

Required Forms

2026-SWB-39



CIS Software and Services

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RFP FORMS

Introduction

This section contains various types of questions that should be prepared and submitted in the appropriate sections (outlined in Section 4) of the Proposer's proposal. Also included in this section are the Sewerage and Water Board of New Orleans' ("SWBNO" or "the Board") forms that need to be completed. The intent of providing such forms is to ensure comparability between proposals. Included in this section are the following forms:

- Company Background Form
- Technical and Vendor Hosting Requirements Form
- Project Management Approach Form
- Report Development Form
- Training Form
- Staffing Plan Form
- Ongoing Support Services Form
- Client Reference Form
- Minimum Criteria Checklist

Company Background Form

Vendor name:		
Software brand name:		
Software version proposed (years in production):		
Is Vendor prime contractor:	Yes ☐	No ☐
1.	What are the top three differentiators of your company and its proposed solution?	
2.	What strategic alliance have you made to further strengthen your product and services?	
3.	How do you guarantee the services provided by your company?	
4.	What is your marketplace focus?	
	☐ Utilities	☐ Large Government (e.g., counties /states)
	☐ Small/Local Governments	☐ Other (specify):
5.	What is your preferred customer size (quantify in terms of budget, customers, population, etc.)?	
6.	Please describe the level of research and development investment you make in your products (i.e. – annual budget, head count, etc.).	

7.	How many years have you been selling your solution to the public sector?	
8.	How many fully operational customer installations of the version proposed in this RFP, currently in production, has the Vendor completed?	
	Louisiana	Nationally
	Utilities	
	Other public sector	
	Other non-public sector	
	Overall:	
9.	How many fully operational customer installations, in total, has the Vendor completed?	
	Louisiana	Nationally
	Utilities	
	Other public sector	
	Other non-public sector	
	Overall:	
10	How many current system implementations of your solution are in-process within the State of Louisiana or other utilities.	
	Current in-process Implementations	
	Louisiana	
	Utilities	
	Total:	

11.	Please state the year the Vendor started in the business of selling the proposed solution to the public sector.	
12.	Where is the Vendor's closest support facility/sales office to New Orleans?	
13.	Where is the Vendor's company headquarters?	
14.	Please list the Vendor's sales in the previous three years:	
	Year	Sales
	2023	
	2022	
	2021	
15.	How many total employees does the Vendor have in each of the following categories?	
	Area	Number
	Sales/Marketing	
	Management/Administration	
	Help Desk Staff	
	Development Staff	
	Other (please list)	
	Total:	

16.	What organization would the Vendor recommend for a site visit?
17.	Please disclose any outstanding litigation against your company.
18.	Please list any third-party vendors you're partnering with and proposing as part of your response, as well as the products and versions proposed, and the scope areas/functionality they will be providing.

Technical and Vendor Hosting Requirements Form

19.	Do you offer a "Gov-Cloud" hosting model? If so, please describe.
20.	Indicate Tier certification for design and operation of the hosting locations. Indicate if a private link (MPLS or EVPL) can be set up to the hosting locations.
21.	How do you track monthly usage for subscription-based services?
22.	Does the system interface support a browser interface with or without the help of additional components?
23.	Please describe the minimum commitment term (in years) for a vendor-hosted option and note the term assumed for determining the proposed costs.
24.	Please list the connectivity options and carriers available at your hosting facility.
25.	Estimate the bandwidth that your solution will require based upon users, application environment, and any other factors.

System Performance		
26.	How much notification will you give the Board in advance of any scheduled downtime?	
27.	What is your process for notifying the customer and fixing bugs once they have been identified?	
28.	Please provide the total number of clients and corresponding number of end-users of hosted solutions currently supported by your proposed solution.	
29.	What system/application availability and response time will your proposed system meet? How do you ensure this level of performance?	
30.	How are hosted software applications deployed for use by numerous customers (dedicated servers for each hosted customer, or is a single set of applications utilized for all customers)?	
Security		
31.	Describe the identification and authorization capabilities of your proposed solution for users.	
32.	Provide list of compatible directory services and identity access management solutions. Describe how your system interoperates with Active Directory.	
33.	Indicate cybersecurity solutions that are in place to prevent, detect, contain and recover from security threats such as malware injection, side channel attacks, exploitation of API vulnerabilities, or distributed denial of service (DDoS) attacks.	
34.	Confirm (Yes/No) that detailed logs will be provided for forensic investigation of security incidents, that can aid in identifying the nature and extent of the affectation, including the data that was exfiltrated or compromised.	
	YES ☐	NO ☐

