



**TENDER DOCUMENTS & SPECIFICATION FOR
SUPPLY AND IMPLEMENTATION OF AN ASSET MANAGEMENT SYSTEM**

CONTRACT N° 8730

PROJECT MANAGER

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1 PREPARATION FOR TENDERING

1.1 ENQUIRIES

Any enquiries regarding this Request for Tender (RFT) shall be referred to the Project Manager, see front cover for contact details.

1.2 TENDER TIMETABLE

The following are important dates associated with this RFT.

Activity	Date
Tender release	31 Jan 2024
Pre-Tender meeting	Not applicable
Tenders closing time	12.00 pm, 28 February 2024

Gippsland Ports reserves the right to change these dates at its sole discretion via addendum published on the Tenders section of the Gippsland Ports website.

The following dates are associated with tender evaluation, award and project commencement, which are subject to change.

Activity	Indicative Date
Intended contract award date	10 May 2024
Intended contract commencement date	10 June 2024

1.3 INSPECTION OF SITE

Tenderers are advised to fully familiarise themselves with the site conditions and if they have any reservations or questions, to discuss them with the Project Manager prior to submitting the Tender.

Submission of a tender will indicate that the Tenderer has inspected and examined the site environment and fully understands the requirements of the RFT. This implies that the Tenderer is satisfied as to:

- the site and existing technical environment
- the nature of the work and resources necessary for completion of the implementation
- the accommodation and services that may be required.

1.4 SITE INFORMATION

Any information provided by Gippsland Ports in relation to existing site environment, or the like, is provided in good faith.

The Tenderer shall obtain all necessary information as to risks, contingencies and other circumstances that may influence or affect the tender.

Gippsland Ports accepts no liability for the completeness of this information or any interpretations and/or opinions contained or expressed within that information. It is the Tenderer's responsibility to interpret and assess the relevance of the information and interpretations provided and whether additional investigation needs to be carried out - such further investigations will be at the cost of the Tenderer.

1.5 TYPE OF CONTRACT

The Contract will be a Lump Sum Contract for an initial period of three (3) years, with two possible one (1) year extension periods, to be exercised at GP's sole discretion. The tendered price for the initial contract period will not be subject to price adjustment for rise and fall in prices.

1.6 ISSUE OF ADDITIONAL INFORMATION

Gippsland Ports reserves the right to issue Addenda to the Tender Documents to modify or clarify the documents in any manner whatsoever, including in response to any enquiries from Tenderers. All Addenda will be provided on the Tenders section of the Gippsland Ports website. Tenderers should monitor this section page throughout the tender process.

If the Tenderer has any doubt as to the meaning or intention of the Tender Documents, or if further information is required, the Tenderer shall apply to Gippsland Ports and obtain clarification by way of Addendum prior to submitting a Tender. If the Tenderer still has any doubt as to the meaning of any part of the Tender Documents the Tenderer shall include a statement of the interpretation upon which the Tender has been prepared.

1.7 **CONFORMING AND ALTERNATIVE TENDERS**

Each Tenderer shall submit a tender conforming to the requirements of Clause 2.1 (otherwise known as the "Conforming Tender").

Tenderers may also submit one or more alternative Tenders each marked "Alternative Tender" which will be considered, provided each alternative tender includes a statement attached that clearly describes any departure from the requirements of the documents issued by Gippsland Ports for the purposes of Tendering, including (i) full descriptions of the advantages and/or disadvantages and (ii) full costings of each alternative tender.

1.8 **TENDER EVALUATION**

Tenders submitted for this Contract will be assessed by Gippsland Ports based on the following criteria and allocated percentages:

- | | |
|---|--------------|
| • Tendered price | (30%) |
| • Degree to which proposed solution and response complies with specifications | (40%) |
| • Proposed methodology and experience of personnel nominated for implementation | (15%) |
| • Previous experience in completing similar projects and client satisfaction levels | <u>(15%)</u> |

TOTAL = 100%

Other criteria to be assessed on a Pass/Fail basis include:

- Compliance with OHS, Environmental and Insurance requirements.
- Financial viability of organisation.

2 THE TENDER

2.1 DOCUMENTS TO BE SUBMITTED WITH THE TENDER

- Tender Form with Lump Sums including GST, Schedule, Unit Rates and time to completion filled in (Attachment C).
- Project Plan (Clause 2.3). A detailed project plan, including activities to be undertaken by tenderer and Gippsland Ports staff and key milestones, shall be submitted with the conforming Tender and a separate Project Plan submitted with any non-conforming Tender.
- A detailed project methodology, demonstrating the Tenderers understanding of project requirements, including any proposed staging, technical requirements and an assessment of key risks and mitigations. (Attachment G)
- Tenderers shall provide sufficient detail to demonstrate that they have the commitment, experience, personnel and administrative resources and the necessary financial strength to provide the implementation services within budget and in a timely manner.
- Details of similar implementations completed in the last three years, including contact details of previous clients (Attachment D).
- A list of key personnel to be used for the project including details of their qualifications, previous experience, etc (Attachment E).
- A list of names of sub-contractors (if any) to be used on the project (Attachment F).
- The completed Tenderer OHSE Management System Questionnaire (Attachment H).
- The signed Statement of Conformance indicating the Tender's compliance with the Tender Documents or where and why it may not comply (Attachment I).
- A signed acknowledgement of receipt of all Addenda issued with this Tender (Attachment J).
- Compliance statements against each of the functional and non-functional requirements outlined in the Tender Specifications (Attachment M).
- Details of the software solution, implementation services and other additional value added services to be provided (Attachment K)
- Details of the ongoing support and maintenance services to be provided (Attachment L).

2.2 LODGEMENT OF TENDERS

The tender closing time is: **12.00 pm, 28 February 2024**

Tenders may be lodged using one of the following methods.

– HARDCOPY LODGEMENT

BY MAIL

Completed tender documents must reach the Gippsland Ports office **97 Main Street (P.O. Box 388), Bairnsdale, Victoria, 3875** by the nominated closing time.

HAND DELIVERY

Completed tender documents must be lodged in the Tender Box at the Gippsland Ports office (**street address as above**) by the nominated closing time. Access to the tender box is restricted to between 9.00 am and 4:30 pm Monday to Friday.

Tenderers are to submit one original document in a single package prominently marked: **"Tender for Contract 8730 – Supply and Implementation of an Asset Management System"**.

– ELECTRONIC LODGEMENT

Email the completed tender documents, by the nominated closing time, to tenders@gippslandports.vic.gov.au using the tender reference number and description as the subject title of the email. Any information required but not submitted by email must be received by Gippsland Ports within three (3) working days of the closing date, otherwise the tender may be ruled as invalid.

Tenders lodged or received after the nominated closing time will not be accepted, unless the Tenderer can clearly demonstrate, to the satisfaction of Gippsland Ports, that an event of exceptional circumstances caused the tender to be lodged after the nominated closing time.

2.3 **CONDITIONS OF TENDERING**

Due care has been taken in the preparation of this tender specification. However, Tenderers must satisfy themselves as to the accuracy of all information, conditions, general requirements and extent of work to be carried out.

Tenderers are responsible for all costs incurred by them in connection with their tenders, whether incurred directly by them or by their advisors, including any costs so incurred as a direct or indirect consequence of amendments made by Gippsland Ports during the tender period or after the closing time.

The price outlined in the tender must be exclusive of GST. The price tendered must be the total price, inclusive of all fees and charges. The price will be used by Gippsland Ports for evaluation and budgetary purposes and therefore constitutes a tendered price / quotation and is not an estimate.

Tenderers must not seek or obtain the improper assistance of employees, agents or other contractors of Gippsland Ports in the preparation of their tender.

Tenderers must not engage in any collusion, anti-competitive conduct or any other similar conduct in the preparation, content or lodgement of their tender.

Gippsland Ports reserves the right not to accept the lowest tender or any tender submitted for this contract.

Should a variation occur between the conditions of contract outlined in the Victorian Government eServices Register Contract Revisions 5.2 and this specification, the specification shall take precedence.

Tenderers may submit multiple tenders or variations on a tender provided that each tender or tender variation is submitted as a Lump Sum figure and with a Project Plan.

Upon the acceptance of the tender, Gippsland Ports will notify the successful tenderer, who shall be required within 14 days, to enter into a formal contract for the execution of the works.

Tenderers agree that if their tender is accepted, it consents to Gippsland Ports publishing (on its website or otherwise) the successful Tenderer's name and tendered price.

2.4 **TENDER VALIDITY PERIOD**

A tender may not be withdrawn by the Tenderer at any time before the expiry of the Tender Validity Period of 120 days from the date of closing of Tenders notwithstanding that there may have been negotiations in respect of any tender in the meantime.

3 THE CONTRACT

3.1 DOCUMENTS CONSTITUTING THE CONTRACT

- Victorian Government eServices Register Contract Revision 5.2 (please refer to separate file included with this RFT) and associated schedules and the special conditions outlined in contract variables included in Attachment A.
- The Formal Instrument of Agreement signed by both parties, which has been included as Attachment B.
- This document: **Tender Documents & Specification for Supply and Implementation of an Asset Management System.**
- Tender documents submitted by the successful Contractor.
- Notice of Acceptance of Tender.

3.2 NATURE OF CONTRACT

The contract will include the supply of all resources, services and due performance of every operation considered necessary by Gippsland Ports to fulfil the requirements of this specification.

The work under this contract includes all items of work set out in this specification and all other works, whether shown or not, which form an integral part of and are necessary to properly complete the work, including all incidentals.

The whole of the work shall be carried out in strict accordance with the General Conditions of Contract outlined in Victorian Government eServices Register Contract Revision 5.2, this Document, Schedule, Appendices and such particulars supplied by the Contractor and approved in writing by Gippsland Ports.

The Contract will be in effect from the date of signing of the Formal Instrument of Agreement.

4 GENERAL AND ADMINISTRATIVE REQUIREMENTS

4.1 SCOPE OF SPECIFICATION

The works covered by this Contract consists of the supply of all labour, equipment, materials, workmanship and methods necessary to configure and implement the system in accordance with the functional requirements herewith specified. Should any discrepancy occur between the specifications and the actual system configuration, the Contractor shall refer such discrepancy to the Project Manager before proceeding with the work.

4.2 CONTRACT CONDITIONS

The requirements of Victorian Government eServices Register Contract Revision 5.2, together with any annexure, addendums or exclusions shall apply to the specified system implementation.

4.3 PROJECT TIMEFRAME & LIQUIDATED DAMAGES

Before commencing work the Contractor shall supply to Gippsland Ports for final approval a detailed project plan. The Contractor is to formulate a project plan which will cause the least inconvenience to affected staff members and reduce disruptions to their business as usual activities. In order to effect this, the Contractor shall consider such methods as staging of the implementation and early notifications to affected staff members.

The agreed project plan will form part of the Contract and works under the Contract shall be completed by the time specified in the contract. If the Contractor fails to complete the implementation activities under Contract by the specified due dates, Gippsland Ports may deduct liquidated damages from the monies due to the Contractor at the specified rate.

4.4 COMMENCEMENT OF WORK

No work shall be commenced until:

- a) Proof of public and product liability insurance and professional indemnity insurance has been forwarded in writing to Gippsland Ports.
- b) Proof of current worker's compensation insurance (such as WorkCover) has been forwarded in writing to Gippsland Ports, for the Contractor and all sub-contractors (if any).
- c) The Contractor's Australian Business Number (ABN) and proof of Registration for GST purposes have been provided to Gippsland Ports.
- d) Submit the Project Plan as required under Clause 4.3.
- e) The Contract has been fully executed by all parties.

4.5 OCCUPATIONAL HEALTH AND SAFETY AND ENVIRONMENTAL (OHSE) REQUIREMENTS

Gippsland Ports has an obligation to provide and maintain so far as reasonably practicable a working environment for its employees and members of the public that is safe and without risk to health. As a condition of this contract, Gippsland Ports requires that any contractors or subcontractors that may be engaged to perform a service on its behalf will at all times identify and exercise all necessary precautions for the health and safety of all persons including contractor employees, Gippsland Ports employees and members of the public who may be affected by the services.

The Contractor will comply with any and all directions by Gippsland Ports relating to occupational health and safety and environment.

4.5.1 CONTRACTOR OHSE MANAGEMENT SYSTEM

The OHSE management systems of the contractor must as a minimum requirement demonstrate compliance with all duties of an employer specified in the Occupational Health and Safety Act 2004 (Victoria).

The contractor must when requested by Gippsland Ports, submit a complete copy of their company OHSE management system documentation which must include as a minimum requirement:

- OH&S policy and objectives
- Organisation structure and responsibility

- Safe work practices and procedures
- OH&S training and induction
- OH&S auditing and inspection procedures
- OH&S consultation procedures
- OH&S performance monitoring

4.5.2 CONTRACTOR INDUCTIONS

The Contractor and all subcontractors engaged on this project are required to complete a Gippsland Ports Environment Health and Safety (EH&S) Induction prior to commencing work on site (inductions can be completed online by accessing the Gippsland Ports website). The Contractor shall also provide site specific inductions to all personnel and subcontractors prior to commencing any work on site.

4.5.3 INCIDENT NOTIFICATION

If the contractor is required by Section 38 of the Occupational Health and Safety Act 2004 to give any notice of an incident occurring during the performance by the contractor of services under the contract, the contractor shall at the same time or as soon as possible thereafter provide a copy of the notice to Gippsland Ports.

The contractor must notify Gippsland Ports immediately of any incident, injury or property damage that occurs during the contract works. All lost time incidents shall be immediately notified to Gippsland Ports. The contractor must and within 3 days of any such incident provide a report giving complete details of the incident, including results of investigations into its cause, and any recommendations or strategies for prevention in the future.

4.5.4 NON-COMPLIANCE

If during the performance of works under the contract Gippsland Ports informs the contractor that it is the opinion of Gippsland Ports that the contractor is conducting the work in such a way as to endanger the health and safety of any persons, the contractor shall promptly remedy that breach of health and safety. Gippsland Ports may direct the contractor to suspend the work until such time as the contractor satisfies Gippsland Ports that the work will be resumed in conformance with applicable health and safety provisions.

During periods of suspension referred to above, Gippsland Ports shall not be required to make any payment whatsoever to the contractor.

If the contractor fails to rectify any breach of health and safety for which the work has been suspended, or if the contractor's performance has involved recurring breaches of health and safety, Gippsland Ports may as its option terminate the contract forthwith, without further obligation to the contractor. In this event, Gippsland Ports' liability shall be limited to payment for the work performed and costs incurred by the contractor up to the time of termination or an earlier suspension of works.

4.6 DELAYS

Consideration of an extension of time with / without costs for any approved variations shall only be made if a claim for such extension is lodged in writing by the Contractor within 48 hours of the Contractor experiencing such delay.

4.7 RELEASE OF INFORMATION

The Contractor shall not furnish any information, issue any document or other written or printed material concerning the work under the contract for publication in any of the media without the prior written approval of Gippsland Ports.

5 PROJECT SPECIFICATION

5.1 PURPOSE

Gippsland Ports (GP) is seeking to engage a suitably qualified organisation to provide a best of breed Asset Management solution software as a service, with professional services relating to initial set up, and configuration to meet GP's requirements and any relevant support services for ongoing operations.

This section of this RFT document defines the detailed user requirements specifications and will form the basis for the selection and implementation of the Asset Management System for GP's business environment.

5.2 BACKGROUND

GP, through its Operational Services Agreement with Department of Transport and Planning, has delegated responsibility for the management of designated State owned coastal and marine assets in ports and waterways across the Gippsland area in Victoria. This includes 104 wharves and jetties, 900+ berths and moorings, 15 foreshore structures, 870 navigation aids, 34 building structures, including 2 commercial boatyards and 4 slipways. Additionally, GP is responsible for assets in its direct ownership, including plant and floating plant, and other non-fixed assets.

GP also maintains management of various areas of Crown land for which it has been appointed Committee of Management under the *Crown Land (Reserves) Act 1978*.

GP has responsibilities delegated from the Victorian Government, under the Port Management Act 1995 and Marine Safety Act 2010, for prescribed waterway and port management functions that incorporate approximately 1,430 sq. km of iconic coastal areas within Gippsland. GP is responsible for maintaining the safe, effective, and efficient operation of these local ports, waterways, maritime assets and services that play a major role in the quality of life of local communities and are critical to the Gippsland economy – tourism, maritime industry, commercial fishing, and recreational boating. To maintain these local ports, waterways and maritime assets in accordance with the Management Agreement and other legislative requirements, it is necessary to optimise the management of these assets.

GP currently does not have a corporate asset management system to support the required improvement of its asset management capabilities. A range of asset information and data exists in variable formats such as MS Excel, MS Word or in MS Access (for navigation aids only). This fragmented approach to asset data management heavily constrains GP's ability to integrate and query data related to its assets, and subsequently report on relevant asset and maintenance activity data. GP's strengths in Asset Management have vested heavily in long serving and highly experienced personnel, which has for the most part allowed for well-informed asset planning, and sound decision making, despite asset system limitations.

GP now wishes to implement an off-the-shelf asset management system to support the sustainable provision of fit-for-purpose assets and ensure that its infrastructure and services balance the needs and expectations of its stakeholders and customers.

5.3 PROJECT OBJECTIVES

GP seeks to implement a cost effective, fit-for-purpose asset management system to increase its ability to manage its assets for meeting service delivery needs, within existing funding constraints. It should support decision-making on assets that should be prioritised for investment to meet critical economic, tourism and community needs.

Specific objectives to be addressed by the implementation of a corporate asset management system are as follows:

- Establishment of a central repository for all asset data to support basic asset management functions for GP's assets, such as an asset register, asset revaluations, maintenance and work order management and condition assessments.
- Improve capability for tactical investment planning and review and development of 15-year asset plans.
- Provide mobility tools to support field inspection and maintenance activities.
- The system must be intuitive, simple and easy to use by all key staff members and not be dependent on a few key individuals.
- A Cloud based solution that is highly accessible to all relevant stakeholders that can be easily configured and queried on, to meet GP's asset performance reporting needs.

The asset management software should also be supported by sound processes, business rules, documentation, data capture and other related activities, to achieve the desired asset management outcomes.

5.4 **SCOPE OF WORKS**

5.4.1 OVERVIEW

GP is seeking to engage with a suitably qualified supplier that will implement a centralised, fit-for-purpose asset management system in a cost-effective manner, to improve its asset management capabilities and deliver on its Strategic Objectives and contemporary asset management expectations. The scope of the system and required deliverables are summarised below:

1. An asset management software as a service solution to accommodate the following functions:
 - a. Asset Register
 - b. Maintenance and Work Order Management
 - c. Condition Monitoring and Inspections
 - d. Asset Accounting
 - e. Mobility
 - f. General System Features.
2. Configuration of the software solution functionality and associated dashboards and reports for the management of the following asset groups:
 - a. Wharves, jetties and moorings
 - b. Foreshore structures (e.g.: entrance training walls, rock groynes, breakwaters, seawalls, retaining walls)
 - c. Navigation aids and signs
 - d. Buildings and improvements (including commercial boatyards)
 - e. Slipways
 - f. Plant, machinery and equipment (e.g.: floating plant, mobile plant, fixed plant/equipment, survey/engineering equipment and ICT, office equipment and furniture).
3. The Software as a Service (SaaS) solution should also comply with the general non-functional requirements and other specific ones relating to:
 - a. Identity and access management
 - b. Security
 - c. Useability
 - d. Data management
 - e. Audit trail
 - f. Updates and upgrades
 - g. System availability
 - h. Business continuity and disaster recovery
 - i. User documentation and on-line help
 - j. Change management.
 - k. Data storage within Australia
4. Establishment of required interoperability with the organisation's ArcGIS application suite and Microsoft Office tools.
5. Migration of existing asset management data from GP's varied asset data sources.
6. Provision of customised user and training manuals and training for all users.
7. Ongoing support and maintenance services.

