

**Request for Proposals for:**

**Enterprise Asset Management Software  
for the City of Olean**

**BID OPENING:**

**Tuesday, March 31<sup>th</sup>, 2026 @ 4:00 PM**

**CITY OF OLEAN  
Municipal Building  
Olean, NY 14760**



**DEPARTMENT OF PUBLIC WORKS**

## **Proposals to be received at:**

City of Olean

Department of Public Works, office 202

101 East State Street

Olean, NY 14760

Or Email: [DPWadmins@cityofolean.gov](mailto:DPWadmins@cityofolean.gov)

## **Proposals to be received on March 31, 2026 by 4:00 p.m. Eastern time.**

- *If submitting by mail, please include 3 copies of the proposal.*
- *Proposals received after the deadline will not be considered.*
- *Proposals may be withdrawn prior to the scheduled submittal time by emailing one of the contacts above or in person at the address above.*

### **1. Project Background**

The City of Olean (City) is seeking proposals from qualified vendors for the procurement of an Enterprise Asset Management Software (EAM Software) to support the City's Asset Management Program (AMP). Services must include implementation, provision of the software, training, and ongoing technical support, all from a single vendor. The City will enter into a 5-year contract with the selected vendor. The EAM Software will initially be used for the City's drinking water (including supply, treatment, and distribution) and wastewater (including collection and treatment) assets and eventually may also be used for the City's electrical, streets, parks, mechanical, airport, fleet, and facility/building assets. The preferred Vendor must be able to demonstrate experience in successfully implementing the proposed solution for cities of similar size and scope.

Qualified vendors must complete a Proposal complying with the Project Scope and Timeline outlined in this RFP that adheres to the content and format defined in this RFP and submit it to the City before the deadline.

The City serves approximately 14,000 drinking water and 20,000 wastewater customers, and is responsible for the operation and maintenance of approximately 69 miles of water mains, approximately 69 miles of sewer mains, 10 wastewater lift stations, a 12-million gallon per day monthly average capacity wastewater treatment plant, two 3-million-gallon drinking water storage tanks, a drinking water booster pump station, three drinking water wells, and a 3-million-gallon-per-day peak capacity surface water drinking water treatment plant.

The City is subject to a consent order issued by the State of New York Department of Environmental Conservation (NYDEC) requiring improvements to asset management practices, including maintenance planning, condition assessment, and reporting. This procurement is intended to support the City's efforts to meet these regulatory obligations. The selected EAM Software solution must support components of the City's AMP including asset inventory, condition assessment, likelihood of failure, consequence of failure, risk assessment, capital improvement plans, and maintenance planning.

The City does not currently have a formal consolidated electronic asset inventory. Assets are currently maintained via work order processes on a regular basis. The City is currently in the process of developing GIS maps of the water and wastewater systems and is in the early stages of developing an AMP.

## **2. Project Scope and Timeline:**

The selected Vendor must provide an EAM Software meeting the City's asset management needs and guide the City through the implementation of the software, including data entry and analysis processes. The City intends to begin implementation upon procurement of the software. Specific requirements, along with desired (but not absolutely required) features, are outlined below. As part of the proposal, the Bidder must indicate how they meet all requirements and provide any desired features in Attachment A: Required Response Template.

### **Asset Types Supported:**

The EAM Software must support the following asset types:

- Wastewater (vertical and horizontal assets, including collection and treatment)
- Drinking Water (vertical and horizontal assets, including supply, distribution and treatment)
- Stormwater
- Electrical
- Streets
- Parks
- Mechanical
- Airport
- Fleet
- Facilities / Buildings

The EAM will be implemented first for Wastewater and Drinking Water. The City anticipates expanding its use to additional asset types in future years.

### **Implementation:**

The vendor must be responsible for the final City-approved design, installation, implementation, and commissioning of the software system as well as implementation services including development of user access, system integration, and training of City staff.

### Work Management:

The selected software must support a work order system with easy-to-create work orders, status tracking, ability to track total cost of work order, and ability to integrate safety (e.g. lockout/tagout, confined spaces).