35.	Indicate what support will be provided to carry out forensic investigation of security incidents.		
36.	Does the system interface support a browser interface with or without the help of additional components?		
37.	Indicate if you comply or do not comply with the following:		
	Requirement	Comply?	
		YES	NO
	The system shall be available 24 x 7 x 365 with a minimum of 99.95% uptime, measured on a monthly basis (excluding maintenance windows).	☐	☐
	Data shall reside in the United States at all times.	☐	☐

	Requirement	Comply?	
		YES	NO
	All system data and files shall be regularly backed up to a secondary data center/disaster recovery site outside of the main data center's same weather pattern and power grid. Backups shall occur such that the Board loses no more than 30 minutes of transactions due to an unexpected outage.	☐	☐
	Hosting Providers/Respondents shall have a documented Security Incident Response Plan (SIRP) that addresses the Respondent's plan for preventing, detecting, and responding to security breaches or cyberattacks in which the Board's data or operations may be compromised.	☐	☐
	Hosting Providers/Respondents shall have a documented Disaster Recovery Plan (DRP) that addresses recovery and maintenance of system data and operations in response to hazard or emergency scenarios. This plan shall be tested regularly to ensure that it is both tangible and actionable.	☐	☐
	Hosting Providers /Respondents shall have a documented Business Continuity Plan (BCP) that addresses localized or system outages that create an impact to one or more business functions. The BCP should account for the rapid restoration of services and redundancies in technology or process.	☐	☐
	Hosting Providers /Respondents shall undergo a SSAE 18 SOC2 Type 2 audit on an annual basis and must have no unaddressed material concerns. Respondent shall provide a copy of their most recent audit report prior to contract award.	☐	☐

Hosting Providers/Respondents shall support and be compliant with all relevant regulations and requirements including, but not limited to: • PCI-DSS • GDPR. • NIST Compliant	☐	☐
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Project Management Approach Form

38.	How does the Vendor plan to manage the material that is produced during the project through potential solutions such as a collaboration environment (i.e. SharePoint, ADO)? Will the vendor provide the tools (preferred)?
39.	Provide specific information on project close-out activities in support to the Board.
40.	What percentage of the Project Manager's time will be devoted to the project?
41.	What percentage of the Project Manager's time will be spent on site?
42.	What is the total proposed duration of the implementation?

Report Development Form

43.	What is the query tool and report writer that Vendor is proposing?
44.	What reports are available out of the box? Provide a list here and samples at the end of this section.
45.	Describe your process for determining the scope of what reports will have to be developed (not out-of-the-box) and what effort it will take to develop and test them.
46.	It is expected that the system will provide the ability for end-user querying and reporting to be performed without impacting the performance of the transactional system. Does your proposal meet this expectation?

Training Form

47.	What is your recommended approach to training (End-user, train the trainer, hybrid approach), for the Board, and why?
48.	Please specify what types and the expected number of training documentation will be developed by the Vendor?
49.	Describe the opportunities for ongoing training.
50.	Describe online training options.

Staffing Plan Form (REVIEW OTHER STAFFING PLAN)

51.	See Staffing Form (Excel spreadsheet)
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Ongoing Support Services Form

[illegible]

56.	For ongoing IT staff resources, please provide the following information: - Type of positions required (e.g., help desk, trainer, DBA, report developer, application support, system administrator, security administration, etc.) - Number of FTEs within each position - Skill sets required for each position - Training required and whether the Vendor provides this training				
	Position	# FTE	Skill Sets Required	Training Required	Vendor Training
57.	It is anticipated that all system updates, security updates and release patches will be applied in a timely manner. For any on-premises components these should be easily downloadable, if applicable. An accumulation patch process is desired. Provide information on how software updates are received, processed, and distributed, including but not limited to:				
	Backward version compatibility and support				
	Timeframe/policy on moving to new versions				
	Automatic product upgrades versus on-demand				
	Ease of implementation for the Board staff versus need to contract for services				
	Use of tools to deploy new versions and patches				
	Additional information				
58.	Describe the product release cycle including:				