The table below summarises the functionality to be provided within the solution:

Function	Overview	Key Requirements
Asset Register	The Asset Register will need to be a central repository for all asset classes, providing a listing of information relating to various aspects of GP's asset portfolio, in a form that allows data to be cross-referenced and be retrieved as required, to inform all aspects of asset management.	<ul style="list-style-type: none"> • Provide a hierarchical structure, with parent-child relationships for recording various asset classes and components (<i>Please refer to Attachment 1 for the asset hierarchy that has been recently established by GP to align and report on asset information and key asset components across asset classes in a consistent manner from a corporate asset management system.</i>) • Support recording of asset attributes, unique ID's and parameters to identify assets clearly, maintain asset criticality scores, asset history and audit trails. • Fully configurable screens, fields and descriptions to record all asset classes and any unique attributes specific to each asset class. • Ability to maintain register of assets that require external financial reporting, as well as a register of assets that are not financially reportable, but only require data to be recorded for asset maintenance purposes. • Ability to link documents and images to an asset.
Maintenance and Work Order Management	Reactive and scheduled maintenance requests need to be recorded for generating work orders, which will then need to be prioritised, allocated and monitored for completion within specified timeframes of service levels, tracking asset maintenance costs.	<ul style="list-style-type: none"> • Management of unplanned and planned maintenance works undertaken by internal staff or external contractors. • Automated scheduling of preventive and planned maintenance works • Ability to manage: <ul style="list-style-type: none"> ○ Work order prioritisation and job initiation ○ Attaching work orders to assets and allocating to internal staff or external contractors ○ Workflow, allocation of tasks, resources and standard rates or schedule of rates to work orders. ○ Regular progress updates, monitoring and reporting on completion and escalation of overdue work orders ○ Viewing of asset maintenance history and life cycle maintenance costs of individual assets.
Condition assessments and Inspections	A framework for recording proactive inspections and condition assessments. It is critical that GP has a good knowledge of the condition history of its assets, as all investment decisions regarding rehabilitation and replacement are based on this information.	<ul style="list-style-type: none"> • Scheduling of routine inspections to assess and record physical and structural condition of assets. • Monitoring of intervention levels to achieve set compliance standards. • Ability to configure standard templates, forms and checklists for undertaking scheduled inspections. • Monitoring of asset condition and remaining useful life • Ability to view condition history and plot condition scores on decay profile graphs. • Supports long-term asset planning, budgeting and prioritisation through the use of available asset data within the system, such as condition and criticality attributes.

Function	Overview	Key Requirements
Asset Accounting	This module should be fully integrated with the Asset Register module and used for asset accounting, capitalisation and revaluation, as per relevant Accounting Standards.	<ul style="list-style-type: none"> • Asset recognition, recording of initial acquisition costs and expected asset life. • Depreciation calculations and projections • Revaluations and history • Asset values/depreciation to be attached to any level in the asset hierarchy and rolled up for financial reporting. • Asset disposals/part disposals • Financial reports as per relevant Accounting Standards, excluding assets below the capitalisation threshold.
Mobility	A device agnostic mobility solution to record asset, work management and inspection data in the field and synchronise data seamlessly.	<ul style="list-style-type: none"> • Ability to receive maintenance schedules/ alerts for works to be undertaken on the mobility device. • Pre-defined forms to capture routine information relating to asset recording, inspections, asset condition, work order completion details, time taken, resources utilised, etc. • Support inspection routes and location of assets in the field of view • Integrated with GPS and able to locate user's current position on the map. • Ability to capture and record photos and images linked to the asset.
General System Features	The general system features should include but not be limited to, browser capabilities, in-built report writer with capability to provide dashboards, system administration functions, data import/export facilities, etc.	<ul style="list-style-type: none"> • Web enabled modules for easy access by contractors or other stakeholders. • The system must have its own report writer and query tool, and also use other standard report writers. • Ability to develop ad hoc user reports with any multiple of variables, to report on asset maintenance and performance. • Produce the user defined reports in various tabular and graphical formats, including a digital dashboard format, with the ability to drill down as necessary. • Secure access using role-based access controls to data and functions. • Import/export of data in industry standard database file formats and ASCII text format. • Seamless interfacing with standard Microsoft Office products. • Published API's (Application Programming Interface) for interoperability with other applications.

5.4.2 IMPLEMENTATION SERVICES

The following are the key elements of the implementation services to be provided:

- Project planning and management of all implementation activities relating to each of the asset classes.
- A realistic and achievable Project Plan, showing all required activities, dates, resources, risk management, milestones and dependencies and must include:
 - Consideration of all implementation and related requirements set out in this specification.
 - Realistic and achievable durations and completion dates for each activity.
 - Activities to be performed by GP staff and an estimate of effort involved.
- Regular Project status reporting, including reporting to Project Steering Group.
- Documented business analysis and planning services.
- Software installation and set-up of test and production environments
- Configuration of the software as necessary to meet the requirements outlined in this specification.
- Development of required output reports, including dashboard reports, graphs and bar charts.
- Bulk uploading of the asset data provided by GP.
- Define suitable test plans and undertake appropriate testing for GP to verify performance of software and acceptance of configuration and migrated data.
- Provision of handover, training services and supporting documentation, including software configuration
- Go live support.
- Post implementation support.

A project plan and methodology proposed for the provision of these implementation services should be included in the tender.

5.4.3 ESTIMATED USER NUMBERS

Information on total user numbers for purposes of concurrent licensing of the Asset Management System and required training have been provided in the table below:

User Type	Brief Description	Concurrent Licences	Total Users
System Administrator	Full system and database administration	2	4
Power users	Add, edit and dispose of assets, raise/close work orders, set up maintenance schedules, ad hoc queries, complete inspection forms and checklists	4	12
General users	Desktop users who enquire on asset information, raise and close work orders, complete forms and checklists.	4	10
Enquiry users	Enquire on asset information only	6	6
Mobile users	Enquire on asset information on hand-held devices in the field, raise and close work orders, complete inspection forms and checklists.	6	14

Concurrent licensing and/or annual subscription fee options for the above number of users should be provided, including any fees relating to an increase in user numbers in each category.

5.4.4 DATA MIGRATION

The asset records, asset attribute data, condition data and valuation data relating to GP's varied asset base needs to be migrated to the proposed Asset Management System. The total data volume is not anticipated to be more than 1,000 MB. The tendered software must have an advanced, wizard driven import/ export function to support this data migration that can be easily administered by GP's staff, without the software vendor's assistance.

Asset Class	Data Source	Estimated Records
Wharves, jetties and moorings	MS Excel	<5000
Navigation aids	Excel format export from inhouse MS Access database or and ArcGIS	<3000
Foreshore structures	MS Excel	<500
Building structures	MS Excel	<500
Floating plant	MS Excel	<500
Mobile plant	MS Excel	<500
Fixed plant and equipment	MS Excel	<500
Other equipment and furniture	MS Excel	<1000

5.4.5 TRAINING

- A typical training schedule for the different types of users must be provided, with details of each session such as intended audience, maximum number of attendees, any prerequisite knowledge, duration of each session, training content and key learning outcomes.
- Training should be provided on-site at GP's offices. Facility and equipment requirements for training options should be specified.
- All training must be performed as hands-on training, with trainees performing tasks on a training database populated with GP's own data set and using realistic business scenarios during each session.
- Appropriate training documentation must be provided in an easy to understand format and be available to GP to edit/use for future training requirements including on-boarding new staff.
- A training evaluation survey must be completed after each session to determine if training is deemed satisfactory; otherwise, additional training may need to be scheduled.
- Please note that train-the-trainer model is not preferred.
- Ongoing training services must be available on request from GP and provided without undue delay.

5.4.6 SUPPORT AND MAINTENANCE

The key elements of the ongoing maintenance and support required for the Asset Management System include:

- Help-desk support must be available during the hours of 7.30 am and 5.30 pm AEST Monday to Friday (except Victorian public holidays).
- Out-of-hours support must be available on an as needed basis. Details of the support available must be provided.
- Appropriate response times must apply for requests of differing priority, during implementation, warranty period and under the annual support and maintenance agreement.
- Established problem escalation procedures must apply in the event of a serious issue being logged. Details of these procedures must be provided.
- The resolution of any technical issues that may require changes, patches or technical administration is the responsibility of the vendor.

- All version upgrades, including patches and fixes, and new releases must be provided for free, during the term of the contract and be installed by the vendor.
- The software must be upgraded in a timely manner to cater for any relevant legislative changes, as part of standard maintenance.
- No additional fees will be charged outside of annual support and maintenance fees or annual subscription fees for any additional software enhancements, functional improvements, bug fixes, software patches or any other changes to the base software.
- If GP rejects the offer of an update or new release, the vendor must continue to maintain the version of any software which GP is using until the expiry of 60 months from the date upon which the rejected update or new release was formally offered by the vendor to GP.
- Monthly management reports must be forwarded on support services provided and maintenance response times achieved.
- User group forums should exist to support the future development of the software and a development roadmap for the proposed solution.
- Relevant information on research and development activities should be made available with opportunity for GP to provide feedback/input/influence.
- Annual increases in support and maintenance fees, beyond the term of the initial contract, must be limited to cost of living increases based on increase in the CPI (Melbourne – all groups).
- A standard support and maintenance agreement incorporating the above elements is required – in this regard the vendor's standard support and maintenance agreement will not necessarily be suitable but may be used as a starting point for agreeing on support and maintenance terms in the contract.

5.4.7 PRIORITIES ASSIGNED TO REQUIREMENTS

The requirements relating to each of the major functional components and other non-functional components of the software are outlined in detail in the sections below and have been allocated priorities of 'critical', 'highly desirable' or 'desirable' as defined below:

Priority	Description
Critical	This is the highest level and indicates that GP feels the requirement is critical in delivery of its services. Therefore, the requirement will receive a high weighting in assessing the tender response.
Highly Desirable	This is the second highest level and indicates that the functionality is important to GP and would result in an improvement in the efficiency or effectiveness of operations, but if absent would not prevent delivery of services. As such, GP would prefer to have this functionality within the selected system. Therefore, the requirement will receive a moderate weighting in assessing the tender response.
Desirable	This is the lowest level and indicates that GP believes that meeting the requirement would add value in carrying out their operations but would not create significant additional burden if not met. Therefore, the requirement will receive a lower weighting in assessing the tender response.

5.4.8 FUNCTIONAL REQUIREMENTS

The detailed requirements relating to each of the major functions summarised in section 5.4.1, are listed in the table below with associated priorities:

ID	Function	Requirements	Priority
1	Asset Register	Able to maintain a register containing all primary information relating to the asset, regardless of what module uses the data, i.e.: no data duplication in any other modules of the Asset system	Critical
2	Asset Register	Able to group assets into a logical sequence and configure various templates, to record unique attributes for the different classes of assets owned or operated by GP, including but not limited to: wharves, jetties and moorings foreshore structures, navigation aids and signs, buildings and improvements, slipways and plant, machinery and equipment.	Critical
3	Asset Register	Provide templates with industry standard fields for an asset register that require only minor customisation for GP	Highly Desirable
4	Asset Register	Provide user specified and fully configurable fields for management of all the above asset classes	Critical
5	Asset Register	Fields required to record asset details, include but are not limited to: <ul style="list-style-type: none"> • Unique ID • Asset Name • Asset Description • Asset class and type • Address and location details • Geospatial co-ordinates • Serial number of the asset • Make and model of asset • Registration number of asset • Acquisition, purchase or construction date • Acquisition cost • Warranty expiry date • Manufacturer/supplier/contractor • Contract number • Financially reportable asset? (Y/N) • Asset Criticality score • Condition rating score • Design useful life • Expected useful life (per component) • Remaining useful life (per component) • Asset ownership and Asset Custodian • GP Responsible Officer • Maintenance Service Provider • Asset type specific dimensions, e.g.: length, width, height, thickness, area, volume, capacity, shape, diameter, etc. • Material type (per component) • Heritage overlay? Y/N • Estimated replacement cost • Estimated replacement date • Status of asset • Disposal details • Estimated sale price • Condition grading of asset (including history) • General comments, free format text 	Critical
6	Asset Register	Flexibility to cater for any changes/additions to above fields based on asset type	Critical
7	Asset Register	Ability to view all key asset attribute details on single screen	Critical

ID	Function	Requirements	Priority
8	Asset Register	Support establishment of asset component hierarchies, asset location hierarchies and functional location hierarchies (for space management) for the different asset classes	Critical
9	Asset Register	Store data in a hierarchical structure (Parent – Child relationship) to a of asset types and components.	Critical
10	Asset Register	Provide configurable hierarchical frameworks for segmenting the financial and operational details of assets for different asset classes, so that attributes can be assigned at any level in the hierarchy where required and rolled up for reporting and decision-making purposes.	Highly Desirable
11	Asset Register	Aggregate all data (i.e.: asset information, financial valuations, activity levels, etc.) horizontally and vertically in the hierarchical structure	Critical
12	Asset Register	Create a unique identifier for each asset for financial, technical and management use.	Critical
13	Asset Register	The unique identifier should: <ul style="list-style-type: none"> • be appropriate for the asset hierarchy used, • have simple rules for assigning numbers, • accommodate newly created assets, • avoid unnecessary complexity, • complement the information needs of GP • support existing numbering systems, where practicable 	Critical
14	Asset Register	Able to set a workflow for the recording and end-dating of assets in the asset register	Highly Desirable
15	Asset Register	Record the history and movement of each asset and quantities.	Critical
16	Asset Register	Copy attributes from a previous asset, when entering data relating to a new asset	Critical
17	Asset Register	Allow a global change to asset attribute information, for example, when a replacement is made with a different material type	Critical
18	Asset Register	Ability to mandate the recording of data in specified fields for registering an asset	Critical
19	Asset Register	Undertake an integrity check on data entered into key fields and provide an alert that the data being entered is not valid.	Critical
20	Asset Register	Provide for transfer of assets between responsibility codes, locations and departments.	Critical
21	Asset Register	Provide a function to edit an entire asset group	Critical
22	Asset Register	Able to split assets as specified and automatically re-number the assets	Highly Desirable
23	Asset Register	Track components that are fitted and removed from the asset, particularly mobile equipment	Critical
24	Asset Register	Automatically generate an email to designated officer/s, when a new asset is created or an asset is decommissioned or other 'material' changes are made to an asset record	Desirable
25	Asset Register	Provide alerts, based on configurable business rules for other 'material' changes made to asset records	Desirable
26	Asset Register	Validate business rules before allowing deletion of assets and child assets	Critical
27	Asset Register	Support bulk upload/updates of data or triggering of workflows (e.g. transfer and disposal of assets from list or search results of assets).	Critical
28	Asset Register	Maintain history of changes to all attribute data, e.g.: change of location, asset custodian, etc.	Critical
29	Asset Register	Record who updated what data and when as an audit trail.	Critical
30	Asset Register	Ability to retain information on disposed assets	Critical

ID	Function	Requirements	Priority
31	Asset Register	Ability to provide spatial mapping of assets and integrate with third party spatial mapping software, such as ArcGIS.	Critical
32	Asset Register	Generate barcode labels for asset IDs where relevant	Desirable
33	Asset Register	Interface with mobile bar-coding equipment and RFID equipment for relevant assets	Desirable
34	Asset Register	Provide an appropriate folder structure for documents and images to be stored against an asset such as operator's manuals, licences, maintenance manuals, photographs, CAD drawings, etc.	Critical
35	Asset Register	Calculate asset age and remaining useful life based on configurable business rules from data held in the asset register	Highly Desirable
36	Asset Register	Facilitate the assessment of relevant information such as a forecast replacement schedule	Highly Desirable
37	Asset Register	Record and monitor fuel consumption against individual assets (e.g.: Plant and Fleet items)	Desirable
38	Asset Register	Provide full text search and filtering capabilities	Critical
39	Asset Register	Search for assets in the register with simple and advanced search options that are configurable, based on any asset data field such as asset location, asset identifiers, asset custodian, maintenance service provider, status, etc. with the results able to be sorted based on any displayed attribute.	Critical
40	Asset Register	The results must be able to be exported in open formats, and displayed on a map	Critical
41	Asset Register	Report on assets by asset class, age, condition, material type, location, etc. in graphical, pictorial, tabular formats or Excel formats	Critical
42	Asset Register	Standard reports on any asset class in Excel format to include asset types, asset components and asset attribute data relevant to each asset/component	Highly Desirable
43	Maintenance & Work Order Management	Ability to link a work order to an individual asset or a group of assets or to a location	Critical
44	Maintenance & Work Order Management	Display other outstanding work orders or other scheduled maintenance activities linked to the same location/asset, when initiating a new work order.	Critical
45	Maintenance & Work Order Management	Support multiple activities on a work order against individual assets or a group of assets	Critical
46	Maintenance & Work Order Management	Provide the flexibility to raise a maintenance work order without linking it to an asset or location	Highly Desirable
47	Maintenance & Work Order Management	Define a default officer responsible for a particular type of work order	Highly Desirable
48	Maintenance & Work Order Management	Set priorities on work orders and have default response times for different priorities	Desirable
49	Maintenance & Work Order Management	Set default priorities for a work order (e.g. Urgent, High, Medium, Low priority or Long-term) based on the maintenance activity type	Highly Desirable
50	Maintenance & Work Order Management	Schedule the corrective action based on the priority allocated to it, or a user-defined date	Desirable
51	Maintenance & Work Order Management	Automatically generate a work order on the scheduled date for the corrective maintenance identified	Desirable

ID	Function	Requirements	Priority
52	Maintenance & Work Order Management	Provide the ability to assign target days, hours or minutes for completion of a work order	Desirable
53	Maintenance & Work Order Management	Able to set a workflow for the completion of a work order	Critical
54	Maintenance & Work Order Management	Ability to amend default priorities, based on an initial assessment/inspection	Critical
55	Maintenance & Work Order Management	Provide the ability to re-set priorities initially assigned	Critical
56	Maintenance & Work Order Management	<p>Raise work orders from user defined templates, including but not limited to the following fields:</p> <ul style="list-style-type: none"> • Work Order Number (unique) • Work Order Description (including the tasks/work required) • Maintenance Activity Type • Work Order Raised Date • Priority of Work • Target date for completion • Work Order Originator • Assigned Asset or Asset group with identifier/s • Location of the works to be undertaken • Contact details of person at asset location • Work Order Assignee (External contractor or internal staff member who is assigned to the Work Order) • Work Order tasks • Target timeframe for initial response (and/or to make safe) • Actual time for initial response • Estimated Start and End dates • Actual Start and End dates • Work Order Status (as per workflow) • Completion Details (summary of work undertaken) • Safe Work Method Statements (SWMS) completion details 	Critical
57	Maintenance & Work Order Management	Provide a simple easy to use interface for recording all work order details, including photos, on a single screen, as far as practicable	Critical
58	Maintenance & Work Order Management	Allocate work orders in bulk to a specific staff member or maintenance contractor	Highly Desirable
59	Maintenance & Work Order Management	Re-assign a work order from an assigned officer to another officer	Critical
60	Maintenance & Work Order Management	Nominate tasks within a work order and retrieve appropriate quality sheets, SWMS, standard operating procedures and maintenance specifications.	Highly Desirable
61	Maintenance & Work Order Management	Directly email and/or route a work order via workflow to the assigned responsible person.	Highly Desirable
62	Maintenance & Work Order Management	Email or automatically alert an actioning officer, that a work order has been allocated.	Highly Desirable
63	Maintenance & Work Order Management	Once the task is complete, ensure that the individuals responsible for the next task are automatically notified and receive the data they need to execute their stage of the process	Highly Desirable
64	Maintenance & Work Order Management	Provide an indicator (e.g. on a dashboard) when an action has been completed and display this on screen so that all users who have been involved in the workflow process are aware when a particular activity has been completed	Highly Desirable