Desired features:

- Ability to schedule preventative maintenance work orders based on operational parameters
- Ability to use mandatory field entries for work orders
- Ability to track customer complaints and create standard responses as well as generate automatic work orders or email alerts triggered by such inquiries

### Mobile Applications:

The selected software must be compatible with the preferred data collection and maintenance methods by Apple, Android, and Windows devices (tablets and smartphones) that can be accessed in on-line or off-line modes.

### Asset Management:

Asset management and analysis within the software must support methods set forth in the NYDEC Asset Management Guide for Publicly Owned Treatment Works (rev. Dec 2021)<sup>1</sup>, including but not limited to Condition Scoring methods (Section 3.7 of the Guide), Consequence of Failure (Section 5.2 of the Guide), Likelihood of Failure (Section 5.2 of the Guide), and Risk Scoring (Section 5.4 of the Guide). The software must be capable of tracking Consequence of Failure on a 10-point scale, Likelihood of Failure on a 10-point scale, and Risk on a 100-point scale.

This requirement includes, **but is not limited to**, being able to implement the methods and calculations shown in Figures 1 through 4 below.

The selected software must have the ability to create an asset inventory in a user-friendly way with the abilities to add new assets and to change/ modify asset information, as well as the ability to search for assets in a variety of ways (e.g. by location, make, model, install date) and should assign asset ID numbers using a systematic numbering system.

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<sup>1</sup> [https://extapps.dec.ny.gov/docs/water\\_pdf/amguide.pdf](https://extapps.dec.ny.gov/docs/water_pdf/amguide.pdf) Last accessed Feb. 11, 2026.

Description	Score
Good condition with no wear or tear.	1
Some wear and tear, but no significant issues.	3
Damage or lack of intended functionality	5

Equation 1
$\text{Condition Score} = \sum \frac{\text{Attribute Scores}}{\text{Number of Attributes}} \times 2$

**Figure 1. Condition assessment rubric and scoring from the NYDEC Asset Management Guide for Publicly Owned Treatment Works**

Equation 2
$\text{Consequence of Failure} = \sum (\text{Impact} \times \text{Priority Weighting})$

**Figure 2. Consequence of failure calculations from the NYDEC Asset Management Guide for Publicly Owned Treatment Works**

<b>Equation 3</b> for Age ≤ Service Life
Remaining Useful Life = ((-0.125 × Condition Score) + 0.75) × Service Life + (Service Life - Age)
<b>Equation 4</b> for Age > Service Life
Remaining Useful Life = ((-0.125 × Condition Score) + 0.75) × Service Life
<b>Equation 5</b>
Likelihood of failure = $\frac{\text{Service life} - \text{Remaining Useful Life}}{\text{Service Life}} \times 10$

**Figure 3. Likelihood of failure calculations from the NYDEC Asset Management Guide for Publicly Owned Treatment Works**

<b>Equation 6</b>
Risk = Likelihood of Failure × Consequence of Failure

**Figure 4. Risk calculation from the NYDEC Asset Management Guide for Publicly Owned Treatment Works**

Data Integration and Management:

The selected software must have the ability to integrate, capture and store asset inspections, photos, videos, and audio recordings from sources such as CCTV, SCADA and mobile devices, and must have GIS capabilities and coordination.

The selected software must have the ability to eliminate data input redundancy and allow access limitations on a user-by-user basis.

Desired feature:

- Ability to generate custom reports and to catalogue/enter workflow processes and other pertinent documentation pertaining to warranty, design, and calibration.

Resource Management:

The selected software must act as a tool to facilitate decision-making such as capital improvement planning and use asset data to prioritize work orders and repairs.

Desired feature:

- Ability to track resource usage such as employee time and equipment.

Support:

The selected vendor must have a plan of continued support to assist the City in maintenance, backup, and recovery efforts on an as-needed basis.

Anticipated schedule

The City intends to begin implementation immediately upon procurement of the software. The objective is to complete a comprehensive asset inventory of the wastewater and drinking water systems and full asset management program by March 1, 2028. The proposed solution must support the City in having a fully functional EAM Software solution and be trained on its implementation by December 31, 2026. The Bidder’s proposal should include a detailed timeline to meet that objective.

