



NYCDOT: Modernizing Infrastructure Management with CIPAce™

Replacing legacy systems with a unified cloud solution to manage 14.4 billion dollars in capital infrastructure investments.

The New York City Department of Transportation operates one of the most complex metropolitan transportation systems in the world. The agency required an advanced technology platform to track its massive infrastructure lifecycle. By implementing the CIPAce™ Enterprise Platform, NYCDOT successfully modernized its legacy computing environments to support critical projects like the multi billion dollar rehabilitation of the Brooklyn Queens Expressway. This transformation allows the agency to manage its capital program with greater precision and fiscal accountability.

Customer Profile: Managing a Global Transportation Hub

NYCDOT oversees a record population of 8.5 million residents and approximately 60 million annual visitors. Its infrastructure supports millions of daily pedestrians, cyclists, and multi modal transit passengers, as well as the nation’s busiest ferry service.

The Challenge: Overcoming Legacy System Limitations

The scale of New York City transportation places immense demand on local systems. Prior to the implementation, the agency recognized that its existing infrastructure required a modern platform to move away from antiquated practices.

- **Aging Infrastructure:** Many key assets, including the East River bridges, are over 100 years old and require ongoing monitoring and strategic rehab.
- **Fragmented Data Tracking:** Relying on disconnected legacy systems made it difficult to manage complex contract data. Furthermore, some processes had no application at all and were managed entirely in Excel or on hard copy paper. This caused a major administrative burden to manually reconcile errors and discrepancies at each checkpoint.
- **Complex Funding Environments:** Transportation management in New York City involves multiple jurisdictions and diverse funding sources that require rigorous validation.
- **Capital Risk:** Historical evidence underscored that deferring maintenance leads to exponentially higher costs and public disruption.

Strategic Objectives

Modernize Contract and Project Management: Manage construction contracts from estimation to management and track Direct Technical Labor at the task and hourly level.

Maximize Financial Transparency: Track funding types like City Capital and City Expense, alongside federal and state grants, to maximize reimbursement capabilities.

Automate Fiscal Workflows: Streamline contract and invoice processing by removing manual review steps. This saves significant human hours and prevents processing errors.



The Solution: CIPAce™ Enterprise Platform

NYCDOT selected CIPPlanner to implement a digital transformation addressing the entire contract and project lifecycle. The solution provides an off the shelf platform with user friendly customization tailored to the transportation industry.

Core Technical Capabilities

- **Bid and Solicitation Management:** Develop project cost estimates at the 30, 60, 90 day, and final phases. These generate bid pages and capture multiple vendor bids to support the full contract negotiation lifecycle.
- **Financial Tracking and Integration:** Connect financial management data directly to contracts. Contract specific dashboards enforce tracking rules for capital budgets and grant obligations to ensure projects remain fully funded at all times.
- **Remote Access and Electronic Signatures:** Vendors directly create, digitally sign, and submit invoices. This enables complex validation for Direct Technical Labor rates and removes the manual review process to save significant human hours.

Value Driven Results

The relationship between NYCDOT and CIPPlanner has resulted in a reliable computing environment for New York City transportation.

- **Increased Data Accuracy:** Real-time data tracking throughout the contract’s lifecycle, managing data across contract change orders, transfers, and invoices in Draft, Submitted, and Approved statuses.
- **Streamlined Catalog Management:** The platform manages unit catalogs with full validation and oversight of changes over time to reduce administrative risk.
- **Enhanced Financial Control:** Connecting city financial data directly to contracts enforces tracking rules across multiple divisions to ensure projects remain fully funded.
- **Eliminated Manual Review:** Making paper invoices obsolete allows vendors to submit directly into the system. This saves significant human hours previously spent on manual processing.

Project Results at a Glance

Capital Budget: Tracking multiple funding sources to maximize grants for a 14.4 billion dollar program.	Asset Scale: Managing complex construction and design contracts for the rehabilitation of nearly 800 aging city bridges.	Project Volume: Managing the full contract lifecycle for over 1800 active infrastructure projects within a unified platform.	Strategic Growth: Expanding operations with an unlimited enterprise license and secondary implementation.
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About CIPPlanner Corporation

CIPPlanner is a leading provider of cloud based enterprise solutions for capital infrastructure program management. Since 2005, the CIPAce platform has helped government agencies and private organizations optimize investments and enhance operational efficiency. Trusted by local governments and global enterprises, we deliver scalable solutions for the entire project lifecycle.