ID	Function	Requirements	Priority
65	Maintenance & Work Order Management	Allow users to view current actions/activities assigned to them and sort them by due date, action type.	Highly Desirable
66	Maintenance & Work Order Management	Escalate work orders that are still open after a predetermined (configurable) period via a predetermined workflow.	Highly Desirable
67	Maintenance & Work Order Management	Print on the work order an embedded asset locality map and/or digital photos linked to the asset	Highly Desirable
68	Maintenance & Work Order Management	Ability to attach the relevant SWMS to the work order being issued	Critical
69	Maintenance & Work Order Management	Ability to close work order only if relevant SWMS has been recorded as completed	Critical
70	Maintenance & Work Order Management	Flag a warning when a work order is raised against an asset that has already been scheduled for a planned maintenance activity	Highly Desirable
71	Maintenance & Work Order Management	Flag a warning when a work order is raised against an asset under warranty or in a defects liability period	Highly Desirable
72	Maintenance & Work Order Management	Flag a warning when a work order is raised against an asset affected by a restrictive overlay	Highly Desirable
73	Maintenance & Work Order Management	Allow the user to add comments and update status of a work order	Critical
74	Maintenance & Work Order Management	Provide capability to bulk close multiple work orders	Highly Desirable
75	Maintenance & Work Order Management	Record asset failure data on work order, including cause of failure and mean time between failures	Highly Desirable
76	Maintenance & Work Order Management	Maintain work order and maintenance history against an asset and identify maintenance trends	Critical
77	Maintenance & Work Order Management	Generate a summary report of work orders completed in a specified period, including work order type, maintenance activity type and location/area	Critical
78	Maintenance & Work Order Management	Report on percentage of maintenance work orders by priority that were responded to within the specified initial response times	Critical
79	Maintenance & Work Order Management	Report on percentage of maintenance work orders by priority and assigned officer/contractor that were completed within the specified timeframes	Critical
80	Maintenance & Work Order Management	Report on work orders assigned that are outstanding, including the target date for completion	Critical
81	Maintenance & Work Order Management	Report on work orders assigned to officer/contractor that are overdue, including the estimated date for completion	Critical
82	Maintenance & Work Order Management	Simple and advanced search for work orders should be configurable based on any work order data field with the results able to be exported in open formats and also displayed on a map.	Critical
83	Maintenance & Work Order Management	Support establishment of preventive maintenance schedules for different asset classes based on different scheduling methods, such as due dates, user-defined cycles, odometer readings, engine hour readings, specified maintenance intervention levels, etc.	Critical

ID	Function	Requirements	Priority
84	Maintenance & Work Order Management	Create a maintenance schedule that includes but is not limited to: <ul style="list-style-type: none"> • Maintenance Activity Type • Description of work (free format text) • Asset identifiers • Tasks to be carried out • Assigned to contractor/ workgroup (this should generate an email once the schedule is due) • Maintenance frequency • Last scheduled date • Last performed date • Next scheduled date • GP Responsible Officer • Allocated officer/contractor • Cost centre • Standard maintenance specifications/servicing instructions/checklist based on asset and maintenance activity type. • Hazard identification checklist • Inspection certificate details / checklist. 	Critical
85	Maintenance & Work Order Management	Ability to automatically generate maintenance work orders based on above established maintenance schedules	Critical
86	Maintenance & Work Order Management	Provide an alert with a specified number of days before a scheduled maintenance work order is due, to allow for planning of the works	Critical
87	Maintenance & Work Order Management	Generate forecasts of all scheduled maintenance and other planned maintenance works	Critical
88	Maintenance & Work Order Management	Display scheduled maintenance work as a list with a total of monthly work load	Critical
89	Maintenance & Work Order Management	Provide flexibility to manage scheduled maintenance works, so that work can be added, deleted or rescheduled as required	Critical
90	Maintenance & Work Order Management	Scheduled maintenance work in the system must be sensitive to ad-hoc work and scheduled dates should be revised to reflect unplanned repairs/maintenance	Highly Desirable
91	Maintenance & Work Order Management	Issue a scheduled maintenance work order for a particular asset, asset group or location and list all the relevant assets on the work order	Critical
92	Maintenance & Work Order Management	Ability to generate standard proformas, task lists and appropriate screens for recording inspection and maintenance activity details in the field for the various classes of assets owned by GP	Critical
93	Maintenance & Work Order Management	Able to download (or access directly) required task lists and maintenance information on hand held devices, and allow the user to record activity information in the field against the work order.	Critical
94	Maintenance & Work Order Management	Issue a scheduled maintenance work order for a specific activity for all assets at a specified location and attach the locality map to the work order	Highly Desirable
95	Maintenance & Work Order Management	Bulk upload the completion of scheduled maintenance against all assets of a particular type at a specified location.	Highly Desirable
96	Maintenance & Work Order Management	Re-schedule all maintenance work not completed	Critical

ID	Function	Requirements	Priority
97	Maintenance & Work Order Management	Option to reset usage and event counters on completion of a scheduled maintenance activity.	Desirable
98	Maintenance & Work Order Management	Link to a work order generated for corrective maintenance identified during the scheduled maintenance activity.	Critical
99	Maintenance & Work Order Management	Provide a graphical tool for maintenance resource planning, levelling and monitoring utilisation, including a dynamic 'click and drag' function	Desirable
100	Maintenance & Work Order Management	Calendar showing resource availability and utilisation by user defined period such as hour, day, week, month, year, etc.	Desirable
101	Maintenance & Work Order Management	Balance the planned and unplanned maintenance as far as possible to ensure that the labour resource commitment does not exceed available levels	Desirable
102	Maintenance & Work Order Management	Report on maintenance schedules and frequencies set up in the system by asset class/asset type	Critical
103	Maintenance & Work Order Management	Generate a summary sheet of scheduled maintenance works completed in a specified period, by each maintenance contractor/internal staff member and by asset class.	Critical
104	Maintenance & Work Order Management	Exception report on assets that do not have a maintenance schedule attached	Highly Desirable
105	Maintenance & Work Order Management	Exception report on assets that have been made historic but continue to have a maintenance schedule attached to them.	Highly Desirable
106	Condition Assessments & Inspections	Ability to automatically generate work orders for asset inspections based on specified intervals or due dates.	Critical
107	Condition Assessments & Inspections	Use tailored inspection forms based on asset inspection and monitoring requirements for different classes of assets	Critical
108	Condition Assessments & Inspections	Generate standard proformas and checklists for various types of asset inspections, including pre-start checks relating to plant and equipment	Critical
109	Condition Assessments & Inspections	Ability to attach completed forms and checklists against the assets and view history	Critical
110	Condition Assessments & Inspections	Create and manage asset Inspections Schedules to record details such as: <ul style="list-style-type: none"> • Inspection type • Inspection Description • Asset type/ID • Location details • Tasks to be carried out • Assigned to allocated officer (this should generate an email once the schedule is due) • Inspection frequency • Cost centre • Last scheduled date • Last performed date • Next scheduled date • Compliance with relevant codes, standards, statutory and safety regulations for each asset type • Actions required to achieve compliance. 	Critical
111	Condition Assessments & Inspections	Attach photos and sketches to the inspection work order	Critical

ID	Function	Requirements	Priority
112	Condition Assessments & Inspections	Send an alert to GP Responsible Officer, if a planned inspection is overdue	Critical
113	Condition Assessments & Inspections	Report on outstanding inspections	Critical
114	Condition Assessments & Inspections	Record list of actions required for each asset to meet statutory requirements or other relevant standards	Critical
115	Condition Assessments & Inspections	Facilitate the assessment and recording of asset condition for future planning including: <ul style="list-style-type: none"> • Condition score • Date of condition assessment • Assessor • Remaining useful life • Estimated year for renewal/replacement • Estimated replacement cost • Maintenance defects identified during assessment • Priority for rectification of maintenance defects • Estimated cost of rectification of maintenance defects • Comments (free format text) 	Critical
116	Condition Assessments & Inspections	User definable grading system for assessing assets and components including condition scoring in decimal points and comments relating to each score	Critical
117	Condition Assessments & Inspections	Apply a user defined weighting factor to asset components and calculate an overall weighted condition score for the asset	Highly Desirable
118	Condition Assessments & Inspections	Record the level of confidence in the assessments and overall grading	Desirable
119	Condition Assessments & Inspections	Generate standard templates for condition grading assessments	Critical
120	Condition Assessments & Inspections	Support the recording of the history of the physical condition or impairment for an asset.	Critical
121	Condition Assessments & Inspections	Ability to convert condition grades to asset's remaining useful life	Highly Desirable
122	Condition Assessments & Inspections	Support the plotting of the condition grading to show current rate of asset degradation	Highly Desirable
123	Condition Assessments & Inspections	Ability to attach video recordings of the condition of assets to the assets.	Desirable
124	Condition Assessments & Inspections	Report on asset inspection outcomes and exception reports, such as assets that have reached set intervention level or non-complying with standards.	Highly Desirable
125	Condition Assessments & Inspections	Report on assets by type and condition score	Highly Desirable
126	Condition Assessments & Inspections	Report on anticipated asset renewal/replacement cost in a specified period by asset class /asset	Highly Desirable
127	Condition Assessments & Inspections	Generate a summary sheet of inspections completed in a specified period, by asset class	Critical

ID	Function	Requirements	Priority
128	Asset Accounting	Support asset financial management that conforms with relevant acts, associated regulations and standards, including but not limited to AASB13 Fair Value measurement and other relevant Australian Accounting Standards.	Critical
129	Asset Accounting	Capable of processing: <ul style="list-style-type: none"> • Capitalisation • Acquisitions • Depreciation • Revaluations • Disposals • Part disposals/Impairments • Additions • Modifications/improvements • Re-classifications • Re-locations • Transfers/part transfers • Journals • Write-offs • Deletions 	Critical
130	Asset Accounting	Able to capitalise assets and ensure that the capitalisation of assets from projects feeds from information derived from the Finance system to maintain integrity of the asset register	Critical
131	Asset Accounting	Must complete automated daily General Ledger transactions for capitalisation, acquisitions, profit/loss on disposal of an asset, revaluation reserve movements and monthly automated General Ledger transactions for depreciation	Critical
132	Asset Accounting	Undertake period end processing functions, which include checks to ensure the necessary interfaces have been completed and update the balances by period	Critical
133	Asset Accounting	Period-end processing by the system must not hinder processing of the next period	Critical
134	Asset Accounting	In addition to the period-end functions, the system must automatically re-set all year to date figures for the new year	Critical
135	Asset Accounting	Support date stamping of data entry and modifications and allow for the viewing of the assets data at any previous date	Critical
136	Asset Accounting	Retain transactions for 7 years after settlement, after which transaction purging should be able to be controlled by the user	Desirable
137	Asset Accounting	Support the recording and reporting of all asset component values or aggregated components, as defined within the asset register hierarchy.	Critical
138	Asset Accounting	Aggregate the values of all the underlying components based on their individual asset values	Critical
139	Asset Accounting	Ability to assign asset values based on standard replacement unit rates stored in the system and quantities maintained within the asset register	Highly Desirable
140	Asset Accounting	Allow capital threshold value to be user defined for each asset class	Critical
141	Asset Accounting	Record and flag acquired assets or components deemed to be under the capital threshold value, depreciate only the assets capitalised and generate financial reports that show only the assets capitalised	Critical
142	Asset Accounting	Ability to split assets	Critical
143	Asset Accounting	Where assets are leased, system must cater for posting of amortisation and record associated costs and liability breakdown for accounting standard compliance purposes	Desirable

ID	Function	Requirements	Priority
144	Asset Accounting	Support recording of details of asset recognition, including but not limited to: <ul style="list-style-type: none"> • Asset Name and ID • Ownership • Acquisition date • Type of acquisition (e.g.: capital works, leased, etc.) • Acquisition date • Acquisition cost • Commissioning date • Contractor/Supplier details • Project ID • Cost centre. • Expected useful life • Remaining useful life • Multiple additions to assets • Flag for assets under capital threshold value 	Critical
145	Asset Accounting	Support project costing to be undertaken against Work Breakdown Structures (WBS) set up in the Finance system	Desirable
147	Asset Accounting	Support project workflow for capitalisation of assets	Desirable
148	Asset Accounting	Able to apportion WBS costs to individual assets based on user defined rules or set percentages.	Desirable
149	Asset Accounting	Able to apportion project overhead costs to each asset within the project based on the overall ratio of the direct costs or other user defined rules	Desirable
150	Asset Accounting	Generate a listing of all new assets constructed in a project, the initial acquisition costs allocated for these assets and sum up all these individual acquisition costs to reconcile/compare with the total actual cost of the project	Highly Desirable
151	Asset Accounting	Able to apply the following methods of depreciation: <ul style="list-style-type: none"> • Straight line • Diminishing value • Units of use vs estimated useful life • Condition based • User defined 	Critical
152	Asset Accounting	Able to assign useful life and calculate depreciation based on the depreciation method chosen	Critical
153	Asset Accounting	Support the grouping of asset components and depreciating as a single unit, if two or more components have similar useful lives and similar depreciation methods.	Critical

ID	Function	Requirements	Priority
154	Asset Accounting	Record the following depreciation details for each asset/grouping of assets that need to be depreciated: <ul style="list-style-type: none"> • Depreciation method • Depreciation method last reviewed • Depreciation start date • Depreciation for the period • Number of depreciation periods. • Current year's depreciation • Accumulated depreciation • Book and tax depreciation rates • Initial Book value (Acquisition cost) • Written down value • Effective dates (allow 0% for non-depreciable assets) • Asset life for depreciation purposes • Estimated useful life by user defined units (hours, period, months or years) • Remaining useful life by user defined units (hours, period, months or years) • Date useful life last reviewed • Date end of useful life • Frequency of useful life review 	Critical
155	Asset Accounting	Identify leased assets and assets owned by other agencies and not include them in depreciation calculations	Critical
156	Asset Accounting	Retain all history of depreciation charges	Critical
157	Asset Accounting	Automatically trigger the relevant depreciation calculations and GL entries when any changes are made to assets or components	Critical
158	Asset Accounting	Prevent backdating of any catch-up GL entries if the asset is recorded in the system a few months after the actual purchase/capitalisation date	Critical
159	Asset Accounting	Adjust depreciation calculations on revalued assets	Critical
160	Asset Accounting	Calculate depreciation separately on additions to assets	Critical
161	Asset Accounting	Where an asset is active for only part of a month, depreciation must be calculated on a pro-rata basis.	Critical
162	Asset Accounting	Provide the option of calculating depreciation projections without updating the asset records	Highly Desirable
163	Asset Accounting	Allow depreciation to be allocated over multiple cost accounts (e.g.: shared assets)	Desirable
164	Asset Accounting	Support the recording of land as a non-depreciable asset, however depreciate the land improvements located on the land	Critical
165	Asset Accounting	Allow the write-off of assets that are fully depreciated or below a certain dollar (i.e.: accelerate depreciation of small amounts)	Critical
166	Asset Accounting	Ensure accumulated depreciation is reversed on sale or disposal	Critical
167	Asset Accounting	All accounting values must be updated as a result of changes to the life adopted, i.e.: expected useful life and remaining useful life	Critical
168	Asset Accounting	Able to undertake and manage asset revaluations	Critical
169	Asset Accounting	Allow for recording valuation and condition information against the whole asset and/or against key components and sub-components	Critical
170	Asset Accounting	Facilitate asset revaluation, by aggregating asset component values and calculating according to Accounting standards.	Critical

ID	Function	Requirements	Priority
171	Asset Accounting	Record details of asset valuations, including but not limited to: <ul style="list-style-type: none"> • Last Valuation date • Valuer's name • Basis of valuation and valuation methodology • Valuation frequency • Last date of stock-take • Historical cost (original acquisition cost) • Opening written down value • Written down value • Current value (used for financial reporting and will be based on valuation methodology used) • Fair Value • Market value • Insurance value 	Critical
172	Asset Accounting	Allow for major upload of asset revaluation data	Critical
173	Asset Accounting	Prevent backdating of any catch-up GL entries if the revaluation is recorded in the system a few months after the actual date of revaluation	Critical
174	Asset Accounting	Calculate asset revaluation projections based on updated standard unit rates and remaining useful life and execute only after the necessary validation checks have been undertaken by the Finance Team	Critical
175	Asset Accounting	Able to query and report on % movements in replacement unit rates, to assist with validation checks and identify asset types where a higher than expected movement was observed.	Highly Desirable
176	Asset Accounting	Provide an alert for revaluation if the written down value (i.e.: initial acquisition cost less accumulated depreciation) of an asset acquired within 12 months of the reporting date is materially different to its fair value	Highly Desirable
177	Asset Accounting	Revalue all or some of the assets in an asset class in accordance with user-defined indices. i.e.: generate the values for assets in an asset class by applying a user defined index increase to all related replacement unit rates.	Critical
178	Asset Accounting	Facilitate individual and bulk revaluation of assets on a user-defined basis, by asset class/type	Critical
179	Asset Accounting	Generate a report on new valuations, revaluation adjustments and any changes to specific asset valuations as a result of any updates to the replacement unit rates	Critical
180	Asset Accounting	Maintain an audit trail and history of all changes made to asset valuations and replacement costs.	Critical
181	Asset Accounting	Flag assets classified as held for sale and value them as per the relevant accounting standards	Critical
182	Asset Accounting	Automatically assign a user-defined replacement unit rate to all assets within an asset group	Highly Desirable
183	Asset Accounting	Automatically update the replacement unit rates for selected asset types with a user-defined factor (e.g. apply a 5% cpi increase to the unit rates).	Critical
184	Asset Accounting	Maintain an audit trail and history of all changes made to replacement unit rates recorded for each asset type	Critical
185	Asset Accounting	Generate a summary of replacement unit rates in an easy to read tabular format for any specified asset type	Desirable
186	Asset Accounting	Manage all transactions on the disposal of an asset.	Critical
187	Asset Accounting	Support GP's asset disposal, retirement or rationalisation options which may include sale, transfer for alternative use, demolition, etc.	Critical

ID	Function	Requirements	Priority
188	Asset Accounting	Able to flag assets identified as surplus to GP's needs	Critical
189	Asset Accounting	Record asset disposal details including, but not limited to: <ul style="list-style-type: none"> • Disposal date • Disposal value • Profit/loss on sale (i.e.: revenue received on disposal/retirement less net book value) • Disposal method (e.g.: sold, trade-in, obsolete, scrapped, stolen) • Auction, trade-in data • Buyer's details • Multiple disposals or part disposal • Other relevant disposal information (free format text) • Ability to record an image or scanned document 	Critical
190	Asset Accounting	Alert/email a GP Responsible officer when an asset has been disposed or partly disposed	Highly Desirable
191	Asset Accounting	Suspend an asset once sold/written off, to bar any further work orders or other transactions being recorded against that asset	Critical
192	Asset Accounting	Manage partial sale/disposal and maintain history of asset.	Critical
193	Asset Accounting	Calculate profit/loss and/or write-off costs on the disposal or demolition/impairment of assets	Critical
194	Asset Accounting	If part of the asset disposed of is being used in its renewal, the system must support including the residual value into the cost of the new asset, before determining any profit or loss.	Desirable
195	Asset Accounting	Archive records of disposed assets	Critical
196	Asset Accounting	Provide an asset reconciliation report that lists for each asset class, the following for a specified period: <ul style="list-style-type: none"> • Opening balance • Additions during year (period) • Disposals during year (period) • Sales during year (period) • Depreciation during year (period) • Other adjustments • Accumulated depreciation during year (period) • Closing balance for year (period) 	Critical
197	Asset Accounting	Provide a report on accumulated depreciation for each asset class for a specified period: <ul style="list-style-type: none"> • Opening balance • Depreciation during year (period) • Depreciation written back on disposals during year (period) • Other adjustments • Closing balance for year (period) 	Critical
198	Asset Accounting	Provide a depreciation projection report, e.g.: depreciation projected over next month	Highly Desirable
199	Asset Accounting	Provide a depreciation report on sold assets for a user defined period	Highly Desirable
200	Asset Accounting	Provide a report on assets sold or purchased by range of dates	Critical
201	Asset Accounting	Provide asset valuation reports complying with relevant accounting standards.	Critical
202	Asset Accounting	Able to report by range of dates or to and from dates on all types of transactions	Critical
203	Asset Accounting	Report on daily transactions (excluding depreciation) for updating General Ledger	Critical
204	Asset Accounting	Month end report on depreciation transactions for updating General Ledger	Critical