Number of Users

The number of anticipated users for initial implementation (Phase 1) and eventual implementation (Phase 2) are outlined below, including designations on user access type. Department-specific users will require access only to the asset or functions associated with their operational area, while enterprise-level users will require functionality across the full asset management program.

Phase 1 Users:

Department	Anticipated Users	Access Type
Engineering or Public Works Office (access to all assets)	7	Enterprise
Wastewater	10	Department
Drinking Water	13	Department
Total	30	

Phase 2 Users:

Department	Anticipated Users	Access Type
Engineering or Public Works Office (access to all assets)	10	Enterprise
Wastewater	10	Department
Drinking Water	13	Department
Electric	3	Department
Street/ Parks	3	Department
Mechanics	1	Department
Total	40	

**3. Prospective Bidder Qualifications:**

The intent of this RFP is to evaluate the proposals, determine the prospective bidders that are in the competitive range, and select proposers that will provide the most cost-effective software and professional implementation services for City.

Minimum Qualifications:

- A. Have at least five (5) years of experience providing software and conducting the specific type of implementation services required herein and have experience with at least three other city clients providing like software and as described herein.
- B. Be capable of providing the required services on time as outlined in *Section 2. Project Scope and Timeline*. Work requiring the presence or assistance of City staff will be conducted during normal City work hours, Monday through Friday 7:00 am to 3:00 pm.
- C. Obtain and maintain at all times during the term of the Agreement all professional and/or business licenses, certifications and/or permits necessary for performing the services described in this RFP.
- D. Bidder will obtain insurance naming the City as additional insured prior to execution of the Agreement.
- E. Comply with all local, state and federal laws, rules, and regulations applicable to the services required herein.
- F. Have the necessary resources, knowledge, skills, experience, and the like to provide the required services.
- G. Have financial stability and the necessary financial resources to provide the required services.
- H. Demonstrate the requisite technical proficiency. Only Providers with verifiable Enterprise Asset Management Software and Implementation Services experience will be considered for award

#### **4. Proposal and Selection Process:**

##### Timeline:

The following defines the estimated timeline for the selection of a Vendor. However, the City reserves the right to modify or reschedule this timeline, as necessary.

<b>Activity</b>	<b>Date</b>
Release of Request for Proposals	March 3, 2026
Last Vendor Questions Due by 4:00 p.m. Eastern	March 17, 2026
Last Vendor Questions Answers Posted	March 24, 2026
Proposals Due by 4:00 p.m. Eastern	March 31, 2026
Initial Evaluation of Proposals Complete; Finalists Selected	April 10, 2026
Video Conference Phone Interviews of Finalists – If Needed	April 13 - April 17, 2026
Notification of Selected Contractor	April 22, 2026
Contract Executed	April 29, 2026

##### Proposal Submission:

Proposals must be submitted at the time and in the manner described at the top of this Request for Proposals.

##### City Reservation:

The City of Olean reserves the right to:

- Modify, cancel, or terminate this RFP,
- Waive irregularities or discrepancies in a proposal if the City determines that the waiver is in the best interest of the City,
- Reject all proposals,
- Award a portion of this RFP or not award any portion of this RFP if it is in the best interest of the City not to proceed with contract execution;
- Request further documentation or information, and to discuss a RFP submittal for any purpose in order to answer questions or to provide clarification,
- If awarded, terminate any contract in accordance with the terms and conditions of the contract if the City determines adequate funds are not available.

##### Addenda to the RFP:

The provisions of this RFP cannot be modified by oral interpretations or statements. Any inquiries or comments by offerors must be submitted to the City by 4pm Eastern time February 24. If inquiries or comments by offerors raise issues that require clarification by the City, or the City decides to revise any part of this RFP, addenda will be provided to all persons known to the contact person who have received

or will subsequently receive the RFP. Receipt of addenda must be acknowledged by signing and returning it with the proposal.

### Interviews with Finalists

The City may hold 1 to 2-hour video-conference phone interviews, including a demonstration of the software product, with the 2 or 3 top-scoring candidates in order to determine the award, if necessary.

