Request for Proposals
User Support and application development for the
Alaska Interagency Electronic Reporting System (IERS)

Issue Date: March 21, 2025

Deadline for Submissions: April 23, 2025

Proposed Schedule for the Request for Proposals

March 21, 2025   Request for Proposals (RFP) distributed and posted by PSMFC.

March 28, 2025   Deadline for written questions on the RFP, submitted to PSMFC.
Please email written questions to Michael Arredondo, Grants and
Contracts Specialist, at marredondo@psmfc.org.

April 4, 2025   Questions and Answers document posted on PSMFC website.

April 23, 2025   Deadline for proposals.
Proposals must be received by 5:00 PM Pacific. Please email proposals to
marredondo@psmfc.org.

May 1, 2025   Notification of the successful bidder.

Introduction

Pacific States Marine Fisheries Commission (PSMFC) seeks a contractor to provide customer service user support and application development services for the Alaska Interagency Electronic Reporting System (IERS) and integration of data to support catch accounting. The purpose of this project is to support timely and accurate reporting, data retrieval, and information integration to support management of fisheries off Alaska. This project will help build regional and national fishery information management systems with strong data quality and integrity.

Background

The objective of this project is to increase the timeliness and accessibility of data for fisheries management in Alaska. PSMFC was formed by Congress more than 60 years ago and helps resource agencies to manage fisheries and implement fishery management programs. The three agencies that are involved in management of commercial in Alaska are: Alaska Department of Fish and Game (ADF&G), International Pacific Halibut Commission (IPHC), and National Marine Fisheries Service (NMFS).

In late 2001, PSMFC completed a project to assess the needs of ADF&G, IPHC, NMFS, and the processors who make landing and production reports, with regard to electronic reporting. The needs analysis covered data requirements, technological capabilities, regulatory implications, and procedural challenges that might affect the success of an electronic reporting system. The study concluded that an integrated electronic reporting system would be feasible, and could provide significant benefits to both processors and the fishery management agencies. The IERS was developed as a result of this conclusion, and now serves as the single data collection system for commercial fisheries landings and production data in Alaska. The IERS provides a single set of landing data for Alaska fisheries that state, federal, and commission managers can agree upon, and allows the fishing industry to provide data elements only once for all agencies. The IERS has been in production since August 2005 and has improved the flow and integration fishery data into the management process.

The IERS has the following principal components: 1) the web reporting application, eLandings; 2) a desktop application for at-sea operations who need to submit data via email, seaLandings; 3) a tender workstation for clients to transmit data via thumb drive, tLandings; and 4) an agency application that allows agency users to access data, manage users and make edits if necessary. Each of the components is functioning in production; but modifications, improvements, and additional functionalities are constantly necessary to meet regulatory demands, support the increase in user base, and maintain stability of the system. The features and number of customers interacting with each of these components has grown and there is demand for user support through email and phone for processors and vessel operators that are using IERS to submit data. The data collected in IERS are integrated into NMFS, ADF&G, and IPHC management systems to enable in-season management of salmon, halibut and groundfish fisheries in the Bering Sea/Aleutian Islands and Gulf of Alaska. Timely, accurate, and comprehensive catch accounting information assists fishery managers and fishery stakeholders in making informed, knowledgeable, and appropriate management decisions. Important components of successful catch accounting systems are the integration of multiple sources of data, dissemination of information to stakeholders, and robust infrastructure and services to support management decisions.

Through this project, the contractor will provide ongoing support for IERS implementation and integration of these data to enable fisheries management.

Scope of Work
PSMFC intends to contract with one firm to provide professional services under the following three tasks:

Task 1. **Provide customer service, user support, and outreach for seafood processors, harvesters, and agency staff that are interacting with IERS.**

Seafood processors, harvesters, and agency staff (such as NOAA Office of Law Enforcement personnel) who encounter problems using IERS component applications may email or call for assistance. The contractor will:
- Log incoming customer support emails and phone calls and perform initial problem categorization.
- Assist customers by troubleshooting issues, diagnosing problems, and using elandings users guide to assist the customer in understanding and applying the solution.
- Use the elandings users' manual and Federal record keeping and reporting regulations to provide accurate responses to record keeping and reporting inquiries and instruct customers in proper use of the IERS system.
- Provide, update, and improve system documentation, user manuals, help manuals, instructional videos, and Frequently Asked Questions.
- Participate in elandings outreach events to provide seafood processors, harvesters, and agency staff with information on how to use IERS and prepare customers for integration of new features.
- Participate in committee meetings to provide updates and to coordinate with agency staff on user support and outreach progress.

The contractor will provide at least one customer support specialist that is able to respond to calls and emails during business hours (Monday – Friday, 8am – 4:30pm) and additional specialist as needed to effectively support call and email tempo.

Task 2: Provide software testing of new development and functionality of the IERS components and online fishery reporting systems

The contractor will:
- Assist agency data owners with user acceptance software testing; provide reports on testing methodology and results for approval prior to final implementation.
- Either independently or in conjunction with agency staff (to be agreed upon on a case-by-case basis) develop or modify test plans and implementing testing.
- Document specific repeatable technical issues in JIRA.
- Update and maintain issues identified by developers and testers in JIRA.
- Provide detailed system documentation for enhancements, new functionality, and bug fixes that are completed.
- Participate in committee meetings and provide updates on testing progress.