ID	Function	Requirements	Priority
205	Asset Accounting	All asset financial reports must be available in detail or summary format for the asset classes and components in each asset type, with period to date, year to date and last year comparisons	Critical
206	Asset Accounting	All financial reports must be able to be generated in Excel and PDF formats	Critical
207	Asset Accounting	The reports in Excel format must not have any merged cells and information for an asset must be all on the one line to enable easy analysis	Critical
208	Asset Accounting	Report on assets that have a written down value of zero.	Critical
209	Mobile Computing	Deliver a device agnostic mobile solution that can be logged in anywhere, anytime, to record asset, inspection, maintenance and work order management details remotely, in online and offline modes that seamlessly synchronises data without requiring users to return to the office.	Critical
210	Mobile Computing	Download asset information and forms onto mobile devices such as iPhones, iPads, and Windows based tablet computers, ruggedised notebooks, and laptops, etc.	Critical
211	Mobile Computing	The mobile interface must provide an intuitive look & feel consistent with the overall system and customised to fit with the mobile device being used.	Highly Desirable
212	Mobile Computing	Provide Work Order (inspections and maintenance) functions and maps in real-time, to field staff using mobile devices.	Critical
213	Mobile Computing	Provide any updated work order request information to the field staff in real-time (e.g.: change in priority, change in location, etc)	Critical
214	Mobile Computing	Provide an interactive map showing the location of the assets in the field of view and the current position of the user.	Critical
215	Mobile Computing	Provide an ability to capture new assets and their spatially related attributes.	Critical
216	Mobile Computing	Able to place a pin on the interactive map, bring up the asset/s at that location and select the relevant asset to link the inspection/work order	Critical
217	Mobile Computing	Provide ability for field staff to receive, update and close work orders in the field	Critical
218	Mobile Computing	Provide ability for staff to view and record completion of SWMS attached to work order	Desirable
219	Mobile Computing	Enable work order to be closed in the field, only if SWMS has been completed	Desirable
220	Mobile Computing	Provide maintenance schedules/alerts for works on the mobile device.	Critical
221	Mobile Computing	Support capture and modification of asset details by field staff using mobile devices.	Critical
222	Mobile Computing	Support the visual condition assessment of assets by field staff using mobile devices	Critical
223	Mobile Computing	Support pre-defined forms, task lists and appropriate screens to capture routine information relating to asset recording, asset condition rating, pre-start checklists, defect inspections, servicing checklists, work order completion details, time taken, resources utilised, etc.	Critical
224	Mobile Computing	Able to be queried by field staff, to view/obtain relevant asset or historic maintenance activity data	Critical
225	Mobile Computing	Provide for scanning of barcode and bringing up relevant asset details in the field	Desirable
226	Mobile Computing	Provide for receiving information from RFID devices and bring up relevant asset details	Desirable

ID	Function	Requirements	Priority
227	Mobile Computing	Capture and upload digital photographs in the field and GPS co-ordinates against assets	Critical
228	Mobile Computing	Have a facility to check/validate field data before it's committed to the database.	Critical
229	General System Features	Capable of delivering all modules of the application through a web browser and facilitate remote and secure access for external contractors	Critical
230	General System Features	The browser user interface must generally mirror the windows client layout and functionality to the extent that is practical	Critical
231	General System Features	Each transaction type undertaken in the browser environment must be supported by encryption	Critical
232	General System Features	Printer-friendly pages must be available	Critical
233	General System Features	Every page must have a context sensitive link to a relevant help page	Highly Desirable
234	General System Features	Able to initiate multiple distinct sessions in separate browser windows using a single licence	Critical
235	General System Features	Provide a standard data migration utility to import data from existing GP systems or databases	Critical
236	General System Features	Load data from external applications where required in open formats with a known data structure.	Critical
237	General System Features	Provide functionality to perform batch imports	Critical
238	General System Features	Allow data imported from other applications or data sources, to pass through the same validations as records input directly	Critical
239	General System Features	Able to correct invalid records without having to re-import	Critical
240	General System Features	Allow for roll-back of an import	Critical
241	General System Features	Produce an import/export log displaying any errors	Critical
242	General System Features	Provide a scheduling tool for scheduling imports and exports	Desirable
243	General System Features	Allow for bulk upload of data into the live system during working hours	Highly Desirable
244	General System Features	Able to extract data from the system as ODBC view of a user specified query, as CSV, Excel or MS Access format and as XML with the associated DTD and XSL files	Critical
245	General System Features	Allow for export of all data to word processing, spreadsheets, databases and other applications	Critical
246	General System Features	Configure and manage data fields to meet specific functional requirements	Critical
247	General System Features	Create and manage customised critical data fields that can be specific to different asset classes.	Critical
248	General System Features	Record specific asset attributes that can be specific to different asset classes or asset types	Critical
249	General System Features	Create and configure workflow and approval processes.	Critical
250	General System Features	Customise screens on user, group, role or global levels.	Critical
251	General System Features	Secure access using role-based access controls to data and functions, including security based on data field or class by user, role, group and global levels.	Critical
252	General System Features	Change security profiles (i.e. users and groups) and field settings (i.e. location, categories).	Critical

ID	Function	Requirements	Priority
253	General System Features	Create and manage controlled terms/lists to improve data quality.	Critical
254	General System Features	Configure alerts and send notifications based on rules for scheduled maintenance and escalation.	Critical
255	General System Features	Create and manage standard reports and enable specific users to create ad-hoc reports.	Critical
256	General System Features	Maintain current and archived asset details and provide reports.	Critical
257	General System Features	Provide access to real-time data so that the most current data is available for view, search and reporting.	Critical
258	General System Features	Provide a single view for data entry of assets and their operational management.	Critical
259	General System Features	Validate data to ensure its integrity and support for quality control processes.	Critical
260	General System Features	Must have published API's for facilitating interoperability with other applications	Critical
261	General System Features	Must provide access to system's data model for GP to extract to a data warehouse	Desirable
262	General System Features	Able to integrate with MS Office applications such as Word, Excel and Access	Critical
263	General System Features	Integrate with MS Exchange for e-mail and calendar and scheduling	Critical
264	General System Features	Ability to maintain and trouble shoot the interoperability with other applications through the System Administration functions.	Highly Desirable
265	General System Features	The system must have proven integration to ArcGIS at both Parent and Child asset levels	Critical
266	General System Features	Provide a live two-way seamless application integration with the ArcGIS for viewing of asset spatially by selecting asset in Asset Register and locating an asset on the GIS and launching the asset system and navigating to that asset	Critical
267	General System Features	Support new assets to be spatially created in the GIS and then the asset record to be created in the asset system so that asset attribute information could be entered.	Highly Desirable
268	General System Features	Able to edit spatial and non-spatial asset information in GIS and changes be linked and reflected automatically in asset register	Critical
269	General System Features	Allow users to view spatial representations of asset data and work orders stored in the system.	Critical
270	General System Features	Provide spatial displays and graphical reports based on the asset information being queried, e.g.: outstanding work orders by type and location, distribution of ageing assets by location, condition of assets by location, etc.	Highly Desirable
271	General System Features	The system must have its own report writer	Critical
272	General System Features	Able to report and query across all modules and asset classes/types and display in various tabular, graphical formats and PDF formats.	Critical
273	General System Features	Provide a digital dashboard style reporting across all asset types, with the ability to drill down as necessary from summary data to detailed data	Critical
274	General System Features	Able to configure dashboard reports for each user, groups of users or managers	Critical

ID	Function	Requirements	Priority
275	General System Features	Make dashboards and reports available via any device interface	Highly Desirable
276	General System Features	Enable the creation of ad-hoc reports with any multiple of variables	Critical
277	General System Features	Make data available to other third-party reporting tools, including Microsoft Power BI reporting tool, SQL Server Reporting Services (SSRS), Crystal Reports.	Critical
278	General System Features	Export data to various formats containing tabular and graphical outputs, including MS Excel.	Critical
279	General System Features	Able to email, print and save reports.	Critical
280	General System Features	Allow report specifications to be saved and copied	Critical
281	General System Features	Provide appropriate filters for all reports	Critical
282	General System Features	Possess the following for all reports: <ul style="list-style-type: none"> • To - From date filters • Ascending sort for all report fields in the table • Descending sort for all report fields in the table 	Critical
283	General System Features	Allow authorised users to select which fields they require in a new report	Critical
284	General System Features	Enable reports to be able to be selectively run in the background or foreground, with ability to schedule for overnight processing	Desirable
285	General System Features	Reports must be able to be edited by the user	Critical
286	General System Features	Deliver a user-friendly interface (browser based) that enables users to undertake a variety of search requests.	Critical
287	General System Features	Provide specific views of data, e.g. a manager to view all assets assigned to their staff.	Critical
288	General System Features	Able to generate ad-hoc queries or specially customised queries on any field or combination of fields in the database.	Critical
289	General System Features	Limit users' access to those transactions/ records permitted by their security profile.	Critical
290	General System Features	Extensive search facilities with alpha/ numeric search on key fields	Critical
291	General System Features	Provide wildcard and Boolean search capabilities	Critical
292	General System Features	Support standard enquiries to be stored and made available to users.	Critical

5.4.9 NON-FUNCTIONAL REQUIREMENTS

ID	Topic	Requirement	Priority
NF001	General	Data needs to be transmitted and stored within Australia (e.g. data centre / complete solution hosting in Australia)	Critical
NF002	General	Data to be available for a minimum of 7 years from the system (not from a separate archive system),	Highly Desirable
NF003	General	The system must be cloud based with broad browser-based web access and device agnostic.	Critical
NF004	General	Delivered via a mature Software-as-a-Service (SaaS) model	Critical
NF005	General	Includes, enables or supports SaaS (SaaS escrow) agreements	Desirable
NF006	General	Tenderer owns the infrastructure used to deliver the service, or is a direct and certified partner with the infrastructure provider (detail to be provided)	Highly Desirable
NF007	General	Can provide multiple environments if required, e.g. 'Sand-pit', Test, Training and Production environment	Highly Desirable
NF008	General	The system caters for multiple users accessing and using the system simultaneously without performance impact.	Critical
NF009	General	The system can produce printable or electronic templated documents that can be configured (layout, graphics, etc.) and produced in multiple formats including but not limited to PDF, Microsoft Word, Microsoft Excel, HTML etc.	Highly Desirable
NF010	General	Supports compliance with Public Records Office Victoria's record-keeping standards.	Critical
NF011	Identity & Access Management	Is capable of multi-factor authentication (MFA) or is able to integrate with Identity Provider (IDP) solutions for MFA	Critical
NF012	Identity & Access Management	Supports SSO via standards-based Identity Provider (IDP) solutions (preference) or alternatively via Microsoft Active Directory. If multiple modules exist within the solution, the same user session will be valid across all to avoid multiple authentication steps.	Critical
NF013	Identity & Access Management	Support for account and access lifecycle management (i.e. provisioning/de-provisioning) from Identity Provider (IDP) solutions	Highly Desirable
NF014	Identity & Access Management	Supports user profiles and role-based templates for streamlined administration	Critical
NF015	Identity & Access Management	Secure input, storage and management of credentials	Critical
NF016	Identity & Access Management	The system should allow granular access controls (e.g. admin, read/write and read- only) for users on a module by module basis.	Highly Desirable
NF017	Identity & Access Management	Allow the set up and control of users	Critical
NF018	Identity & Access Management	Allow the set up and control of groups of users	Critical
NF019	Identity & Access Management	Allow the set up and control of user roles, to which users or groups of users are assigned	Critical
NF020	Identity & Access Management	Allow a many-to-many relationship between Users and Roles	Critical

ID	Topic	Requirement	Priority
NF021	Identity & Access Management	Allow access privileges to be assigned to users, user groups or roles	Critical
NF022	Identity & Access Management	Support security controls being applied at high levels (e.g. module or portfolio), per operational interface and through to a granular (e.g. field or attribute) level, in order to define hide/read/write requirements based on users, groups and roles	Critical
NF023	Identity & Access Management	Provide a means of limiting access to sensitive information so that only nominated users can view and update	Critical
NF024	Identity & Access Management	Support the temporary allocation of users to roles, and provide mechanisms to ensure those system access privileges are not maintained longer than needed e.g. for temporary staff for specific contract period	Highly Desirable
NF025	Identity & Access Management	Provide a history of user's access roles and their changes	Highly Desirable
NF026	Identity & Access Management	Allow the Administrator to add, make inactive and re-activate users, user groups and roles	Critical
NF027	Security	The solution has appropriate security measures in place to maintain service and data integrity, which may include antivirus and malware protection, firewalls, IPS, DDOS protection, stringent access controls and procedures, etc. (Please include a detailed breakdown of the layered approach to security within tender response).	Critical
NF028	Security	The infrastructure needs to be hardened and built according to industry standards	Critical
NF029	Security	The solution is certified ISO 27001 compliant	Critical
NF030	Security	Regular penetration testing (at least annually) is conducted by an independent 3rd-party and summary of results, including items requiring action, are shared with GP to an appropriate level of detail	Critical
NF031	Security	Details of application security tests and findings should be provided, including the nature and frequency of testing elements	Highly Desirable
NF032	Security	A vulnerability management program is in place and policy and/or procedures may be shared with GP	Highly Desirable
NF033	Security	A patch management procedure is in place (include relevant detail on approach and frequency)	Highly Desirable
NF034	Security	Retention of logs and audit trails within the solution for a minimum period of 12 months. Provide detail of longer retention periods if applicable.	Highly Desirable
NF035	Useability	Provide a browser-based client user interface. Where application software is also available, detail any differences in feature-parity between browser and application access	Critical
NF036	Useability	Features to facilitate simple, intuitive data entry, drop-downs, radio buttons, etc to ensure consistency of data entry	Critical
NF037	Useability	Support ordering of List of Values (e.g. drop-down lists) entries, e.g. alphabetically, order of commonly used etc	Critical
NF038	Useability	Restrict access to List of Values based on user role	Critical
NF039	Useability	Allow the user to define "favourites" to link directly to commonly used functions	Highly Desirable
NF040	Useability	The ability to run multiple sessions/windows of the application and simple switching between these sessions using one licence	Critical
NF041	Useability	Allow the user to save screens, dashboards, views or grids of data as required	Highly Desirable

ID	Topic	Requirement	Priority
NF042	Useability	System should be based on modern UI/UX principles with flexibility in configuration to suit GP interface and process requirements.	Desirable
NF043	Useability	Accessibility options are supported, including the ability for users to increase / decrease the size of information / windows / screens	Highly Desirable
NF044	Useability	Provide the ability to re-label fields and re-brand user interfaces so they match the organisation's look and feel	Critical
NF045	Useability	Allow a user to manipulate views or grids of information on screen e.g. hide/show groups of data items within views	Highly Desirable
NF046	Useability	Allow a systems administrator to save views of data for use by all users, i.e. ensuring a common view of data can be achieved for specific functions	Critical
NF047	Data Management	Provide a single source of data and avoid any duplication (double entry) of data input across all of the modules used	Critical
NF048	Data Management	Enforce referential integrity to ensure that data is correctly selected and validated across the system	Critical
NF049	Data Management	Support concurrent user access to the same data records	Critical
NF050	Data Management	Provide record locking functions to prevent data entry conflict e.g. prevent users from updating records simultaneously	Critical
NF051	Data Management	Provide appropriate configurable alerts where processes fail to run, or services are unavailable	Highly Desirable
NF052	Data Management	Recover itself from a failed or interrupted system process, without loss of data or integrity	Critical
NF053	Data Management	Allow a user to retry the failed operation	Critical
NF054	Data Management	Roll back for aborted or incomplete transactions	Critical
NF055	Data Management	Ensure invalid data is not accepted at time of field entry (i.e. validation at field entry not end of input screen)	Critical
NF056	Data Management	Validation of data entry (data dictionaries) should be capable of being configured to meet the organisation's data entry standards	Critical
NF057	Data Management	Provide meaningful error messages which facilitate the user to identify and rectify errors or communicate errors to support staff	Highly Desirable
NF058	Data Management	Allow error or communication messages to be customised	Desirable
NF059	Data Management	Retain historical data for a period defined by the organisation (up to and including 'indefinitely').	Critical
NF060	Data Management	Allow transactions to be archived for all modules based on user definable criteria (e.g. retention periods, employee/customer status)	Highly Desirable
NF061	Data Management	Have the ability to archive unused or no longer required data	Critical
NF062	Data Management	Ability to export all data to an external data warehouse at predefined period	Highly Desirable
NF063	Data Management	Enforce data entry format and type validation, e.g. only allow numbers to be entered into a field; values selected from a set range	Critical
NF064	Data Management	Enforce the structure of certain data fields e.g. telephone numbers may be shown as (03) 9999 9999 and all should be shown that way	Critical
NF065	Data Management	Allow for values of fields to be constrained based on values of other related data fields	Highly Desirable
NF066	Data Management	Provide the ability for users to define existing or standard fields as mandatory	Critical

ID	Topic	Requirement	Priority
NF067	Data Management	Enforce mandatory entry of certain data fields for a record	Critical
NF068	Data Management	Highlight or prompt the user to the existence of a mandatory field	Highly Desirable
NF069	Data Management	Provide the ability for authorised users to set up new user-defined fields and to determine the type of data entry that is relevant e.g. numeric; date; mandatory as well as make them available in any workflows, as required	Critical
NF070	Data Management	Allow the creation of multiple user-definable fields associated with each data set; provide for these to be added to input screens as required; and automatically make them accessible to reports and enquiries	Critical
NF071	Data Management	Allow users to save partially completed entries as draft or work in progress	Highly Desirable
NF072	Data Management	Automatically populate appropriate fields with the ability to overwrite and change, subject to a user's permission	Highly Desirable
NF073	Data Management	When entering data, the system must support comprehensive rule checking and real-time validation including display of field descriptions for confirmation or appropriate error / warning message where invalid	Critical
NF074	Data Management	Ability to ensure some transactions may not be edited in any way once the transaction is completed and committed to the database	Highly Desirable
NF075	Data Management	Prompt the user to check that the transaction has been entered correctly before proceeding with saving, with facility for the system administrator to switch the function on or off, or to apply this to specific system functions	Critical
NF076	Data Management	Allow all records or transactions to be reversed, that is, if a transaction has been entered there should be a method by which a delegated user can reverse the transaction	Critical
NF077	Data Management	Allow for default values to be set for certain data fields	Highly Desirable
NF078	Audit Trail	Ability to extract logs & audit files and integrate with 3rd-party log aggregation & SIEM solutions	Highly Desirable
NF079	Audit Trail	The system can record and store user accounts to track creation and changes to transactions or master file records. The system should allow audit tracking on business-critical functions and the audit trail should be available instantly for the users with assigned privileges.	Critical
NF080	Audit Trail	The system can log all workflow activities, acceptances and resource assignments	Critical
NF081	Audit Trail	Provide an audit trail for administrator changes (including security settings) and all user modifications to specified data fields	Critical
NF082	Audit Trail	Audit trails must show date, time, user ID, records effected, and change details	Critical
NF083	Audit Trail	Ability to generate audit trail reports/enquiries on specified user/actions/dates	Critical
NF084	Audit Trail	Provide an audit trail of all reports and queries generated (i.e. report log) showing date, time submitted/ time completed, user id and no. pages	Critical
NF085	Audit Trail	Allow authorised users to search and filter the view of audit trails	Highly Desirable
NF086	Audit Trail	Raise alerts for particular patterns of data creation or modification, which may be indicative of a security breach or data integrity error	Desirable

ID	Topic	Requirement	Priority
NF087	Audit Trail	The system is able to track historic consolidation of data and records.	Highly Desirable
NF088	Updates & Upgrades	Patches are delivered routinely and applied without impact to availability of the solution or are scheduled subject to an integrated change management process with GP	Highly Desirable
NF089	Updates & Upgrades	Upgrade and patch cycles and feature roadmaps are available for reference, with a feedback/input channel available to GP.	Highly Desirable
NF090	Updates & Upgrades	The solution will be actively maintained for future years and will adapt to meet new standards and regulatory changes.	Critical
NF091	Updates & Upgrades	Able to prioritise changes and updates where GP may require this for defect resolution or integrated system dependencies	Highly Desirable
NF092	Updates & Upgrades	All specific system configuration, interoperability, standard reports and/or software modifications are to be maintained throughout any updates or upgrades and included within the tendered price.	Critical
NF093	Updates & Upgrades	Provide detailed release notes in advance that include defects to be corrected, changes to be made and how these changes will affect the system and GP's experience with it	Highly Desirable
NF094	Updates & Upgrades	The opportunity to conduct User Acceptance Testing appropriate to the extent of change in the release will be offered prior to migrating the release to production	Highly Desirable
NF095	Updates & Upgrades	Allow the user to identify the version installed	Highly Desirable
NF096	System Availability	A guaranteed service availability/uptime SLA (e.g. 99.999%) is in place. Please provide relevant detail, including recourse available to GP if SLA is not met.	Highly Desirable
NF097	System Availability	Alerts and notices related to system availability and performance should be sent promptly, or triggered automatically based on effective monitoring and alert-management capability	Critical
NF098	System Availability	Appropriate and useful detail is available to GP for any issue or incident, both during the event (as required) and afterwards in the form of post-event reporting	Highly Desirable
NF099	Business Continuity & Disaster Recovery	Need to have a Disaster Recovery and Business Continuity plan in place and documented	Critical
NF100	Business Continuity & Disaster Recovery	The Disaster Recovery data centre/s need to be in Australia	Critical
NF101	Business Continuity & Disaster Recovery	Backup of data, transaction logs and configurations should be provided	Critical
NF102	User Documentation & Online Help	Comprehensive user and technical documents and references should be available on-line, which may include: how-to guides; FAQ's; process flow maps; concept tutorials; solution design and configuration-state documents; API usage documentation. E.g.: <ul style="list-style-type: none"> • User and Problem-oriented how-to guides and process flow maps. • Tutorials – Learning-oriented, take the user through a series of steps to learn a concept; • Reference docs – Information-oriented, technical descriptions of the software (could include software design documents); • Explanations – Understanding-oriented, they clarify or illuminate a particular topic for a user; • API documentation – Reference documentation regarding making API calls; • FAQ files 	Critical

ID	Topic	Requirement	Priority
		<ul style="list-style-type: none"> • Quick User Guides • README – A high-level overview of the software; • System documentation – Documents describing the software system, including technical design documents, software and diagrams 	
NF103	Change Management	The process that would apply if use of the service is discontinued is well defined (including costs if applicable/known)	Desirable
NF104	Change Management	At end-of-service, GP's data will be provided using an acceptable method of secure transfer and formatting	Critical
NF105	Change Management	In the event of a transition off the service and GP's acceptance of receipt of GP's data, all remaining copies of data within the solution, including backups, will be erased fully and promptly	Critical

6 ATTACHMENT A – VICTORIAN GOVERNMENT ESERVICES CONTRACT VARIABLES

To avoid doubt:

1. a reference to the term “Contract” in these Contract Variables is a reference to the ‘Victorian Government eServices Register Contract, Revision 5.2, 22 April 2021; and
2. the expression “intentionally left blank” means the default position under the Contract applies.