### Proprietary Information

All information and data contained in the proposal becomes the property of the City and becomes public information upon receipt to the City.

### Communication with Staff

From the date the RFP is issued until a contract is executed, communication regarding this project between potential vendors and individuals employed by the City is prohibited. Only written communication with the procurement contact, as listed on page one of this Request for Proposal, is permitted.

Once a determination is announced regarding the selection of a vendor, the vendor will be permitted to speak with person(s) participating in contract negotiations.

Violation of these conditions may be considered sufficient cause to reject a vendor's proposal and/or selection irrespective of any other condition.

The following exceptions to these restrictions are permitted:

- Contacts made pursuant to any pre-existing contracts or obligations; and
- Presentations, key personnel interviews, clarification sessions or discussions to finalize a contract, as requested by the City.

## **5. Proposal Content and Format**

*Authorized Signatories:* Company personnel signing the cover letter of the proposal or any other related forms submitted must be authorized signers with the requisite authority to represent their firm and to enter into binding contracts.

### *Proposal Format*

- Numbered pages
- Typed, black print, approximately 11-12 point font
- Free from excessive graphics or excessive photos
- Do not include marketing materials with your proposal.

### **A. Cover Letter (up to 2 pages)**

Provide a cover letter with key information about your company, including:

1. Company's full legal name, address, phone, fax, email, website;
2. Prior company names (if any);
3. Organizational structure (corp., LLC, etc.);
4. Names and titles of the principal owner(s);
5. Person(s) authorized to make commitments for your company;
6. Company history, experience (brief), and years in business;
7. Current number of employees, key personnel.

## **B. Exceptions (up to 1 page)**

Note any exceptions to any part of City's scope, specifications, terms or conditions in this letter and explain the reason.

## **C. Required Response Template (Attachment A, up to 15 pages)**

- i. Provide thorough responses with sufficient detail to enable City to evaluate your understanding of City's mandatory and desired specifications, the suitability of your services and/or product(s) to meet those specifications, the strength of your work plan, previous experience, and available resources.
- ii. Note these responses carry significant weight in City's evaluation of your proposal to provide and implement requested services.
- iii. Each mandatory and desired specification must have a rating and a comment relative to how the specification is met with the software. Do not modify the Word format. A comment that repeats the definition of the rating or "Standard Functionality" or similar does not provide us with the information required to review your response.
- iv. Provide Attachment A in MS Word format.

## **D. Technology Overview (up to 4 pages)**

Provide an overview of the system technology including:

- i. Deployment options
- ii. Environments provided
- iii. Data center locations and redundancy
- iv. Hardware specifications
- v. Security overview including security model, standards, administration, multifactor authentication
- vi. Mobile hardware and operating system options
- vii. Remote access capabilities and supported technologies
- viii. Integration tools and methodologies supported
- ix. Software updates – scheduled, automatic, timeline

## **E. Implementation (up to 4 pages)**

Provide an overview of the implementation methodology including:

- i. Sample Project Plan including phases, tasks, timeline
- ii. City resources - roles, responsibilities, average time per month

- iii. Vendor resources - roles, responsibilities, average time per month
- iv. Process Improvement strategy through implementation
- v. Business Change Management methodology and tools used
- vi. Data conversion methodology
- vii. Recommended data conversion by module – years, data elements, etc.
- viii. Testing methodology and tools
- ix. Training methodology and tools
- x. Report development

## **F. Support (up to 4 pages)**

Provide an overview of support services offered including:

- i. Hours (Eastern time) that support reps are available
- ii. Guaranteed response time, resources available, escalation process
- iii. Baseline support vs. premium level
- iv. User groups and conferences
- v. Post go-live tools and services
- vi. Backup strategy and support
- vii. Disaster recovery services – backup, redundancy, location, etc. – baseline support vs. premium level

## **G. Professional Team Assignments (up to 2 pages plus resumes and org chart)**

- i. Note any key personnel who are expected to remain in service until completion of the project.
- ii. Provide detail regarding the team to be assigned for these services.
- iii. Provide resumes of all team members.
- iv. Provide an organizational chart of all team members, titles, and a very brief description of their relevant responsibilities.

