

Sewerage and Water Board of New Orleans
Request for Proposal
CIS Software and Services
2026-SWB-39

The Sewerage and Water Board of New Orleans (“SWBNO” or “the Board”) is soliciting proposals from qualified providers for a fully integrated, vendor-hosted/cloud solution for a Customer Information System (CIS) software and services, including software, hardware specifications, implementation and project management, and other technology services.

RFP will be available **June 15, 2026**, for download at the following websites:

SWBNO: https://www2.swbno.org/business_bidspecifications.asp

LAPAC:

<https://wwwcfprd.doa.louisiana.gov/OSP/LaPAC/dspBid.cfm?search=department&term=181>

A **mandatory** pre-bid conference for this RFP will be held on **June 23, 2026**, at **10:00 am CST** at the

SWBNO Administration Building, 625 St. Joseph St. – Executive Boardroom, New Orleans, LA 70165 or if you are unable to attend this in-person meeting, you can also join via teleconference call:

Microsoft TEAMS

<https://teams.microsoft.com/meet/232272871992005?p=mlv2UTjYvoUNnOtg9r>

Meeting ID: 232 272 871 992 005

Passcode: Bg2cr3xU

Dial in by phone

[+1 504-224-8698](tel:+15042248698), [291794561](tel:+1291794561)# United States, New Orleans

[Find a local number](#)

Phone conference ID: 291 794 561#

At this meeting, staff will discuss the scope of work, proposal requirements and respond to questions from the attendees. Proposer’s failure to attend the mandatory pre-proposal conference will be disqualified from presenting a bid submission.

Inquiries and/or Requests for Clarification are due to **Cashanna K. Moses, on June 24, 2026, no later than 5:00 pm CST** via in writing or email to cmoses@swbno.org. All responses will be posted on or before **June 29, 2026**.

Proposals will be received by the Sewerage and Water Board of New Orleans Procurement Department by **July 14, 2026, at 11:00 a.m. CST**. For submission instructions, see proposal documents.

LATE PROPOSALS WILL NOT BE ACCEPTED.