PART ONE - REQUIRED INFORMATION

PURCHASER:

Item	Details
Name	Gippsland Ports Committee of Management Incorporated
ABN (if applicable)	98 943 634 870
Address	97 Main Street, Bairnsdale, Victoria, 3875
Notice Details	address: 97 Main Street, Bairnsdale, Victoria, 3875 facsimile: (03) 5150 0501 email: stevem@gippslandports.vic.gov.au attention: Steve Martin, Project Manager Corporate Systems
Contract Reference Number (if applicable)	Reference: Contract No. 8730

SUPPLIER:

Item	Details
Name	[insert supplier name]
ABN/ACN/ARBN	[insert ABN / ACN / ARBN]
Address	[insert address]
Notice Details	address: [insert applicable notice address] facsimile: [insert fax number (if any)] email: [insert email address] attention: [insert name of authorised representative of Supplier]

Clause	Details
Clause 1 - Commencement Date and Completion Date	For the purposes of clause 1 of the Contract, the: a) #TBC upon signing of contract# b) Completion Date is 30 May 2027.
Clause 2 - Term	Extension of Contract: The Purchaser has 2 options each of 1 year duration, at the Purchaser’s discretion in accordance with clause 2.2.

Clause	Details
Clause 4.2.3 - Services to be provided	The Services to be provided are as described in Annexure A to these Contract Variables and also include: Cloud Services - yes Implementation Services - yes Development Services - no Hosting Services - yes Managed Services - yes Maintenance and Support Services - yes Professional Services - yes Hardware Services - no
Clause 14 – Service Levels	The Service Levels and Service Credits applicable to this Contract are specified in Annexure A to these Contract Variables. The service levels and applicable service credits will be developed during contract finalisation with the preferred tenderer.
Clause 19 - Fees and Invoicing	As set out in Schedule 1 to these Contract Variables.
Clause 25.1 - Ownership of Deliverables	Intellectual Property Rights in the Deliverables created by or on behalf of the Supplier in the course of fulfilling its obligations under the Contract will be owned by the Supplier.
Clause 29.2 - Limitation of liability	For the purpose of clause 29.2 of the Contract, 200% of the Contract value is specified.

PART TWO - ADDITIONAL INFORMATION

Clause	Details
Clause 5 - Transition In If applicable, date for submission of draft Transition In Plan (Schedule 9, clause 1.1)	The Transition In requirements in Schedule 9 do not apply.
Clause 6.1.5 - Applicable standards and policies	The Supplier must provide the Services and Deliverables in accordance with the Contract and the standards, policies and procedures specified in Schedule 2 to these Contract Variables.
Clause 10.3 - Liquidated Damages If applicable, value of Liquidated Damages (clause 10.4)	Liquidated Damages will apply. The rate of Liquidated Damages is as follows: <ul style="list-style-type: none"> • \$500.00 per day.
Clause 11.8 - use of Deliverables prior to acceptance	Intentionally left blank.
Clause 13 - Warranty Period	The Warranty Period for a Deliverable commences on the date that the Deliverable is accepted by the Purchaser and ends on the later of:

Clause	Details
	(a) 90 business days after that date (Initial Warranty Period); or (b) the date on which all Defects in the Deliverable that were notified by the Purchaser to the Supplier during the Initial Warranty Period (and any other Defects arising from those Defects) are remedied by the Supplier in accordance with the Contract.
Clause 13.4 - Third Party Warranties	Intentionally left blank.
Clause 14.2.2 - Service Level Reports	Intentionally left blank.
Clause 15.2 - Replacement of Key Personnel	The Supplier's Key Personnel are: <ul style="list-style-type: none"> • Insert name and position as provided by preferred tenderer
Clause 22.2 - Records	Intentionally left blank.
Clause 24.2 - Conflict of Interest Declarations	Intentionally left blank.
Clause 25.5.2 - Commercial Exploitation of Pre-existing IP	Intentionally left blank.
Clause 25.6 - Licence of Existing Tools	Intentionally left blank.
Clause 25.8 - Source code of Developed Software	The Supplier is not required to provide source code in accordance with clause 25.8.
Clause 26.1 - Third Party Software	The Supplier is not required to procure licences in relation to any Third-Party Software pursuant to clause 26.1.
Clause 26.2 - Third Party Software (licence terms)	Intentionally left blank.
Clause 28.1 - Escrow	Intentionally left blank.
Clause 28.2.3 - Commercial Exploitation of Escrow Software	Intentionally left blank.
Clause 30 - Insurances	In addition to the insurance types and amounts set out in clause 30 of the Contract, the Supplier must maintain the following insurance types: <ul style="list-style-type: none"> • Public liability and product liability insurance for an amount not less than \$20 million in aggregate • Professional indemnity insurance for an amount not less than \$5 million in aggregate.
Clause 31 - Performance Guarantee	Intentionally left blank.

Clause	Details
<p>Clause 31 - Financial Undertaking</p> <p>If applicable, value of Financial Undertaking</p>	<p>Intentionally left blank.</p>
<p>Clause 32.2 - Confidentiality Undertakings</p>	<p>If requested by the Purchaser, the Supplier must procure a signed deed of confidentiality in the form required by the Purchaser from each of its employees, agents and contractors engaged in the provision of the Services or Deliverables and return signed to copies to the Purchaser within 30 days of a request by the Purchaser.</p>
<p>Clause 33.10 - Certifications and Accreditations</p>	<p>The Supplier is required to maintain the following security or other accreditations and/or certifications:</p> <ul style="list-style-type: none"> • Compliance with ISO 27001 Information security, cybersecurity and privacy protection
<p>Clause 34.2 - Termination following Disaster</p>	<p>If a Disaster continues to prevent, hinder or delay performance of the Services for more than twenty business days, the Purchaser may terminate the Contract for cause, wholly or in part, by notice in writing to the Supplier in accordance with clause 34.2 of the Contract.</p>
<p>Clause 35.8 – Local Jobs First Policy</p>	<p>The Supplier is not required to comply with the Local Jobs First Policy.</p>
<p>Clause 35.10 – Social Procurement</p>	<p>The Supplier is not required to comply with the Social Procurement Compliance Plan.</p>
<p>Clause 39.1 - Approved Subcontractors</p>	<p>Intentionally left blank.</p>
<p>Clause 41.2 - Time of the Essence</p>	<p>Time is of the essence in relation to the provision of the Services and the Deliverables.</p>
<p>Schedule 1, clause 4.1 – Uptime Percentage Target</p>	<p>The Supplier must ensure that the Cloud Services meet an Uptime Percentage Target of 99.95% during the Standard Usage Hours every month.</p>
<p>Schedule 1, clause 5.1 – System Response Times</p>	<p>The Supplier must ensure that the Cloud Services enable the Purchaser to undertake the transactions set out in the Contract.</p> <p>System response times may be negotiated with the preferred tenderer for:</p> <ul style="list-style-type: none"> ➤ Required data display ➤ Required screen display ➤ Processing of a SQL query ➤ Work order generation ➤ Report generation
<p>Schedule 1, clause 6.2.2 - Requirement for police checks</p>	<p>Intentionally left blank.</p>

Clause	Details
Schedule 2, clause 2.1 - submission of Implementation Plan	Intentionally left blank.
Schedule 3, clause 1.1 - submission of Development Plan	Intentionally left blank.
Schedule 4, clause 3.1 – Uptime Percentage Target	The Supplier warrants that the Hosting Services will meet an Uptime Percentage Target of 99.95% during the Standard Usage Hours every month.
Schedule 8, clause 1.3 – preventative maintenance	Intentionally left blank.
Schedule 8, clause 1.4 – remedial maintenance	Intentionally left blank.
Schedule 12, clause 1.1 – Disengagement Services	For the purpose of clause 1.1 in Schedule 12, 90 days is specified as the minimum period.
Schedule 12, clause 2.1 – draft Disengagement Plan	Intentionally left blank.
Schedule 12, clause 4.2 - cost of Disengagement Services	Intentionally left blank.

Executed as an Agreement

Signed for and on behalf of the Purchaser

Name (print)

Position

Signature

Date

Executed by the Supplier in accordance with s 127 of the *Corporations Act 2001* (Cth)

Signature of Company Secretary/Director

Name of Company Secretary/Director (print)

Date

Signature of Director

Name of Director (print)

Date

SCHEDULE 1
FEES AND INVOICING

[List agreed charges for Services and Deliverables, including:

- agreed total fee cap for this project;
- agreed payment milestones and any other times when invoices may be submitted by the Supplier;
- the Supplier's agreed rates for additional services and variations;
- the Purchaser's address to which invoices must be submitted; and
- details of the extent to which the Supplier may recover expenses, including details of any applicable policies.

The Supplier may specify additional call-out charges for the rectification of defects caused by the Purchaser or its personnel during the Warranty Period. These charges should apply to on-site attendance only. Rectification of all other defects should be at the Supplier's cost during the Warranty Period.

Note that, unless specified otherwise, all Charges set out in this Schedule are inclusive of GST.]

[Note: This Schedule is to be completed following selection of the preferred Tenderer]

SCHEDULE 2
APPLICABLE STANDARDS AND POLICIES

PART ONE - STANDARDS

Not applicable.

PART TWO - POLICIES

No additional policies specified.

ANNEXURE A
SERVICES AND DELIVERABLES

Services and Deliverables are defined as detailed in Part 5 - Specification

ACCEPTANCE

All Services and Deliverables under the contract are subject to acceptance in accordance with clause 11. Acceptance is based upon Part 5 – Specification and relevant documentation submitted by the supplier through the tender process and incorporated into the contract.

Note to Tenderers – Further to the clause above, specific Acceptance Criteria submitted as terms of a tender submission or negotiated prior to contract award will be inserted here.

SERVICE LEVELS AND SERVICE CREDITS

#Note to Tenderers – Service Levels and Service Credits will be finalised in negotiation prior to contract award and inserted here. Tenderers are required to detail their proposed service levels#

7 ATTACHMENT B – FORMAL INSTRUMENT OF AGREEMENT



**Formal Instrument of Agreement
Contract No. 8730**

THIS AGREEMENT is made this on the _____ day of _____ 2023

BETWEEN

The Principal: **GIPPSLAND PORTS COMMITTEE OF MANAGEMENT INCORPORATED**
97 Main Street, Bairnsdale, Victoria, 3875
ABN 98 943 634 870

AND

The Contractor:
.....
ABN :

FOR the works described as:

SUPPLY & IMPLEMENTATION OF AN ASSET MANAGEMENT SYSTEM

IT IS AGREED that the following annexed documents listed below:

- Victorian Government eServices Register Contract, Revision 5.2, 22 April 2021, and Schedules, as modified by the Special Conditions set out in Contract Variables;
- This Formal Instrument of Agreement document
- Tender Documents & Specification for Supply and Implementation of an Asset Management System
- Gippsland Ports letter of acceptance dated
- Contractor’s Tender dated
- That post-tender correspondence dated (if any)

shall together comprise the contract between the parties AND if the Contractor or the Principal is two or more persons then they shall be bound jointly and severally.

Signed for the Contractor

Signed for the Principal

Name:.....

Name:.....

Position:.....

Position:.....

Signed:.....

Signed:.....

Witness:.....

Witness:.....

8 ATTACHMENT C – TENDER FORM

TENDER FORMS
SUPPLY & IMPLEMENTATION OF AN ASSET MANAGEMENT SYSTEM
SCHEDULE
CONFORMING TENDER

All prices to be stated excluding GST

Item	Description	Qty	Year 1	Year 2	Year 3
1	Software licence fee for specified user numbers with concurrent usage				
2	Annual support and maintenance fee				
3	Configuration and Implementation Services				
4	Interoperability with ArcGIS application suite				
5	User Training				
6	Other costs (<i>please specify</i>)				

TOTAL AMOUNT OF TENDER (excl GST)

GST amount

TENDER PRICE (incl GST)

UNIT RATES FOR VARIATION ITEMS

Tenderers are to complete the following schedule of unit prices to be used as the basis of variation pricing resulting from additions or deletions to the work under the Contract as directed by Gippsland Ports.

Item	Description	Unit of Measure	Rate (excl GST)
A	Business Analyst		
B	Project Manager		
C	Trainer		

Item	Description	Unit of Measure	Rate (excl GST)
D	Developer		
E	Other <i>(please specify)</i>		

In accordance with the terms and conditions stated in the Specification and the Conditions of Contract I/we the undersigned hereby tender and offer to execute and perform the works described for the above sum and guarantee to complete the works of the contract within the time period stated in the Contract Annexure Part One.

Name of Tenderer:

Address of Tenderer:

Contact Phone Number:

Name of Person Signing:

Signed:

Date :

TO BE SUBMITTED WITH TENDER

9 ATTACHMENT D – CURRENT AND PAST CONTRACTS**SUPPLY & IMPLEMENTATION OF AN ASSET MANAGEMENT SYSTEM*****DETAILS OF CURRENT AND PAST CONTRACTS***

Name of Tenderer:

Signed:

The Tenderer must submit details describing its (i) current contractual commitments including their value and expected completion date and (ii) previous (within three years) relevant experience in undertaking similar or comparable contracts.

Contract 1		(Current / Previous)	Value of works (\$)	
Description of works				
Client & contact name				
Contract duration		Completion date		
Contract 2		(Current / Previous)	Value of works (\$)	
Description of works				
Client & contact name				
Contract duration		Completion date		
Contract 3		(Current / Previous)	Value of works (\$)	
Description of contract				
Client & contact name				
Contract duration		Completion date		
Contract 4		(Current / Previous)	Value of works (\$)	
Description of works				
Client & contact name				
Contract duration		Completion date		
Contract 5		(Current / Previous)	Value of works (\$)	
Description of works				
Client & contact name				
Contract duration		Completion date		

Tenderers are also to provide a complete listing of all sites where they have implemented the tendered solution.

LIST OF REFERENCE SITES

Government/Local Government Sites:

Other Sites:

TO BE SUBMITTED WITH TENDER

10 ATTACHMENT E – MANAGEMENT / SUPERVISORY PERSONNEL

SUPPLY & IMPLEMENTATION OF AN ASSET MANAGEMENT SYSTEM

MANAGEMENT / SUPERVISORY PERSONNEL

Name of Tenderer:

Signed:

NAME	ROLE / RESPONSIBILITY	QUALIFICATIONS / SKILLS / EXPERIENCE	% OF TIME ALLOCATED TO CONTRACT

Please attach resumes of nominated personnel and organisational chart identifying key positions and personnel nominated for the implementation and ongoing management of the contract.

TO BE SUBMITTED WITH TENDER

11 ATTACHMENT F – SUB-CONTRACTORS**SUPPLY & IMPLEMENTATION OF AN ASSET MANAGEMENT SYSTEM*****SUB-CONTRACTORS AND MATERIALS SUPPLIERS
INCLUDING DETAILS OF INVOLVEMENT, EXPERIENCE AND INSURANCE***

The Tenderer is to provide details of all sub-contractors to be used by the Contractor, including details of insurance and experience, to complete the works under the Contract in the space provided or otherwise attached to this Attachment.

SUB-CONTRACTORS

SUB-CONTRACTOR NAME	SCOPE & EXTENT OF SERVICES TO BE PROVIDED	QUALIFICATIONS / SKILLS / EXPERIENCE	INSURANCE

TO BE SUBMITTED WITH TENDER

12 ATTACHMENT G – METHODOLOGY

SUPPLY & IMPLEMENTATION OF AN ASSET MANAGEMENT SYSTEM

METHODOLOGY FOR DELIVERY

Tenderers must provide a detailed methodology, describing how the services being tendered for will be delivered in accordance with the Specification, should they be awarded the contract.

- How the company delivers its services
- Methodology and approach for configuring and implementing the solution for each asset class
- How will the company ensure a seamless transition
- How the organisation communicates with the clients
- How management communicate with GP
- Details of any quality control systems / processes, and how they will be applied.
- Details of project milestones
- Details of invoicing structure

TENDERER'S RESPONSE

TO BE SUBMITTED WITH TENDER

13 ATTACHMENT H – OHSE MANAGEMENT SYSTEM QUESTIONNAIRE

SUPPLY & IMPLEMENTATION OF AN ASSET MANAGEMENT SYSTEM

TENDERER OHSE MANAGEMENT SYSTEM QUESTIONNAIRE

Certification		
The information provided in this questionnaire is an accurate summary of the Contractor's OHSE Management System.		
Company Name:		
Name:	Position:	
Signed:	Date:	
Contract Details:	Contract Number:	
Status of Health Safety and Environmental Management Systems		
Status of Occupational Health and Safety Management System <i>(Please provide details of any pre-qualifications i.e. DoT, VicRoads, etc. and/or details of any third-party accreditation i.e. SafetyMAP, AS 4801, NSCA 5 Star, ISO 14001 etc.)</i>		
.....		
.....		
.....		
If you have pre-qualification or third-party accreditation, complete only sections 6.3 and 7.0		
OHSE Policies and Management	Yes	No
Are there written OHSE policies?		
If Yes provide a copy of the policy/s.		
Comments:.....		
.....		
Has the contractor previously had an OH&S Management System or Environment Management System certified/accredited by a recognized independent authority? (e.g.: SafetyMAP, NSCA, etc.)		
If Yes provide details.		
Comments:.....		
.....		

Is there an OHSE Management System manual or plan?		
If Yes provide a copy of contents page/s. Comments:.....		
Are OH&S responsibilities clearly identified for all levels of staff?		
If Yes provide details. Comments:.....		
Safe Work Practices and Procedures	Yes	No
Has the contractor prepared safe operating procedures or specific safety instructions relevant to its operations?		
If Yes provide a summary listing of procedures or instructions. Comments:.....		
Is there a documented incident investigation procedure?		
If Yes provide of a standard incident report form. Comments:.....		
Are there procedures for identifying, assessing and controlling risks associated with manual handling?		
If Yes provide details. Comments:.....		