Task 3: Provide new development and maintenance for the IERS components and integration of IERS data for use in inseaon management

The contractor will:
- Support ongoing application development work to maintain the functionality of eLandings & seaLandings using software engineering with PostGres, Oracle, HTML5, JTEE, Java, JavaSwing, Wildfly, and GitHub.
- Support ongoing development work to integrate IERS information (e.g. landing reports, production reports, elogbooks) into catch accounting data systems to enable estimation of catch and bycatch to meet in-season management needs.
- Provide ongoing network, database administration, application and database performance tuning, security, systems design, infrastructure setup and support, and applications development for the AKR database infrastructure and eLandings systems.
- Work closely with fishery managers to understand, identify, and document system requirements (e.g. business rules, functional) arising from changes to fisheries management programs resulting from regulatory amendments to fishery management plans.
- Either independently or in conjunction with agency staff (to be agreed upon on a case-by-case basis) complete tasks that are documented in JIRA and prioritized by the NMFS Data Services Steering Committee or the IERS Steering Committee.
- Work closely with agency personnel to understand, identify, and document requirements (e.g. UI design and workflow) for IERS web applications for processor and agency users. Propose a range of alternative solutions as necessary.
- Participate in committee meetings and provide updates on development progress.

Project Timeline

The project will begin at time of award and is expected to continue until June 2030 (5-years), with possibility of interruptions due to funding availability. Project priorities and overall milestones are determined by the NMFS Data Services Steering Committee and specific tasks will be determined by the IERS Steering Committee.

Travel

The project will require travel of up to 4 trips to the Alaska Regional Office in Juneau, Alaska. In addition, the project will require up to 5 trips to Anchorage, Alaska or Seattle, WA to participate in outreach and training events for commercial fishing industry. Each trip is expected to be 2 nights.

Contractor Qualifications

The qualified contractor must have 5 years of demonstrated experience: interacting with members of the commercial fishing industries in Alaska, including harvesters and personnel with fishery management agencies. The contractor shall have 5 years of demonstrated experience in the development and customer support for electronic reporting applications and preference will be given to contractors that can demonstrate this experience for fisheries data in Alaska.

The contractor must also exhibit a proven record of intimate knowledge of database and system design necessary to support development and implementation of reporting tools to collect fisheries data and integration of those data into catch accounting systems for fisheries management in Alaska. The contractor must also possess 6-8 years of demonstrated software engineering experience and expertise in the following technologies: Oracle, PostGres, HTML5, JTEE, Java, JavaSwing, Wildfly, and GitHub.

The contractor will be periodically available to work on-site with the Juneau-based agencies to develop data transfer specifications, system requirements, and database design to develop the proposed integrated web-based landing system; and periodically available to work on-site in Anchorage or Seattle to work with agency staff to provide industry stakeholder outreach and training.

Proposal Requirements and Scoring

Please provide a resume for each person proposed to work on this project and an explanation of the roles and responsibilities anticipated for each person listed. Please also provide all of the information required in Appendix A about each person proposed to work on this project, using the format shown in the appendix. In the proposal, include the number of hours and the hourly rate charged for each person proposed to work on the project; and information about any other anticipated costs associated with completing the project.

All proposals will be evaluated and scored using the following criteria:

Experience (55%) Proposers will be scored on their specialized recent experience and demonstrated competence of the firm and staff in developing and supporting fisheries electronic

reporting applications and experience in development and integration of data into catch accounting systems for fisheries management in Alaska.

Particular emphasis will be placed on projects that involve complex fishery business rules, multiple reporting capabilities, multiple agencies with multiple reporting requirements; including specific experience and ability to:

> **Subfactor A:** Demonstrate knowledge of North Pacific fisheries regulations, commercial catch reporting requirements, reporting methods, and reporting codes pertinent to NMFS, State of Alaska, and IPHC.
> **Subfactor B:** Work with multi-agency committees and data requirements on projects related fisheries management. Preference will be given to experience with North Pacific fishery management.
> **Subfactor C:** Demonstrate expertise fishery electronic reporting software engineering using : PostGres, Oracle, HTML5, JTEE, Java, JavaSwing, Wildfly, and GitHub. Preference will be given to demonstrated experience with Alaska fisheries.

Past Performance (25%)   Proposers will be scored on their past performance in working with electronic reporting projects.

Cost (20%)   Proposers will be scored on the basis of the cost estimates provided in their proposal.

Budget
The specific number of hours for each task on the project will vary depending on specific project priorities and user support demand. The expected hours for work under Tasks 1 and 2 is approximately 4,000 hours / year. The expected hours for work under Task 3 is approximately 2,000 hours / year. These estimates for hours required are likely high.

Project Management and Staff
PSMFC will provide administrative and logistical support and engage contractual services to accomplish the goals of this project. The contractor will provide the necessary project management and experienced, senior-level analyst programmers, and skilled testing, outreach and customer support personnel needed to accomplish the goals of the project.

Basis for Remuneration
This grant will be administered on a time and materials basis with the contractor submitting bills periodically for work completed as directed in the contract statement of work and remuneration to contractor on approval by PSMFC.

References
Note: These references are intended to provide background and general overview of available resources.
- elandings user manual: https://elandings.atlassian.net/wiki/spaces/doc/overview

- Federal Recordkeeping and Reporting in Alaska: https://www.fisheries.noaa.gov/alaska/commercial-fishing/recordkeeping-and-reporting-federal-fisheries-alaska

Appendix A. Budget Template

Category		Name	Title & Role	Hourly Rate	Estimated Hours (%)	Residence (City, State)
Customer service & user support	Person 1					
	Person 2					
	Person 3					
Software Testing	Person 1					
	Person 2					
	Person 3					
Application Development	Person 1					
	Person 2					
	Person 3					

Add categories and/or repeat as necessary.

Please provide an estimate of the travel and per diem costs for any people proposed to travel to Juneau, Alaska, and information about any other anticipated costs associated with completing the project.