## **H. Cost Proposal (Attachment B)**

Provide a 5-year total cost proposal by completing *Attachment B - Cost Proposal* and providing supporting information as applicable. The cost proposal must follow all instructions and requirements in *Attachment B*.

## **I. Contract Performance**

Indicate if at any time during the past five years the vendor has had a contract terminated for convenience, non-performance, or any other reasons, or has entered into legal action with a customer. Describe the situations including name and address of contracting party.

## **J. Project and Client References (up to 3 pages)**

For three projects of relevant scope and size to this project, provide:

- A project description, including aspects of the project relevant to this project

- Name, email and phone number for a client reference

**K. Contract Samples\*\***

Please provide boilerplate copies of the following:

- i. Perpetual Software License or SaaS License Agreement
- ii. Maintenance or Support Agreements
- iii. Service Level Agreements

\*\* Note that these documents will not be returned to prospective bidder.

**L. Other Required Forms\***

- i. Attachment C. Acknowledgement of Receipt of Addenda
- ii. Attachment D. Non-Collusive Bidding Certification
- iii. Attachment E. Legal Status Information

\* Note these forms are provided by City.

**6. Scoring Criteria:**

The following criteria will be used to award the project.

A) <i>Project Approach: Software and Technology</i>	35%
a. <i>Depth and ease of functionality</i>	
b. <i>Meets functional and technical requirements</i>	
c. <i>Ability to support NYDEC Asset Management Guide methods and ease with which those methods are supported</i>	
B) <i>Vendor - Proposed Staff and Resources</i>	20%
a. <i>Organizational strength</i>	
b. <i>Vendor viability and vision</i>	
c. <i>Relevant government entity experience</i>	
C) <i>References (please provide a minimum of 3 references)</i>	10%
D) <i>Cost (5-year total cost, including support)</i>	35%

**7. Contract Terms:**

Contract:

The contractor selected by the City will be expected to enter into a written contract with the City of Olean. The contractor shall be bound to prices submitted in their proposal. The City of Olean reserves the right to negotiate scope changes and corresponding price changes with the consultant, as well as other terms and conditions of the contract.

### Incorporation of RFP/Proposal:

Unless changes are mutually agreed to by the offeror and the City, this RFP and the firm's response, including all promises, warranties, commitments, and representations made in the successful proposal will become binding contractual obligations and will be incorporated by reference in any agreement between City and prospective bidder.

### Validity of Proposals:

Proposed services and related pricing contained in the proposal must be valid for a period of 180 days after the due date

### Execution of Agreement:

If a prospective bidder is not able to execute the agreement associated with this RFP within 20 days after being notified of selection, City reserves the right to select the next most qualified bidder or call for new proposals, whichever City deems most appropriate.

### Contract Term and payment:

The consultant will be expected to be available to work on the project as soon as possible. The maximum amount payable on this contract may only be exceeded upon prior written approval by the City through a contract amendment. No services under this amendment shall begin before the City, Contractor and other required signatures are obtained on the contract or contract amendment, and the City has issued a Notice to Proceed. The City of Olean may choose to award additional phases to the selected contractor without the need for an additional RFP.

### Ownership and Public Records

The City shall own all rights to the data and video that is stored at the Vendor's host site, (if applicable) with no transfer, conveyance, assignment, or sharing of data ownership to/with the hosting provider. It will be the responsibility of the City to notify the Vendor if and/or when the data can be deleted from the Vendor's host site.

### Maintenance and User Fees

The City will not pay software maintenance or support fees until the functions and features are demonstrated as operational in production. The City shall be entitled to exercise its option to purchase Extended Maintenance for a given option period.

User account fees, if any, will include costs for all subscription licensed software provided by the Vendor, such as third-party modules, middleware, and integration. During implementation, testing, training, validation, and integration, the Vendor will provide sufficient numbers of user access accounts to enable the team to achieve a successful "go-live" into production. User Account fees will be based on production system use. Training, Development and Test accounts will not be considered additional users for access purposes.