OHSE Training	Yes	No
Describe how OHSE training is conducted in your organisation		
Comments:.....		
Is a record maintained of all training and induction programs undertaken for employees in your organisation?		
If Yes provide samples of safety/environment training records.		
Comments:.....		
OHSE Workplace Inspection	Yes	No
Is there a procedure by which employees can report hazards at workplaces?		
If Yes provide details.		
Comments:.....		
OH&S Consultation	Yes	No
Is there a workplace OH&S committee?		
Are employees involved in decision making over OH&S matters?		
If Yes provide details.		
Comments:.....		
Are there employee elected OH&S representatives?		
Comments:.....		

OHSE Performance Monitoring		Yes	No
Is there a system for recording and analysing OHSE performance statistics?			
If Yes provide details.			
Comments:.....			
.....			
Are employees regularly provided with information on your organisation's OHSE performance?			
If Yes provide details.			
Comments:.....			
.....			
Has the contractor ever been convicted of an occupational health and safety offence?			
If Yes provide details.			
Comments:.....			
.....			

References			
Please provide the following information for the three (3) most recent contracts completed by the contractor			
	Contract 1	Contract 2	Contract 3
Contract Description			
Client			
Contact			
Phone No.			
# of Lost Time Injuries			
# of person days on Contract			
Total days lost due to injury			

TO BE SUBMITTED WITH TENDER

14 ATTACHMENT I – STATEMENT OF CONFORMANCE

SUPPLY & IMPLEMENTATION OF AN ASSET MANAGEMENT SYSTEM

STATEMENT OF CONFORMANCE

Name of Tenderer :

The Tenderer is to signify whether or not its Tender conforms to the requirements of the Tender Documents by striking out below ** that which is not applicable.

The tender **does / does not** conform.

Should the Tender not conform to the requirements of the Tender Documents, the Tenderers shall list below all areas of non - conformance and the reasons for such non - conformance.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

Signed: **Date:**

TO BE SUBMITTED WITH TENDER

15 ATTACHMENT J – RECEIPT OF ADDENDA**SUPPLY & IMPLEMENTATION OF AN ASSET MANAGEMENT SYSTEM***RECEIPT OF ADDENDA*

The tenderer is to list below addenda that it received prior to the Closing Time for Tenders from GP. The tenderer acknowledges that its tender has been prepared having regard to these addenda.

Addenda No	Brief Description <i>(with Page, Clause or Schedule no)</i>	Date Received

TO BE SUBMITTED WITH TENDER

16 ATTACHMENT K – IMPLEMENTATION SERVICES**SUPPLY & IMPLEMENTATION OF AN ASSET MANAGEMENT SYSTEM***IMPLEMENTATION SERVICES*

Tenderers are required to outline their implementation services and include appropriately referenced attachments as necessary.

Implementation Services	Response
Provide information on the software solution and components if any, that are proposed and their relevant version/release numbers.	
Provide a Draft Implementation Plan (attach as a separate document) including but not limited to: <ul style="list-style-type: none"> • Project phasing including the delivery timeframe for each phase. • Resources required (both GP and Tenderer) for each milestone. • Deliverable/milestone dates • Dependencies 	
Describe the approach to testing, including the different types of testing recommended and the respective responsibilities of both GP and Tenderer (attach as a separate document).	
Provide a Draft Training Schedule (attach as a separate document) including: <ul style="list-style-type: none"> • Delivery method • Pre-requisites required. • Topics to be covered. • Number of sessions and duration • Facilities and equipment required. 	
Outline details of any other value added services that will be provided.	

TO BE SUBMITTED WITH TENDER

17 ATTACHMENT L – ONGOING SUPPORT & MAINTENANCE SERVICES**SUPPLY & IMPLEMENTATION OF AN ASSET MANAGEMENT SYSTEM***ONGOING SUPPORT & MAINTENANCE SERVICES*

Support and Maintenance	Response
Help-desk support must be available during the hours of 7.30 am and 5.30 pm AEST Monday to Friday (except Victorian public holidays).	
Out-of-hours support must be available on an as needed basis. Details of the support available must be provided.	
Appropriate response times must apply for requests of differing priority, during implementation, warranty period and under the annual support and maintenance agreement.	
Established problem escalation procedures must apply in the event of a serious issue being logged. Details of these procedures must be provided.	
The resolution of any technical issues that may require changes, patches or technical administration is the responsibility of the vendor.	
All version upgrades, including patches and fixes, and new releases must be provided for free, during the term of the contract and be installed by the vendor.	
The software must be upgrade in a timely manner to cater for any relevant legislative changes, as part of standard maintenance.	
No additional fees will be charged outside of annual support and maintenance fees or annual subscription fees for any additional software enhancements, functional improvements, bug fixes, software patches or any other changes to the base software.	
If GP rejects the offer of an update or new release, the vendor must continue to maintain the version of any software which GP is using until the expiry of 60 months from the date upon which the rejected update or new release was formally offered by the vendor to GP.	
Monthly management reports must be forwarded on support services provided and maintenance response times achieved.	
User group forums should exist to support the future development of the software and a development roadmap for the proposed solution.	
Relevant information on research and development activities should be made available with opportunity for GP to provide feedback/input/influence.	
Annual increases in support and maintenance fees, beyond the term of the initial contract, must be limited to cost of living increases based on increase in the CPI (Melbourne – all groups).	
A standard support and maintenance agreement incorporating the above elements is required – in this regard the vendor's standard support and maintenance agreement will not necessarily be suitable but may be used as a starting point for agreeing on support and maintenance terms in the contract.	

TO BE SUBMITTED WITH TENDER

18 ATTACHMENT M – FUNCTIONAL & NON-FUNCTIONAL REQUIREMENTS COMPLIANCE

SUPPLY & IMPLEMENTATION OF AN ASSET MANAGEMENT SYSTEM

FUNCTIONAL & NON-FUNCTIONAL REQUIREMENTS COMPLIANCE

Tenderers must indicate the level of compliance of the proposed solution with the stated functional and non-functional requirement, selecting from one of the following:

- **Full Compliance (FC)**
- **Partial Compliance (PC)**
- **Does Not Comply (DNC)**

Where **Full Compliance (FC)** is nominated it will be expected that the proposed solution fulfils the requirement and can be demonstrated. In addition, FC indicates that the requirement will be fulfilled from initial “go live” for the solution.

Where **Partial Compliance (PC)** is nominated, Tenderers must indicate what aspects of compliance are met and which are not. For requirements that are not met, Tenderers are invited to propose other developments, which will provide support to the requirements. Should any additional fees be involved in such developments, those costs must be included in Tender Form in Attachment C.

Where **Does Not Comply (DNC)** is nominated, it will be expected that the proposed solution does not comply with the requirement and the Tenderer does not propose the development of the solution to provide any level of compliance.

** It should be noted that a response that is other than fully compliant (FC) to any required requirement will be deemed as non-compliant. Tenderers are obliged to note any non-compliance in Tender Attachment I - Statement of Conformance.

** Tenderers who are requested to demonstrate their solution will be expected to perform any or all of the functions with which the Tenderer has stated they comply, as part of their tendered response.

Please refer to following pages for the listing of functional and non-functional requirements for which a compliance statement is required to be completed as instructed above.