	How long releases typically take to implement		
	Frequency of upgrades/enhancements or new versions (major and minor version releases)		
59.	Do you limit the number of the Board staff who can call in for support? If yes, explain your model and how additional staff can be included? If there is no limitation, the maintenance agreement should clearly state this fact. Are you agreeable to include such language in our contract?		
60.	Describe the types of support needed to keep the product under current support and to keep the product enhanced.		
61.	Do you offer post-implementation support? If so, what is the duration?		
62.	Will the vendor contractually agree to the following?		
	Contractual Inquiry Term Condition	Yes	No
	Provide staff for training and implementation	☐	☐
	Non-performance holdbacks?	☐	☐
	Payment holdbacks until fully operational and formally accepted?	☐	☐
	Allow the Board to approve Vendor staff to be assigned to help with implementation?	☐	☐
	Ongoing costs are waived during the first year of implementation	☐	☐
	Ongoing cost for software modules is waived until the implementation phase for the given modules begins	☐	☐
Software Updates and Distribution			
63.	Describe the product release cycle including:		
	Frequency of upgrades/enhancements or new versions (major and minor version releases)		
	Contents of release		
	How long release takes to implement		

	• Use of release notes
	• Backward version compatibility and support of back versions
	• Timeframe/policy on moving to new versions
	• Automatic product upgrades or on demand
	• Ease of implementation for the Board staff versus need to contract for services
	• Additional information
Customizations	
64.	How can the Board customize or configure the software directly without Vendor involvement?
65.	How are local customizations or configurations maintained when installing new releases of the Vendor's software?

Client Reference Form

Vendor name:	
Customer name:	
Customer contact:	
Customer phone number:	()
Customer E-mail address	
System which Solution Replaced	
Describe Nature of Project and Services Provided to This Client:	
Configuration of Solution Implemented (Hardware, Software):	

Pricing Form Requirements

Please complete the pricing forms that have been provided in the associated Microsoft Excel pricing spreadsheet. It is the responsibility of the Vendor to ensure the accuracy of the pricing provided as part of your response. Any errors in providing an accurate price response due to inaccuracies in the provided templates are the sole responsibility of the responding Vendor. If there is not enough space to describe the pricing on these forms, please attach a separate pricing page and provide the pricing information in the same type of format so that it is easy to understand. the Board requests a firm, fixed price for each of the components described below that are included on the attached Microsoft Excel pricing spreadsheet as separate tabs:

Tab Name	Tab Description	Required/Recommended/Optional
☐ Project Totals	A summary of all costs from worksheets below	N/A - auto populated
☐ Controls	Contains all default and drop-down values	Required and can be modified/extended
☐ Assumptions	Used for entry of pricing and staffing assumptions	Recommended
☐ Licenses	Used for entry of details of all licenses required and maintenance cost for first five years	Required (if proposed)
☐ Hosting	Used for entry of details of all hosting and subscription-based costs for the first five years	Required (if proposed)
☐ Staffing Plan	Used for entry of the FTEs by month for Vendor and Utility project staffing	Required as a separate document
☐ Core Staff	Used for entry of details of core project team	Required
☐ Travel	Used for entry of details of travel costs	Required (if not included in base rates)
☐ Contingency	Used for entry of details of project contingencies	Optional
☐ Tech Support	Used for entry of details technical support tasks	Required
☐ Discovery	Used for entry of details of discovery phase	Required
☐ Configuration	Used for entry of details of configuration phase	Required
☐ Conversion	Used for entry of details of conversion activities	Required
☐ Interfaces	Used for entry of details of interface development	Required
☐ Enhancements	Used for entry of details of modifications and extensions development	Required
☐ Forms	Used for entry of details of forms development	Required
☐ Workflows	Used for entry of details of forms development	Required

☐ Reports	Used for entry of details of workflows development	Required
☐ Testing	Used for entry of details testing phase(s)	Required
☐ Training	Used for entry of details of training development and delivery	Required
☐ OCM	Used for entry of details of non-training organizational change management tasks	Recommended
☐ Post Support	Used for entry of details of post go-live stabilization support	Required
☐ Other Services	Used for entry of details of any other services not included above	Optional
☐ Managed Services	Used for entry of details of any managed services offerings	Recommended
☐ Other Costs	Used for entry of details of any other miscellaneous costs not included above	Optional
☐ Hourly Rates	Used for entry of hourly rates for any additional work beyond the scope of the proposal	Required

Minimum Criteria Checklist

Minimum Criteria Checklist

☐ **RFP Response Timeliness**

RFP response is submitted by the due date and time.

☐ **Response Authorization**

The RFP response is signed by an authorized company officer.

☐ **Response Completeness**

Vendor complied with all instructions in the RFP (including electronic media) and provided a response to all items requested with sufficient detail, which provides for the proposal to be properly evaluated. Any deficiencies in this regard will be determined by the Board's Procurement department to be either a defect that will be waived or that the proposal can be sufficiently modified to meet the requirements of the RFP. This includes DBE form completed.

☐ **Vendor Hosted / Cloud Solution**

Only cloud solutions will be evaluated.
