all moorage fees and a customer account is created. The personnel handling service tickets should never have to create a new customer.

## **What does the registration process look like?**

The registration process is very manual. The vessel operator or owner is required to sign a moorage license agreement (MLA) and prepay for moorage. The vessel operator or owner can download and fill out the MLA online or come to the front office and Port staff will fill out an MLA for them. At that time, an account is created in the financial system and the vessel operator or owner prepays for all moorage.

To get into the details, each evening a security company inventories the vessels in the Commercial Marina and the International Terminal. With this inventory we can track which vessels are in Port and charge a daily moorage to those vessels who do not have a monthly, semi-annual, or annual MLA with the Port. This is a manual process done on special waterproof paper and is something the Port would like to automate.

This information is then put into a spreadsheet to track who was moored in which slip.

The current process does not include any type of background or credit check. Ideally a system should provide this capability, but it is not a requirement.

## **Is that part of the process you would like to automate (the inventoring of vessels)?**

Yes, we looked at an Access database, but marina software packages will allow you to do these daily inventories. The right package would handle the Commercial, Recreational and International Terminal inventories.

## **Have you recently evaluated any products related to these requirements, say within the past six (6) months?**

Yes, the Port has looked at a variety of products in the past six (6) months. The purpose of these reviews was to determine what was available on the market and to develop specifications for the RFP. The Port is looking to find the best value solution allowing the Port to Automate manual processes.

## **Who would be the main people who would have access to the system to make their jobs easier, regarding this process you have in place?**

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We have talked about several processes.

1. For loading and unloading vessels, tablets would be provided on every forklift so the drivers could create some type of order as they load and unload vessels – there would be 3 in the Commercial Marina and up to 3 in the International Terminal.
2. For the daily inventory, the security company would need access to take the nightly inventory of vessels.
3. For an inventory of equipment storage, staff at the International Terminal and Commercial Marina would need access to take an inventory of the stored materials.

## **What about the staffing on the accounting side, how many staff would be deemed core accounting system?**

There are up to 5 staff that we would deem the core accounting users. There are 8 users that would need access to the system for viewing budgets to actuals, and to create received goods on purchase orders. (I have removed users on that are core accounting users). Included in this group are those that will need to approve purchase orders above specific limits.

## **Do you have any sort of budgeting process currently? And is that in Excel to another tools that the Port uses?**

The Port, as a government entity, is required to create a budget annually. The budget, once authorized by the Commission of the Port, is filed with Lincoln County. The budgeting process is manual utilizing spreadsheets to capture the different components of the budget which include these major categories: Personnel, Materials and Services, Capital Outlay, Debt Service, Interfund Transfers, Operating Contingency, Special Payments and Unappropriated Ending Balance. This is completed in a rolled-up summary form by division, and fund type. The budget also captures revenues in the following categories: Net Working Capital, Fees and Licenses, Grants, Bond and other Debt Revenue, Interfund Transfers, All Other, and Property taxes. Revenues less expenditures equal zero.

The Port has just started looking forward 5 to 7 years to determine capital or large projects that need to be completed with the big project coming up within 5 years – a 12–15-million-dollar project to rebuilding Port Dock 7. The Port is now actively seeking out grants, rather than relying of General Funds (Enterprise funds) to fund all the capital projects. This is why the grants module is desirable.

## **Is a bar coding system something that would be desirable for inventory or is inventory more of an eyeballing type of thing.**

The Port really does not keep an inventory of goods. Bar coding could be used for the inventory of vessels. Each slip could have a bar code, and a notebook of all vessels could be kept by the security staff. The security staff could scan the slip number and then scan the associated vessel out of the notebook. I would worry about how the bar code on the slips would hold up against the saltwater environment.

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The Inventory of lot storage could be done in a similar way: scan the customer, determine length and width, and create an invoice based on use. So yes, a bar coding system is of interest.

### **What does it look like when you are charging for that storage? What does the process look like?**

This is about a 4-day process and multiple staff are used in this process. The staff go to each storage space to determine whose has materials stored in the space. the space is measured to determine the billing. This information is then forwarded to our billing staff who take this information and place it into a spreadsheet which tracks the lot storage. This allows us to make sure no one was missed and to see variances month to month. After this, the information is input into the financial system for invoicing.

### **Would the staff doing our inventory be using an I-Pad or other portable/mobile device.**

Yes, all staff doing inventory would be using some of mobile/portable device.

### **I noticed that in one statement it was mentioned that the Port uses modified cash accrual and accrual-based accounting. Is that just the way the Port is reporting different functionality?**

The Port is a municipality following GASB and Oregon Municipal law. In the past we have always reported on a modified cash basis for monthly reporting. This reporting did not include items like capitalized items that need to be moved to the balance sheet, depreciation, or GAAP adjustments. Reporting to the Port Commission is done on a budget basis. We report month to month on a full accrual basis. We are reporting on an accrual and budget basis so that we can move items to the balance sheet and must keep side spreadsheets to track both. The Port would like to be able to see how it is doing on a budget, full and modified accrual basis. Ideally, we would like to do this without having to do extra work.

### **Are you tracking your six (6) different funds as companies right now?**

Yes, that is correct. We are open to solutions that give us good reporting. We are using the classes in QuickBooks to track the Operating divisions (Commercial Marina, Administration, International Terminal and South Beach RV Park and Marina).