FUNCTIONAL REQUIREMENTS COMPLIANCE

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
1	Asset Register	Able to maintain a register containing all primary information relating to the asset, regardless of what module uses the data, i.e.: no data duplication in any other modules of the Asset system	Critical		
2	Asset Register	Able to group assets into a logical sequence and configure various templates, to record unique attributes for the different classes of assets owned or operated by GP, including but not limited to: wharves, jetties and moorings foreshore structures, navigation aids and signs, buildings and improvements, slipways and plant, machinery and equipment.	Critical		
3	Asset Register	Provide templates with industry standard fields for an asset register that require only minor customisation for GP	Highly Desirable		
4	Asset Register	Provide user specified and fully configurable fields for management of all the above asset classes	Critical		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
5	Asset Register	Fields required to record asset details, include but are not limited to: <ul style="list-style-type: none"> • Unique ID • Asset Name • Asset Description • Asset class and type • Address and location details • Geospatial co-ordinates • Serial number of the asset • Make and model of asset • Registration number of asset • Acquisition, purchase or construction date • Acquisition cost • Warranty expiry date • Manufacturer/supplier/contractor • Contract number • Financially reportable asset? (Y/N) • Asset Criticality score • Condition rating score • Design useful life • Expected useful life (per component) • Remaining useful life (per component) • Asset ownership and Asset Custodian • GP Responsible Officer • Maintenance Service Provider • Asset type specific dimensions, e.g.: length, width, height, thickness, area, volume, capacity, shape, diameter, etc. • Material type (per component) • Heritage overlay? Y/N • Estimated replacement cost • Estimated replacement date • Status of asset • Disposal details • Estimated sale price • Condition grading of asset (including history) • General comments, free format text 	Critical		
6	Asset Register	Flexibility to cater for any changes/additions to above fields based on asset type	Critical		
7	Asset Register	Ability to view all key asset attribute details on single screen	Critical		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
8	Asset Register	Support establishment of asset component hierarchies, asset location hierarchies and functional location hierarchies (for space management) for the different asset classes	Critical		
9	Asset Register	Store data in a hierarchical structure (Parent – Child relationship) to a of asset types and components.	Critical		
10	Asset Register	Provide configurable hierarchical frameworks for segmenting the financial and operational details of assets for different asset classes, so that attributes can be assigned at any level in the hierarchy where required and rolled up for reporting and decision-making purposes.	Highly Desirable		
11	Asset Register	Aggregate all data (i.e.: asset information, financial valuations, activity levels, etc.) horizontally and vertically in the hierarchical structure	Critical		
12	Asset Register	Create a unique identifier for each asset for financial, technical and management use.	Critical		
13	Asset Register	The unique identifier should: <ul style="list-style-type: none"> • be appropriate for the asset hierarchy used, • have simple rules for assigning numbers, • accommodate newly created assets, • avoid unnecessary complexity, • complement the information needs of GP • support existing numbering systems, where practicable 	Critical		
14	Asset Register	Able to set a workflow for the recording and end-dating of assets in the asset register	Highly Desirable		
15	Asset Register	Record the history and movement of each asset and quantities.	Critical		
16	Asset Register	Copy attributes from a previous asset, when entering data relating to a new asset	Critical		
17	Asset Register	Allow a global change to asset attribute information, for example, when a replacement is made with a different material type	Critical		
18	Asset Register	Ability to mandate the recording of data in specified fields for registering an asset	Critical		
19	Asset Register	Undertake an integrity check on data entered into key fields and provide an alert that the data being entered is not valid.	Critical		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
20	Asset Register	Provide for transfer of assets between responsibility codes, locations and departments.	Critical		
21	Asset Register	Provide a function to edit an entire asset group	Critical		
22	Asset Register	Able to split assets as specified and automatically re-number the assets	Highly Desirable		
23	Asset Register	Track components that are fitted and removed from the asset, particularly mobile equipment	Critical		
24	Asset Register	Automatically generate an email to designated officer/s, when a new asset is created or an asset is decommissioned or other 'material' changes are made to an asset record	Desirable		
25	Asset Register	Provide alerts, based on configurable business rules for other 'material' changes made to asset records	Desirable		
26	Asset Register	Validate business rules before allowing deletion of assets and child assets	Critical		
27	Asset Register	Support bulk upload/updates of data or triggering of workflows (e.g. transfer and disposal of assets from list or search results of assets).	Critical		
28	Asset Register	Maintain history of changes to all attribute data, e.g.: change of location, asset custodian, etc.	Critical		
29	Asset Register	Record who updated what data and when as an audit trail.	Critical		
30	Asset Register	Ability to retain information on disposed assets	Critical		
31	Asset Register	Ability to provide spatial mapping of assets and integrate with third party spatial mapping software, such as ArcGIS.	Critical		
32	Asset Register	Generate barcode labels for asset IDs where relevant	Desirable		
33	Asset Register	Interface with mobile bar-coding equipment and RFID equipment for relevant assets	Desirable		
34	Asset Register	Provide an appropriate folder structure for documents and images to be stored against an asset such as operator's manuals, licences, maintenance manuals, photographs, CAD drawings, etc.	Critical		
35	Asset Register	Calculate asset age and remaining useful life based on configurable business rules from data held in the asset register	Highly Desirable		
36	Asset Register	Facilitate the assessment of relevant information such as a forecast replacement schedule	Highly Desirable		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
37	Asset Register	Record and monitor fuel consumption against individual assets (e.g.: Plant and Fleet items)	Desirable		
38	Asset Register	Provide full text search and filtering capabilities	Critical		
39	Asset Register	Search for assets in the register with simple and advanced search options that are configurable, based on any asset data field such as asset location, asset identifiers, asset custodian, maintenance service provider, status, etc. with the results able to be sorted based on any displayed attribute.	Critical		
40	Asset Register	The results must be able to be exported in open formats, and displayed on a map	Critical		
41	Asset Register	Report on assets by asset class, age, condition, material type, location, etc. in graphical, pictorial, tabular formats or Excel formats	Critical		
42	Asset Register	Standard reports on any asset class in Excel format to include asset types, asset components and asset attribute data relevant to each asset/component	Highly Desirable		
43	Maintenance & Work Order Management	Ability to link a work order to an individual asset or a group of assets or to a location	Critical		
44	Maintenance & Work Order Management	Display other outstanding work orders or other scheduled maintenance activities linked to the same location/asset, when initiating a new work order.	Critical		
45	Maintenance & Work Order Management	Support multiple activities on a work order against individual assets or a group of assets	Critical		
46	Maintenance & Work Order Management	Provide the flexibility to raise a maintenance work order without linking it to an asset or location	Highly Desirable		
47	Maintenance & Work Order Management	Define a default officer responsible for a particular type of work order	Highly Desirable		
48	Maintenance & Work Order Management	Set priorities on work orders and have default response times for different priorities	Desirable		
49	Maintenance & Work Order Management	Set default priorities for a work order (e.g. Urgent, High, Medium, Low priority or Long-term) based on the maintenance activity type	Highly Desirable		
50	Maintenance & Work Order Management	Schedule the corrective action based on the priority allocated to it, or a user-defined date	Desirable		
51	Maintenance & Work Order Management	Automatically generate a work order on the scheduled date for the corrective maintenance identified	Desirable		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
52	Maintenance & Work Order Management	Provide the ability to assign target days, hours or minutes for completion of a work order	Desirable		
53	Maintenance & Work Order Management	Able to set a workflow for the completion of a work order	Critical		
54	Maintenance & Work Order Management	Ability to amend default priorities, based on an initial assessment/inspection	Critical		
55	Maintenance & Work Order Management	Provide the ability to re-set priorities initially assigned	Critical		
56	Maintenance & Work Order Management	<p>Raise work orders from user defined templates, including but not limited to the following fields:</p> <ul style="list-style-type: none"> • Work Order Number (unique) • Work Order Description (including the tasks/work required) • Maintenance Activity Type • Work Order Raised Date • Priority of Work • Target date for completion • Work Order Originator • Assigned Asset or Asset group with identifier/s • Location of the works to be undertaken • Contact details of person at asset location • Work Order Assignee (External contractor or internal staff member who is assigned to the Work Order) • Work Order tasks • Target timeframe for initial response (and/or to make safe) • Actual time for initial response • Estimated Start and End dates • Actual Start and End dates • Work Order Status (as per workflow) • Completion Details (summary of work undertaken) • Safe Work Method Statements (SWMS) completion details 	Critical		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
57	Maintenance & Work Order Management	Provide a simple easy to use interface for recording all work order details, including photos, on a single screen, as far as practicable	Critical		
58	Maintenance & Work Order Management	Allocate work orders in bulk to a specific staff member or maintenance contractor	Highly Desirable		
59	Maintenance & Work Order Management	Re-assign a work order from an assigned officer to another officer	Critical		
60	Maintenance & Work Order Management	Nominate tasks within a work order and retrieve appropriate quality sheets, SWMS, standard operating procedures and maintenance specifications.	Highly Desirable		
61	Maintenance & Work Order Management	Directly email and/or route a work order via workflow to the assigned responsible person.	Highly Desirable		
62	Maintenance & Work Order Management	Email or automatically alert an actioning officer, that a work order has been allocated.	Highly Desirable		
63	Maintenance & Work Order Management	Once the task is complete, ensure that the individuals responsible for the next task are automatically notified and receive the data they need to execute their stage of the process	Highly Desirable		
64	Maintenance & Work Order Management	Provide an indicator (e.g. on a dashboard) when an action has been completed and display this on screen so that all users who have been involved in the workflow process are aware when a particular activity has been completed	Highly Desirable		
65	Maintenance & Work Order Management	Allow users to view current actions/activities assigned to them and sort them by due date, action type.	Highly Desirable		
66	Maintenance & Work Order Management	Escalate work orders that are still open after a predetermined (configurable) period via a predetermined workflow.	Highly Desirable		
67	Maintenance & Work Order Management	Print on the work order an embedded asset locality map and/or digital photos linked to the asset	Highly Desirable		
68	Maintenance & Work Order Management	Ability to attach the relevant SWMS to the work order being issued	Critical		
69	Maintenance & Work Order Management	Ability to close work order only if relevant SWMS has been recorded as completed	Critical		
70	Maintenance & Work Order Management	Flag a warning when a work order is raised against an asset that has already been scheduled for a planned maintenance activity	Highly Desirable		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
71	Maintenance & Work Order Management	Flag a warning when a work order is raised against an asset under warranty or in a defects liability period	Highly Desirable		
72	Maintenance & Work Order Management	Flag a warning when a work order is raised against an asset affected by a restrictive overlay	Highly Desirable		
73	Maintenance & Work Order Management	Allow the user to add comments and update status of a work order	Critical		
74	Maintenance & Work Order Management	Provide capability to bulk close multiple work orders	Highly Desirable		
75	Maintenance & Work Order Management	Record asset failure data on work order, including cause of failure and mean time between failures	Highly Desirable		
76	Maintenance & Work Order Management	Maintain work order and maintenance history against an asset and identify maintenance trends	Critical		
77	Maintenance & Work Order Management	Generate a summary report of work orders completed in a specified period, including work order type, maintenance activity type and location/area	Critical		
78	Maintenance & Work Order Management	Report on percentage of maintenance work orders by priority that were responded to within the specified initial response times	Critical		
79	Maintenance & Work Order Management	Report on percentage of maintenance work orders by priority and assigned officer/contractor that were completed within the specified timeframes	Critical		
80	Maintenance & Work Order Management	Report on work orders assigned that are outstanding, including the target date for completion	Critical		
81	Maintenance & Work Order Management	Report on work orders assigned to officer/contractor that are overdue, including the estimated date for completion	Critical		
82	Maintenance & Work Order Management	Simple and advanced search for work orders should be configurable based on any work order data field with the results able to be exported in open formats and also displayed on a map.	Critical		
83	Maintenance & Work Order Management	Support establishment of preventive maintenance schedules for different asset classes based on different scheduling methods, such as due dates, user-defined cycles, odometer readings, engine hour readings, specified maintenance intervention levels, etc.	Critical		
84	Maintenance & Work Order Management	Create a maintenance schedule that includes but is not limited to: <ul style="list-style-type: none"> • Maintenance Activity Type • Description of work (free format text) 	Critical		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
		<ul style="list-style-type: none"> • Asset identifiers • Tasks to be carried out • Assigned to contractor/ workgroup (this should generate an email once the schedule is due) • Maintenance frequency • Last scheduled date • Last performed date • Next scheduled date • GP Responsible Officer • Allocated officer/contractor • Cost centre • Standard maintenance specifications/servicing instructions/checklist based on asset and maintenance activity type. • Hazard identification checklist • Inspection certificate details / checklist. 			
85	Maintenance & Work Order Management	Ability to automatically generate maintenance work orders based on above established maintenance schedules	Critical		
86	Maintenance & Work Order Management	Provide an alert with a specified number of days before a scheduled maintenance work order is due, to allow for planning of the works	Critical		
87	Maintenance & Work Order Management	Generate forecasts of all scheduled maintenance and other planned maintenance works	Critical		
88	Maintenance & Work Order Management	Display scheduled maintenance work as a list with a total of monthly work load	Critical		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
89	Maintenance & Work Order Management	Provide flexibility to manage scheduled maintenance works, so that work can be added, deleted or rescheduled as required	Critical		
90	Maintenance & Work Order Management	Scheduled maintenance work in the system must be sensitive to ad-hoc work and scheduled dates should be revised to reflect unplanned repairs/maintenance	Highly Desirable		
91	Maintenance & Work Order Management	Issue a scheduled maintenance work order for a particular asset, asset group or location and list all the relevant assets on the work order	Critical		
92	Maintenance & Work Order Management	Ability to generate standard proformas, task lists and appropriate screens for recording inspection and maintenance activity details in the field for the various classes of assets owned by GP	Critical		
93	Maintenance & Work Order Management	Able to download (or access directly) required task lists and maintenance information on hand held devices, and allow the user to record activity information in the field against the work order.	Critical		
94	Maintenance & Work Order Management	Issue a scheduled maintenance work order for a specific activity for all assets at a specified location and attach the locality map to the work order	Highly Desirable		
95	Maintenance & Work Order Management	Bulk upload the completion of scheduled maintenance against all assets of a particular type at a specified location.	Highly Desirable		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
96	Maintenance & Work Order Management	Re-schedule all maintenance work not completed	Critical		
97	Maintenance & Work Order Management	Option to reset usage and event counters on completion of a scheduled maintenance activity.	Desirable		
98	Maintenance & Work Order Management	Link to a work order generated for corrective maintenance identified during the scheduled maintenance activity.	Critical		
99	Maintenance & Work Order Management	Provide a graphical tool for maintenance resource planning, levelling and monitoring utilisation, including a dynamic 'click and drag' function	Desirable		
100	Maintenance & Work Order Management	Calendar showing resource availability and utilisation by user defined period such as hour, day, week, month, year, etc.	Desirable		
101	Maintenance & Work Order Management	Balance the planned and unplanned maintenance as far as possible to ensure that the labour resource commitment does not exceed available levels	Desirable		
102	Maintenance & Work Order Management	Report on maintenance schedules and frequencies set up in the system by asset class/asset type	Critical		
103	Maintenance & Work Order Management	Generate a summary sheet of scheduled maintenance works completed in a specified period, by each maintenance contractor/internal staff member and by asset class.	Critical		
104	Maintenance & Work Order Management	Exception report on assets that do not have a maintenance schedule attached	Highly Desirable		
105	Maintenance & Work Order Management	Exception report on assets that have been made historic but continue to have a maintenance schedule attached to them.	Highly Desirable		
106	Condition Assessments & Inspections	Ability to automatically generate work orders for asset inspections based on specified intervals or due dates.	Critical		
107	Condition Assessments & Inspections	Use tailored inspection forms based on asset inspection and monitoring requirements for different classes of assets	Critical		
108	Condition Assessments & Inspections	Generate standard proformas and checklists for various types of asset inspections, including pre-start checks relating to plant and equipment	Critical		
109	Condition Assessments & Inspections	Ability to attach completed forms and checklists against the assets and view history	Critical		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
110	Condition Assessments & Inspections	Create and manage asset Inspections Schedules to record details such as: <ul style="list-style-type: none"> • Inspection type • Inspection Description • Asset type/ID • Location details • Tasks to be carried out • Assigned to allocated officer (this should generate an email once the schedule is due) • Inspection frequency • Cost centre • Last scheduled date • Last performed date • Next scheduled date • Compliance with relevant codes, standards, statutory and safety regulations for each asset type • Actions required to achieve compliance. 	Critical		
111	Condition Assessments & Inspections	Attach photos and sketches to the inspection work order	Critical		
112	Condition Assessments & Inspections	Send an alert to GP Responsible Officer, if a planned inspection is overdue	Critical		
113	Condition Assessments & Inspections	Report on outstanding inspections	Critical		
114	Condition Assessments & Inspections	Record list of actions required for each asset to meet statutory requirements or other relevant standards	Critical		
115	Condition Assessments & Inspections	Facilitate the assessment and recording of asset condition for future planning including: <ul style="list-style-type: none"> • Condition score • Date of condition assessment • Assessor • Remaining useful life • Estimated year for renewal/replacement • Estimated replacement cost • Maintenance defects identified during assessment • Priority for rectification of maintenance defects • Estimated cost of rectification of maintenance defects • Comments (free format text) 	Critical		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
116	Condition Assessments & Inspections	User definable grading system for assessing assets and components including condition scoring in decimal points and comments relating to each score	Critical		
117	Condition Assessments & Inspections	Apply a user defined weighting factor to asset components and calculate an overall weighted condition score for the asset	Highly Desirable		
118	Condition Assessments & Inspections	Record the level of confidence in the assessments and overall grading	Desirable		
119	Condition Assessments & Inspections	Generate standard templates for condition grading assessments	Critical		
120	Condition Assessments & Inspections	Support the recording of the history of the physical condition or impairment for an asset.	Critical		
121	Condition Assessments & Inspections	Ability to convert condition grades to asset's remaining useful life	Highly Desirable		
122	Condition Assessments & Inspections	Support the plotting of the condition grading to show current rate of asset degradation	Highly Desirable		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
123	Condition Assessments & Inspections	Ability to attach video recordings of the condition of assets to the assets.	Desirable		
124	Condition Assessments & Inspections	Report on asset inspection outcomes and exception reports, such as assets that have reached set intervention level or non-complying with standards.	Highly Desirable		
125	Condition Assessments & Inspections	Report on assets by type and condition score	Highly Desirable		
126	Condition Assessments & Inspections	Report on anticipated asset renewal/replacement cost in a specified period by asset class /asset	Highly Desirable		
127	Condition Assessments & Inspections	Generate a summary sheet of inspections completed in a specified period, by asset class	Critical		
128	Asset Accounting	Support asset financial management that conforms with relevant acts, associated regulations and standards, including but not limited to AASB13 Fair Value measurement and other relevant Australian Accounting Standards.	Critical		
129	Asset Accounting	Capable of processing: <ul style="list-style-type: none"> • Capitalisation • Acquisitions • Depreciation • Revaluations • Disposals • Part disposals/Impairments • Additions • Modifications/improvements • Re-classifications • Re-locations • Transfers/part transfers • Journals 	Critical		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
		<ul style="list-style-type: none"> • Write-offs • Deletions 			
130	Asset Accounting	Able to capitalise assets and ensure that the capitalisation of assets from projects feeds from information derived from the Finance system to maintain integrity of the asset register	Critical		
131	Asset Accounting	Must complete automated daily General Ledger transactions for capitalisation, acquisitions, profit/loss on disposal of an asset, revaluation reserve movements and monthly automated General Ledger transactions for depreciation	Critical		
132	Asset Accounting	Undertake period end processing functions, which include checks to ensure the necessary interfaces have been completed and update the balances by period	Critical		
133	Asset Accounting	Period-end processing by the system must not hinder processing of the next period	Critical		
134	Asset Accounting	In addition to the period-end functions, the system must automatically re-set all year to date figures for the new year	Critical		
135	Asset Accounting	Support date stamping of data entry and modifications and allow for the viewing of the assets data at any previous date	Critical		
136	Asset Accounting	Retain transactions for 7 years after settlement, after which transaction purging should be able to be controlled by the user	Desirable		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
137	Asset Accounting	Support the recording and reporting of all asset component values or aggregated components, as defined within the asset register hierarchy.	Critical		
138	Asset Accounting	Aggregate the values of all the underlying components based on their individual asset values	Critical		
139	Asset Accounting	Ability to assign asset values based on standard replacement unit rates stored in the system and quantities maintained within the asset register	Highly Desirable		
140	Asset Accounting	Allow capital threshold value to be user defined for each asset class	Critical		
141	Asset Accounting	Record and flag acquired assets or components deemed to be under the capital threshold value, depreciate only the assets capitalised and generate financial reports that show only the assets capitalised	Critical		
142	Asset Accounting	Ability to split assets	Critical		
143	Asset Accounting	Where assets are leased, system must cater for posting of amortisation and record associated costs and liability breakdown for accounting standard compliance purposes	Desirable		
144	Asset Accounting	Support recording of details of asset recognition, including but not limited to: • Asset Name and ID	Critical		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
		<ul style="list-style-type: none"> • Ownership • Acquisition date • Type of acquisition (e.g.: capital works, leased, etc.) • Acquisition date • Acquisition cost • Commissioning date • Contractor/Supplier details • Project ID • Cost centre. • Expected useful life • Remaining useful life • Multiple additions to assets • Flag for assets under capital threshold value 			
145	Asset Accounting	Support project costing to be undertaken against Work Breakdown Structures (WBS) set up in the Finance system	Desirable		
147	Asset Accounting	Support project workflow for capitalisation of assets	Desirable		
148	Asset Accounting	Able to apportion WBS costs to individual assets based on user defined rules or set percentages.	Desirable		
149	Asset Accounting	Able to apportion project overhead costs to each asset within the project based on the overall ratio of the direct costs or other user defined rules	Desirable		
150	Asset Accounting	Generate a listing of all new assets constructed in a project, the initial acquisition costs allocated for these assets and sum up all these individual acquisition costs to reconcile/compare with the total actual cost of the project	Highly Desirable		
151	Asset Accounting	<p>Able to apply the following methods of depreciation:</p> <ul style="list-style-type: none"> • Straight line • Diminishing value • Units of use vs estimated useful life • Condition based • User defined 	Critical		
152	Asset Accounting	Able to assign useful life and calculate depreciation based on the depreciation method chosen	Critical		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
153	Asset Accounting	Support the grouping of asset components and depreciating as a single unit, if two or more components have similar useful lives and similar depreciation methods.	Critical		
154	Asset Accounting	<p>Record the following depreciation details for each asset/grouping of assets that need to be depreciated:</p> <ul style="list-style-type: none"> • Depreciation method • Depreciation method last reviewed • Depreciation start date • Depreciation for the period • Number of depreciation periods. • Current year's depreciation • Accumulated depreciation • Book and tax depreciation rates • Initial Book value (Acquisition cost) • Written down value • Effective dates (allow 0% for non-depreciable assets) • Asset life for depreciation purposes • Estimated useful life by user defined units (hours, period, months or years) • Remaining useful life by user defined units (hours, period, months or years) • Date useful life last reviewed • Date end of useful life • Frequency of useful life review 	Critical		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
155	Asset Accounting	Identify leased assets and assets owned by other agencies and not include them in depreciation calculations	Critical		
156	Asset Accounting	Retain all history of depreciation charges	Critical		
157	Asset Accounting	Automatically trigger the relevant depreciation calculations and GL entries when any changes are made to assets or components	Critical		
158	Asset Accounting	Prevent backdating of any catch-up GL entries if the asset is recorded in the system a few months after the actual purchase/capitalisation date	Critical		
159	Asset Accounting	Adjust depreciation calculations on revalued assets	Critical		
160	Asset Accounting	Calculate depreciation separately on additions to assets	Critical		
161	Asset Accounting	Where an asset is active for only part of a month, depreciation must be calculated on a pro-rata basis.	Critical		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
162	Asset Accounting	Provide the option of calculating depreciation projections without updating the asset records	Highly Desirable		
163	Asset Accounting	Allow depreciation to be allocated over multiple cost accounts (e.g.: shared assets)	Desirable		
164	Asset Accounting	Support the recording of land as a non-depreciable asset, however depreciate the land improvements located on the land	Critical		
165	Asset Accounting	Allow the write-off of assets that are fully depreciated or below a certain dollar (i.e.: accelerate depreciation of small amounts)	Critical		
166	Asset Accounting	Ensure accumulated depreciation is reversed on sale or disposal	Critical		
167	Asset Accounting	All accounting values must be updated as a result of changes to the life adopted, i.e.: expected useful life and remaining useful life	Critical		
168	Asset Accounting	Able to undertake and manage asset revaluations	Critical		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
169	Asset Accounting	Allow for recording valuation and condition information against the whole asset and/or against key components and sub-components	Critical		
170	Asset Accounting	Facilitate asset revaluation, by aggregating asset component values and calculating according to Accounting standards.	Critical		
171	Asset Accounting	Record details of asset valuations, including but not limited to: <ul style="list-style-type: none"> • Last Valuation date • Valuer's name • Basis of valuation and valuation methodology • Valuation frequency • Last date of stock-take • Historical cost (original acquisition cost) • Opening written down value • Written down value • Current value (used for financial reporting and will be based on valuation methodology used) • Fair Value • Market value • Insurance value 	Critical		
172	Asset Accounting	Allow for major upload of asset revaluation data	Critical		
173	Asset Accounting	Prevent backdating of any catch-up GL entries if the revaluation is recorded in the system a few months after the actual date of revaluation	Critical		
174	Asset Accounting	Calculate asset revaluation projections based on updated standard unit rates and remaining useful life and execute only after the necessary validation checks have been undertaken by the Finance Team	Critical		
175	Asset Accounting	Able to query and report on % movements in replacement unit rates, to assist with validation checks and identify asset types where a higher than expected movement was observed.	Highly Desirable		
176	Asset Accounting	Provide an alert for revaluation if the written down value (i.e.: initial acquisition cost less accumulated depreciation) of an asset acquired within 12 months of the reporting date is materially different to its fair value	Highly Desirable		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
177	Asset Accounting	Revalue all or some of the assets in an asset class in accordance with user-defined indices. i.e.: generate the values for assets in an asset class by applying a user defined index increase to all related replacement unit rates.	Critical		
178	Asset Accounting	Facilitate individual and bulk revaluation of assets on a user-defined basis, by asset class/type	Critical		
179	Asset Accounting	Generate a report on new valuations, revaluation adjustments and any changes to specific asset valuations as a result of any updates to the replacement unit rates	Critical		
180	Asset Accounting	Maintain an audit trail and history of all changes made to asset valuations and replacement costs.	Critical		
181	Asset Accounting	Flag assets classified as held for sale and value them as per the relevant accounting standards	Critical		
182	Asset Accounting	Automatically assign a user-defined replacement unit rate to all assets within an asset group	Highly Desirable		
183	Asset Accounting	Automatically update the replacement unit rates for selected asset types with a user-defined factor (e.g. apply a 5% cpi increase to the unit rates).	Critical		
184	Asset Accounting	Maintain an audit trail and history of all changes made to replacement unit rates recorded for each asset type	Critical		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
185	Asset Accounting	Generate a summary of replacement unit rates in an easy to read tabular format for any specified asset type	Desirable		
186	Asset Accounting	Manage all transactions on the disposal of an asset.	Critical		
187	Asset Accounting	Support GP's asset disposal, retirement or rationalisation options which may include sale, transfer for alternative use, demolition, etc.	Critical		
188	Asset Accounting	Able to flag assets identified as surplus to GP's needs	Critical		
189	Asset Accounting	Record asset disposal details including, but not limited to: <ul style="list-style-type: none"> • Disposal date • Disposal value • Profit/loss on sale (i.e.: revenue received on disposal/retirement less net book value) • Disposal method (e.g.: sold, trade-in, obsolete, scrapped, stolen) • Auction, trade-in data • Buyer's details • Multiple disposals or part disposal • Other relevant disposal information (free format text) • Ability to record an image or scanned document 	Critical		
190	Asset Accounting	Alert/email a GP Responsible officer when an asset has been disposed or partly disposed	Highly Desirable		
191	Asset Accounting	Suspend an asset once sold/written off, to bar any further work orders or other transactions being recorded against that asset	Critical		
192	Asset Accounting	Manage partial sale/disposal and maintain history of asset.	Critical		
193	Asset Accounting	Calculate profit/loss and/or write-off costs on the disposal or demolition/impairment of assets	Critical		
194	Asset Accounting	If part of the asset disposed of is being used in its renewal, the system must support including the residual value into the cost of the new asset, before determining any profit or loss.	Desirable		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
195	Asset Accounting	Archive records of disposed assets	Critical		
196	Asset Accounting	Provide an asset reconciliation report that lists for each asset class, the following for a specified period: <ul style="list-style-type: none"> • Opening balance • Additions during year (period) • Disposals during year (period) • Sales during year (period) • Depreciation during year (period) • Other adjustments • Accumulated depreciation during year (period) • Closing balance for year (period) 	Critical		
197	Asset Accounting	Provide a report on accumulated depreciation for each asset class for a specified period: <ul style="list-style-type: none"> • Opening balance • Depreciation during year (period) • Depreciation written back on disposals during year (period) • Other adjustments • Closing balance for year (period) 	Critical		
198	Asset Accounting	Provide a depreciation projection report, e.g.: depreciation projected over next month	Highly Desirable		
199	Asset Accounting	Provide a depreciation report on sold assets for a user defined period	Highly Desirable		
200	Asset Accounting	Provide a report on assets sold or purchased by range of dates	Critical		
201	Asset Accounting	Provide asset valuation reports complying with relevant accounting standards.	Critical		
202	Asset Accounting	Able to report by range of dates or to and from dates on all types of transactions	Critical		
203	Asset Accounting	Report on daily transactions (excluding depreciation) for updating General Ledger	Critical		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
204	Asset Accounting	Month end report on depreciation transactions for updating General Ledger	Critical		
205	Asset Accounting	All asset financial reports must be available in detail or summary format for the asset classes and components in each asset type, with period to date, year to date and last year comparisons	Critical		
206	Asset Accounting	All financial reports must be able to be generated in Excel and PDF formats	Critical		
207	Asset Accounting	The reports in Excel format must not have any merged cells and information for an asset must be all on the one line to enable easy analysis	Critical		
208	Asset Accounting	Report on assets that have a written down value of zero.	Critical		
209	Mobile Computing	Deliver a device agnostic mobile solution that can be logged in anywhere, anytime, to record asset, inspection, maintenance and work order management details remotely, in online and offline modes that seamlessly synchronises data without requiring users to return to the office.	Critical		
210	Mobile Computing	Download asset information and forms onto mobile devices such as iPhones, iPads, and Windows based tablet computers, ruggedised notebooks, and laptops, etc.	Critical		
211	Mobile Computing	The mobile interface must provide an intuitive look & feel consistent with the overall system and customised to fit with the mobile device being used.	Highly Desirable		
212	Mobile Computing	Provide Work Order (inspections and maintenance) functions and maps in real-time, to field staff using mobile devices.	Critical		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
213	Mobile Computing	Provide any updated work order request information to the field staff in real-time (e.g.: change in priority, change in location, etc)	Critical		
214	Mobile Computing	Provide an interactive map showing the location of the assets in the field of view and the current position of the user.	Critical		
215	Mobile Computing	Provide an ability to capture new assets and their spatially related attributes.	Critical		
216	Mobile Computing	Able to place a pin on the interactive map, bring up the asset/s at that location and select the relevant asset to link the inspection/work order	Critical		
217	Mobile Computing	Provide ability for field staff to receive, update and close work orders in the field	Critical		
218	Mobile Computing	Provide ability for staff to view and record completion of SWMS attached to work order	Desirable		
219	Mobile Computing	Enable work order to be closed in the field, only if SWMS has been completed	Desirable		
220	Mobile Computing	Provide maintenance schedules/alerts for works on the mobile device.	Critical		
221	Mobile Computing	Support capture and modification of asset details by field staff using mobile devices.	Critical		
222	Mobile Computing	Support the visual condition assessment of assets by field staff using mobile devices	Critical		
223	Mobile Computing	Support pre-defined forms, task lists and appropriate screens to capture routine information relating to asset recording, asset condition rating, pre-start checklists, defect inspections, servicing checklists, work order completion details, time taken, resources utilised, etc.	Critical		
224	Mobile Computing	Able to be queried by field staff, to view/obtain relevant asset or historic maintenance activity data	Critical		
225	Mobile Computing	Provide for scanning of barcode and bringing up relevant asset details in the field	Desirable		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
226	Mobile Computing	Provide for receiving information from RFID devices and bring up relevant asset details	Desirable		
227	Mobile Computing	Capture and upload digital photographs in the field and GPS co-ordinates against assets	Critical		
228	Mobile Computing	Have a facility to check/validate field data before it's committed to the database.	Critical		
229	General System Features	Capable of delivering all modules of the application through a web browser and facilitate remote and secure access for external contractors	Critical		
230	General System Features	The browser user interface must generally mirror the windows client layout and functionality to the extent that is practical	Critical		
231	General System Features	Each transaction type undertaken in the browser environment must be supported by encryption	Critical		
232	General System Features	Printer-friendly pages must be available	Critical		
233	General System Features	Every page must have a context sensitive link to a relevant help page	Highly Desirable		
234	General System Features	Able to initiate multiple distinct sessions in separate browser windows using a single licence	Critical		
235	General System Features	Provide a standard data migration utility to import data from existing GP systems or databases	Critical		
236	General System Features	Load data from external applications where required in open formats with a known data structure.	Critical		
237	General System Features	Provide functionality to perform batch imports	Critical		
238	General System Features	Allow data imported from other applications or data sources, to pass through the same validations as records input directly	Critical		
239	General System Features	Able to correct invalid records without having to re-import	Critical		
240	General System Features	Allow for roll-back of an import	Critical		
241	General System Features	Produce an import/export log displaying any errors	Critical		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
242	General System Features	Provide a scheduling tool for scheduling imports and exports	Desirable		
243	General System Features	Allow for bulk upload of data into the live system during working hours	Highly Desirable		
244	General System Features	Able to extract data from the system as ODBC view of a user specified query, as CSV, Excel or MS Access format and as XML with the associated DTD and XSL files	Critical		
245	General System Features	Allow for export of all data to word processing, spreadsheets, databases and other applications	Critical		
246	General System Features	Configure and manage data fields to meet specific functional requirements	Critical		
247	General System Features	Create and manage customised critical data fields that can be specific to different asset classes.	Critical		
248	General System Features	Record specific asset attributes that can be specific to different asset classes or asset types	Critical		
249	General System Features	Create and configure workflow and approval processes.	Critical		
250	General System Features	Customise screens on user, group, role or global levels.	Critical		
251	General System Features	Secure access using role-based access controls to data and functions, including security based on data field or class by user, role, group and global levels.	Critical		
252	General System Features	Change security profiles (i.e. users and groups) and field settings (i.e. location, categories).	Critical		
253	General System Features	Create and manage controlled terms/lists to improve data quality.	Critical		
254	General System Features	Configure alerts and send notifications based on rules for scheduled maintenance and escalation.	Critical		
255	General System Features	Create and manage standard reports and enable specific users to create ad-hoc reports.	Critical		
256	General System Features	Maintain current and archived asset details and provide reports.	Critical		
257	General System Features	Provide access to real-time data so that the most current data is available for view, search and reporting.	Critical		
258	General System Features	Provide a single view for data entry of assets and their operational management.	Critical		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
259	General System Features	Validate data to ensure its integrity and support for quality control processes.	Critical		
260	General System Features	Must have published API's for facilitating interoperability with other applications	Critical		
261	General System Features	Must provide access to system's data model for GP to extract to a data warehouse	Desirable		
262	General System Features	Able to integrate with MS Office applications such as Word, Excel and Access	Critical		
263	General System Features	Integrate with MS Exchange for e-mail and calendar and scheduling	Critical		
264	General System Features	Ability to maintain and trouble shoot the interoperability with other applications through the System Administration functions.	Highly Desirable		
265	General System Features	The system must have proven integration to ArcGIS at both Parent and Child asset levels	Critical		
266	General System Features	Provide a live two-way seamless application integration with the ArcGIS for viewing of asset spatially by selecting asset in Asset Register and locating an asset on the GIS and launching the asset system and navigating to that asset	Critical		
267	General System Features	Support new assets to be spatially created in the GIS and then the asset record to be created in the asset system so that asset attribute information could be entered.	Highly Desirable		
268	General System Features	Able to edit spatial and non-spatial asset information in GIS and changes be linked and reflected automatically in asset register	Critical		
269	General System Features	Allow users to view spatial representations of asset data and work orders stored in the system.	Critical		
270	General System Features	Provide spatial displays and graphical reports based on the asset information being queried, e.g.: outstanding work orders by type and location, distribution of ageing assets by location, condition of assets by location, etc.	Highly Desirable		
271	General System Features	The system must have its own report writer	Critical		
272	General System Features	Able to report and query across all modules and asset classes/types and display in various tabular, graphical formats and PDF formats.	Critical		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
273	General System Features	Provide a digital dashboard style reporting across all asset types, with the ability to drill down as necessary from summary data to detailed data	Critical		
274	General System Features	Able to configure dashboard reports for each user, groups of users or managers	Critical		
275	General System Features	Make dashboards and reports available via any device interface	Highly Desirable		
276	General System Features	Enable the creation of ad-hoc reports with any multiple of variables	Critical		
277	General System Features	Make data available to other third-party reporting tools, including Microsoft Power BI reporting tool, SQL Server Reporting Services (SSRS), Crystal Reports.	Critical		
278	General System Features	Export data to various formats containing tabular and graphical outputs, including MS Excel.	Critical		
279	General System Features	Able to email, print and save reports.	Critical		
280	General System Features	Allow report specifications to be saved and copied	Critical		
281	General System Features	Provide appropriate filters for all reports	Critical		
282	General System Features	Possess the following for all reports: <ul style="list-style-type: none"> • To - From date filters • Ascending sort for all report fields in the table • Descending sort for all report fields in the table 	Critical		
283	General System Features	Allow authorised users to select which fields they require in a new report	Critical		
284	General System Features	Enable reports to be able to be selectively run in the background or foreground, with ability to schedule for overnight processing	Desirable		

