

Attachment A
Technical Functionality Matrix
Enterprise Asset Management (EAM) Software

Instructions to Vendors:

For each specification listed below, indicate your level of compliance and describe how your product would meet this requirement, referencing a different section of the proposal or past project as appropriate.

Priority:

- Mandatory – Must be met to be considered responsive. Any mandatory requirements you are not able to support must be addressed in the Exceptions section of the proposal.
- Desirable – Optional; may provide additional evaluation points

Vendor Response (Level of compliance; you must respond with one of these options):

- Fully Compliant
- Compliant with Configuration/Customization
- Partially Compliant
- Not Supported

Explanation / Reference:

You must provide an explanation/reference regardless of your response. If fully compliant, explain how you will comply and past experience meeting this requirement. If Compliant with Configuration/Customization, describe what configuration/customization would be necessary and the cost. If Partially Compliant, explain what partial compliance would consist of. If Not Supported, explain why.

Specification	Description	Priority	Vendor Response	Explanation / Reference
Asset Types				
Wastewater	System must support asset management for Wastewater and Sewer (vertical and horizontal assets).	Mandatory		
Drinking Water	System must support asset management for Drinking Water (vertical and horizontal assets).	Mandatory		
Additional Assets	System must be scalable to support additional asset types including Stormwater, Electrical, Streets, Parks, Mechanical, Airport, Fleet, and Facilities/Buildings	Mandatory		
Implementation				
Permissions	Configurable role-based user access and permissions	Mandatory		
Integration	System integration services with existing City systems (CCTV, SCADA, GIS)	Mandatory		
Training	End-user and administrator training	Mandatory		
Work Management				
Work order system	User-friendly creation of work orders	Mandatory		
Work order tracking	Work order status tracking throughout the lifecycle	Mandatory		
Work order Cost tracking	Track total costs associated with work orders	Mandatory		

Safety Requirements	Integration of safety requirements (e.g., lockout/tagout, confined space)	Mandatory		
Work orders prompted by operational parameters	Schedule preventive maintenance scheduling based on operational parameters (e.g. by pump run time) or frequency	Desirable		
Mandatory fields	Use of mandatory entry fields for work orders (i.e., to ensure critical data capture)	Desirable		
Customer complaint tracking	Tracking of customer complaints and generation of standard responses	Desirable		
Automatic email alerts	Automatic creation of work orders or email alerts triggered by customer inquiries	Desirable		
Mobile Applications				
Compatibility	Compatible with Apple, Android, and Windows mobile devices	Mandatory		
Off-line modes	Support both online and offline mobile access for field users	Mandatory		
Asset Management				
NYDEC guidance methods	Support asset management methods outlined in the NYDEC Asset Management Guide for POTWs (Rev. Dec 2021)	Mandatory		
	Support condition scoring methodologies consistent with NYDEC guidance	Mandatory		
	Support Consequence of Failure scoring on a 10-point scale	Mandatory		
	Support Likelihood of Failure scoring on a 10-point scale	Mandatory		

	Calculate and track Risk scores on a 100-point scale	Mandatory		
Asset Inventory	Creation and maintenance of a comprehensive asset inventory in a user-friendly way	Mandatory		
Inventory modification	Allow users to add, modify, and update asset records	Mandatory		
Inventory search	Ability to search for assets in a variety of ways (e.g., by asset ID, by asset names, by asset type, etc.)	Mandatory		
Asset IDs	Systematic and configurable asset ID numbering schemes	Mandatory		
Data Integration and Management				
Asset-specific data integration	Integrate, capture, and store inspection data including photos, videos, and audio.	Mandatory		
System integration	Integration with CCTV and SCADA data sources	Mandatory		
GIS	GIS capabilities and coordination	Mandatory		
Process control	Minimize redundant data entry across modules	Mandatory		
Levels of user access	Ability to have different levels of user access - read, write, full access, no access	Mandatory		
Custom reporting	System should support generation of custom reports.	Desirable		
Workflow processes	Platform for cataloging and storage of workflows and documentation pertaining to warranty, calibration, and design	Desirable		
Resource Management				

CIP support	Ability to use asset data (inventory, risk, etc.) to generate a capital improvement plan or suggested list of capital improvements	Mandatory		
Project prioritization	Prioritization of work orders and repairs based on asset condition and risk	Mandatory		
Track resource usage	Tracking of employee labor time and equipment usage	Desirable		
Support				
Vendor Support	Ongoing support services for system maintenance including backup and recovery	Mandatory		