ID	Function	Requirements	Priority	Compliance Statement	Comments on Response
285	General System Features	Reports must be able to be edited by the user	Critical		
286	General System Features	Deliver a user-friendly interface (browser based) that enables users to undertake a variety of search requests.	Critical		
287	General System Features	Provide specific views of data, e.g. a manager to view all assets assigned to their staff.	Critical		
288	General System Features	Able to generate ad-hoc queries or specially customised queries on any field or combination of fields in the database.	Critical		
289	General System Features	Limit users' access to those transactions/ records permitted by their security profile.	Critical		
290	General System Features	Extensive search facilities with alpha/ numeric search on key fields	Critical		
291	General System Features	Provide wildcard and Boolean search capabilities	Critical		
292	General System Features	Support standard enquiries to be stored and made available to users.	Critical		

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NON-FUNCTIONAL REQUIREMENTS

ID	Topic	Requirement	Priority	Compliance Statement	Comments on Response
NF001	General	Data needs to be transmitted and stored within Australia (e.g. data centre / complete solution hosting in Australia)	Critical		
NF002	General	Data to be available for a minimum of 7 years from the system (not from a separate archive system),	Highly Desirable		
NF003	General	The system must be cloud based with broad browser-based web access and device agnostic.	Critical		
NF004	General	Delivered via a mature Software-as-a-Service (SaaS) model	Critical		
NF005	General	Includes, enables or supports SaaS (SaaS escrow) agreements	Desirable		
NF006	General	Tenderer owns the infrastructure used to deliver the service, or is a direct and certified partner with the infrastructure provider (detail to be provided)	Highly Desirable		
NF007	General	Can provide multiple environments if required, e.g. 'Sand-pit', Test, Training and Production environment	Highly Desirable		
NF008	General	The system caters for multiple users accessing and using the system simultaneously without performance impact.	Critical		
NF009	General	The system can produce printable or electronic templated documents that can be configured (layout, graphics, etc.) and produced in multiple formats including but not limited to PDF, Microsoft Word, Microsoft Excel, HTML etc.	Highly Desirable		
NF010	General	Supports compliance with Public Records Office Victoria's record-keeping standards.	Critical		
NF011	Identity & Access Management	Is capable of multi-factor authentication (MFA) or is able to integrate with Identity Provider (IDP) solutions for MFA	Critical		
NF012	Identity & Access Management	Supports SSO via standards-based Identity Provider (IDP) solutions (preference) or alternatively via Microsoft Active Directory. If multiple modules exist within the solution, the same user session will be valid across all to avoid multiple authentication steps.	Critical		

ID	Topic	Requirement	Priority	Compliance Statement	Comments on Response
NF013	Identity & Access Management	Support for account and access lifecycle management (i.e. provisioning/de-provisioning) from Identity Provider (IDP) solutions	Highly Desirable		
NF014	Identity & Access Management	Supports user profiles and role-based templates for streamlined administration	Critical		
NF015	Identity & Access Management	Secure input, storage and management of credentials	Critical		
NF016	Identity & Access Management	The system should allow granular access controls (e.g. admin, read/write and read- only) for users on a module by module basis.	Highly Desirable		
NF017	Identity & Access Management	Allow the set up and control of users	Critical		
NF018	Identity & Access Management	Allow the set up and control of groups of users	Critical		
NF019	Identity & Access Management	Allow the set up and control of user roles, to which users or groups of users are assigned	Critical		
NF020	Identity & Access Management	Allow a many-to-many relationship between Users and Roles	Critical		
NF021	Identity & Access Management	Allow access privileges to be assigned to users, user groups or roles	Critical		
NF022	Identity & Access Management	Support security controls being applied at high levels (e.g. module or portfolio), per operational interface and through to a granular (e.g. field or attribute) level, in order to define hide/read/write requirements based on users, groups and roles	Critical		
NF023	Identity & Access Management	Provide a means of limiting access to sensitive information so that only nominated users can view and update	Critical		
NF024	Identity & Access Management	Support the temporary allocation of users to roles, and provide mechanisms to ensure those system access privileges are not maintained longer than needed e.g. for temporary staff for specific contract period	Highly Desirable		
NF025	Identity & Access Management	Provide a history of user's access roles and their changes	Highly Desirable		

ID	Topic	Requirement	Priority	Compliance Statement	Comments on Response
NF026	Identity & Access Management	Allow the Administrator to add, make inactive and re-activate users, user groups and roles	Critical		
NF027	Security	The solution has appropriate security measures in place to maintain service and data integrity, which may include antivirus and malware protection, firewalls, IPS, DDOS protection, stringent access controls and procedures, etc. (Please include a detailed breakdown of the layered approach to security within tender response).	Critical		
NF028	Security	The infrastructure needs to be hardened and built according to industry standards	Critical		
NF029	Security	The solution is certified ISO 27001 compliant	Critical		
NF030	Security	Regular penetration testing (at least annually) is conducted by an independent 3rd-party and summary of results, including items requiring action, are shared with GP to an appropriate level of detail	Critical		
NF031	Security	Details of application security tests and findings should be provided, including the nature and frequency of testing elements	Highly Desirable		
NF032	Security	A vulnerability management program is in place and policy and/or procedures may be shared with GP	Highly Desirable		
NF033	Security	A patch management procedure is in place (include relevant detail on approach and frequency)	Highly Desirable		
NF034	Security	Retention of logs and audit trails within the solution for a minimum period of 12 months. Provide detail of longer retention periods if applicable.	Highly Desirable		
NF035	Useability	Provide a browser-based client user interface. Where application software is also available, detail any differences in feature-parity between browser and application access	Critical		
NF036	Useability	Features to facilitate simple, intuitive data entry, drop-downs, radio buttons, etc to ensure consistency of data entry	Critical		
NF037	Useability	Support ordering of List of Values (e.g. drop-down lists) entries, e.g. alphabetically, order of commonly used etc	Critical		

ID	Topic	Requirement	Priority	Compliance Statement	Comments on Response
NF038	Useability	Restrict access to List of Values based on user role	Critical		
NF039	Useability	Allow the user to define "favourites" to link directly to commonly used functions	Highly Desirable		
NF040	Useability	The ability to run multiple sessions/windows of the application and simple switching between these sessions using one licence	Critical		
NF041	Useability	Allow the user to save screens, dashboards, views or grids of data as required	Highly Desirable		
NF042	Useability	System should be based on modern UI/UX principles with flexibility in configuration to suit GP interface and process requirements.	Desirable		
NF043	Useability	Accessibility options are supported, including the ability for users to increase / decrease the size of information / windows / screens	Highly Desirable		
NF044	Useability	Provide the ability to re-label fields and re-brand user interfaces so they match the organisation's look and feel	Critical		
NF045	Useability	Allow a user to manipulate views or grids of information on screen e.g. hide/show groups of data items within views	Highly Desirable		
NF046	Useability	Allow a systems administrator to save views of data for use by all users, i.e. ensuring a common view of data can be achieved for specific functions	Critical		
NF047	Data Management	Provide a single source of data and avoid any duplication (double entry) of data input across all of the modules used	Critical		
NF048	Data Management	Enforce referential integrity to ensure that data is correctly selected and validated across the system	Critical		
NF049	Data Management	Support concurrent user access to the same data records	Critical		
NF050	Data Management	Provide record locking functions to prevent data entry conflict e.g. prevent users from updating records simultaneously	Critical		
NF051	Data Management	Provide appropriate configurable alerts where processes fail to run, or services are unavailable	Highly Desirable		
NF052	Data Management	Recover itself from a failed or interrupted system process, without loss of data or integrity	Critical		

ID	Topic	Requirement	Priority	Compliance Statement	Comments on Response
NF053	Data Management	Allow a user to retry the failed operation	Critical		
NF054	Data Management	Roll back for aborted or incomplete transactions	Critical		
NF055	Data Management	Ensure invalid data is not accepted at time of field entry (i.e. validation at field entry not end of input screen)	Critical		
NF056	Data Management	Validation of data entry (data dictionaries) should be capable of being configured to meet the organisation's data entry standards	Critical		
NF057	Data Management	Provide meaningful error messages which facilitate the user to identify and rectify errors or communicate errors to support staff	Highly Desirable		
NF058	Data Management	Allow error or communication messages to be customised	Desirable		
NF059	Data Management	Retain historical data for a period defined by the organisation (up to and including 'indefinitely').	Critical		
NF060	Data Management	Allow transactions to be archived for all modules based on user definable criteria (e.g. retention periods, employee/customer status)	Highly Desirable		
NF061	Data Management	Have the ability to archive unused or no longer required data	Critical		
NF062	Data Management	Ability to export all data to an external data warehouse at predefined period	Highly Desirable		
NF063	Data Management	Enforce data entry format and type validation, e.g. only allow numbers to be entered into a field; values selected from a set range	Critical		
NF064	Data Management	Enforce the structure of certain data fields e.g. telephone numbers may be shown as (03) 9999 9999 and all should be shown that way	Critical		
NF065	Data Management	Allow for values of fields to be constrained based on values of other related data fields	Highly Desirable		
NF066	Data Management	Provide the ability for users to define existing or standard fields as mandatory	Critical		
NF067	Data Management	Enforce mandatory entry of certain data fields for a record	Critical		
NF068	Data Management	Highlight or prompt the user to the existence of a mandatory field	Highly Desirable		

ID	Topic	Requirement	Priority	Compliance Statement	Comments on Response
NF069	Data Management	Provide the ability for authorised users to set up new user-defined fields and to determine the type of data entry that is relevant e.g. numeric; date; mandatory as well as make them available in any workflows, as required	Critical		
NF070	Data Management	Allow the creation of multiple user-definable fields associated with each data set; provide for these to be added to input screens as required; and automatically make them accessible to reports and enquiries	Critical		
NF071	Data Management	Allow users to save partially completed entries as draft or work in progress	Highly Desirable		
NF072	Data Management	Automatically populate appropriate fields with the ability to overwrite and change, subject to a user's permission	Highly Desirable		
NF073	Data Management	When entering data, the system must support comprehensive rule checking and real-time validation including display of field descriptions for confirmation or appropriate error / warning message where invalid	Critical		
NF074	Data Management	Ability to ensure some transactions may not be edited in any way once the transaction is completed and committed to the database	Highly Desirable		
NF075	Data Management	Prompt the user to check that the transaction has been entered correctly before proceeding with saving, with facility for the system administrator to switch the function on or off, or to apply this to specific system functions	Critical		
NF076	Data Management	Allow all records or transactions to be reversed, that is, if a transaction has been entered there should be a method by which a delegated user can reverse the transaction	Critical		
NF077	Data Management	Allow for default values to be set for certain data fields	Highly Desirable		
NF078	Audit Trail	Ability to extract logs & audit files and integrate with 3rd-party log aggregation & SIEM solutions	Highly Desirable		

ID	Topic	Requirement	Priority	Compliance Statement	Comments on Response
NF079	Audit Trail	The system can record and store user accounts to track creation and changes to transactions or master file records. The system should allow audit tracking on business-critical functions and the audit trail should be available instantly for the users with assigned privileges.	Critical		
NF080	Audit Trail	The system can log all workflow activities, acceptances and resource assignments	Critical		
NF081	Audit Trail	Provide an audit trail for administrator changes (including security settings) and all user modifications to specified data fields	Critical		
NF082	Audit Trail	Audit trails must show date, time, user ID, records effected, and change details	Critical		
NF083	Audit Trail	Ability to generate audit trail reports/enquiries on specified user/actions/dates	Critical		
NF084	Audit Trail	Provide an audit trail of all reports and queries generated (i.e. report log) showing date, time submitted/ time completed, user id and no. pages	Critical		
NF085	Audit Trail	Allow authorised users to search and filter the view of audit trails	Highly Desirable		
NF086	Audit Trail	Raise alerts for particular patterns of data creation or modification, which may be indicative of a security breach or data integrity error	Desirable		
NF087	Audit Trail	The system is able to track historic consolidation of data and records.	Highly Desirable		
NF088	Updates & Upgrades	Patches are delivered routinely and applied without impact to availability of the solution or are scheduled subject to an integrated change management process with GP	Highly Desirable		
NF089	Updates & Upgrades	Upgrade and patch cycles and feature roadmaps are available for reference, with a feedback/input channel available to GP.	Highly Desirable		
NF090	Updates & Upgrades	The solution will be actively maintained for future years and will adapt to meet new standards and regulatory changes.	Critical		
NF091	Updates & Upgrades	Able to prioritise changes and updates where GP may require this for defect resolution or integrated system dependencies	Highly Desirable		

ID	Topic	Requirement	Priority	Compliance Statement	Comments on Response
NF092	Updates & Upgrades	All specific system configuration, interoperability, standard reports and/or software modifications are to be maintained throughout any updates or upgrades and included within the tendered price.	Critical		
NF093	Updates & Upgrades	Provide detailed release notes in advance that include defects to be corrected, changes to be made and how these changes will affect the system and GP's experience with it	Highly Desirable		
NF094	Updates & Upgrades	The opportunity to conduct User Acceptance Testing appropriate to the extent of change in the release will be offered prior to migrating the release to production	Highly Desirable		
NF095	Updates & Upgrades	Allow the user to identify the version installed	Highly Desirable		
NF096	System Availability	A guaranteed service availability/uptime SLA (e.g. 99.999%) is in place. Please provide relevant detail, including recourse available to GP if SLA is not met.	Highly Desirable		
NF097	System Availability	Alerts and notices related to system availability and performance should be sent promptly, or triggered automatically based on effective monitoring and alert-management capability	Critical		
NF098	System Availability	Appropriate and useful detail is available to GP for any issue or incident, both during the event (as required) and afterwards in the form of post-event reporting	Highly Desirable		
NF099	Business Continuity & Disaster Recovery	Need to have a Disaster Recovery and Business Continuity plan in place and documented	Critical		
NF100	Business Continuity & Disaster Recovery	The Disaster Recovery data centre/s need to be in Australia	Critical		
NF101	Business Continuity & Disaster Recovery	Backup of data, transaction logs and configurations should be provided	Critical		
NF102	User Documentation & Online Help	Comprehensive user and technical documents and references should be available on-line, which may include: how-to guides; FAQ's; process flow maps; concept tutorials; solution design and configuration-state documents; API usage documentation. E.g.: <ul style="list-style-type: none"> • User and Problem-oriented how-to guides and process flow maps. • Tutorials – Learning-oriented, take the user through a 	Critical		

ID	Topic	Requirement	Priority	Compliance Statement	Comments on Response
		series of steps to learn a concept; • Reference docs – Information-oriented, technical descriptions of the software (could include software design documents); • Explanations – Understanding-oriented, they clarify or illuminate a particular topic for a user; • API documentation – Reference documentation regarding making API calls; • FAQ files • Quick User Guides • README – A high-level overview of the software; • System documentation – Documents describing the software system, including technical design documents, software and diagrams			
NF103	Change Management	The process that would apply if use of the service is discontinued is well defined (including costs if applicable/known)	Desirable		
NF104	Change Management	At end-of-service, GP's data will be provided using an acceptable method of secure transfer and formatting	Critical		
NF105	Change Management	In the event of a transition off the service and GP's acceptance of receipt of GP's data, all remaining copies of data within the solution, including backups, will be erased fully and promptly	Critical		

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