



The Sewerage & Water Board

OF NEW ORLEANS

625 ST. JOSEPH STREET

NEW ORLEANS, LA 70165

504.529.2837 OR 52.WATER

www.swbno.org

March 6, 2020

Addendum No. 3

Your reference is directed to the **Request for Proposal for Information Systems Management Services** for the Sewerage and Water Board of New Orleans which is scheduled to open at **11:00 a.m. Local time on March 20, 2020.**

This addendum provides for the following:

- Changes to the Evaluation Criteria
- Responses to questions received by the RFP deadline.
- Sign-in sheet from Mandatory Pre-Submittal Meeting

XIII. Evaluation Criteria, are changed as follows:

Specialized Experience and Technical Competence 15%

- A. Resumes of **key** individuals available for this contract
- B. Job descriptions of each position
- C. Personnel availability and personnel back-up
- D. Personnel replacement approval procedure
- E. Upgrading and training of your personnel
- F. Public Utility experience

Note: All other evaluation criteria remain the same

Questions and responses

1. Is the audio-visual equipment programming and maintenance provided by a subcontractor?

Response: *The SWB purchases hours annually for AV system repairs; however, the IT contractor is expected to assess issues / try to repair them. When the contractor cannot complete the repairs, they are responsible for contacting the AV contractor, setting up an appointment, and reserving the AV room so it is available for use by the AV contractor. Additionally, the contractor is responsible for indexing the encoded video after a recorded meeting.*

2. Who is responsible for maintaining the SWB website and hosting?

Response: The Sewerage and Water Board IT contractor is responsible for maintaining and upgrading functionality for the website. The website is hosted on SWB-owned hardware which the contractor is responsible for running.

3. Are there legacy applications\ systems that are not compatible with newer server software?

Response: The current financial system, AFIN, is a COBOL, CICS-based mainframe system. It will continue to be used until the new system is in place, and the Board determines that there is no longer a need to access any data still on the mainframe. The system will be needed for at least 1.5 years. While not in heavy usage, two former COBOL CIS-based systems, the HR/ Payroll System (GHRIS) and the billing system (CAM) are still referred to on occasion. There is an ongoing project to get the CAM data off the mainframe and into a more modern database, but that work is not complete. All three of these systems run on the mainframe and require a background in COBOL and CICS.

Additionally, the Board uses RJN Cass Works as its work order and asset management system. Cass Works depends on Oracle 8.i. The Board will begin the process of replacing this system this year; however, the system must remain available for use until it has been replaced.

4. Is there an established system refresh cycle? Capital budget for upgrading servers, network equipment or client systems?

Response: There is no established refresh cycle. Preparation for the capital budget includes assessing those systems most in need of replacement.

5. What is the current number of help desk tickets per week and what is the average backlog in the queue?

Response: The InvGate system tickets do not represent a 1 user problem: 1 ticket ratio. For instance, Board-wide upgrades may be ticketed by departments, or part of departments. If a user calls in and has multiple issues, all those issues will go on one ticket. With that being said, the following statistics are for YTD 2020:

- Average Tickets Received: 153/week
- Average Weekly Backlog: 12
- Total Received (January 1, 2020 – March 3, 2020) 7,957

6. The RFP asks for a Certificate of Authority to do business in Louisiana, however, after calling the Secretary of State's office, they indicated that is only for new businesses trying to do business in the State of Louisiana. Since we are already an existing business in Louisiana, should we just submit a Certificate of Good Standing?

Response: Yes

7. Please describe the responsibilities in detail for the Information Services Management vendor related to the SCADA network, devices and software. Where is the line of demarcation between what IT is responsible for and what the SCADA support team is responsible for.

Response: The following is a detailed list of responsibilities for the Information Systems Management Vendor, versus the SCADA Department:

Information Systems Management Vendor Responsibilities:

- Purchase and manage all software licenses, including those for SCADA systems
- Purchase and support PC Node hardware (and assist with specifications and quoting)

- Supply, support, and manage Ethernet networks (networking equipment, cables, cabinets & racks, etc.)
- Supply, support, and manage Virtual Machines (VMs) for SCADA servers
- Supply Operating Systems (O/S), O/S support, and O/S management for PC Nodes and SCADA Servers, including patches, virus protection, and system settings
- Back up all data (Historian archives) stored on VM servers
- Back up all data stored on network drives (configuration and design information)
- Provide and manage network security
- Provide SCADA application (PI, Proficy/iFIX, and others) support on PC Nodes and Servers, including:
 - configuration support
 - programming support
 - support for data relays between various applications and agencies
 - troubleshooting
 - application upgrades
- Monitor health of SCADA server applications
- Provide PLC programming support
- Provide Training for SCADA applications (individual as needed and scheduled group training) to S&WB staff

Systems Engineering/SCADA Department:

- Specify hardware and software requirements for PC Nodes, PLCs, HMIs, recording devices, instruments, etc.
- Manage SCADA projects, system installations, and system expansions
- Configure and manage SCADA applications on Computers and Servers
- Configure and manage firmware on PLCs, HMIs, recording devices and instruments
- Perform installation of PC Nodes, PLCs, HMIs, recording devices, instruments, etc.
- Program PLCs, HMIs (firmware device and application software), recording devices, and instruments
- Develop and program control algorithms

Please make sure you also refer to the information found in the RFP to further help understand the division of duties.

8. What are the pre-hire requirements (background check)?

Response: Perform google search on prospective employee as well as review prospective employee's social media; conduct drug and alcohol screening and perform a criminal background search.

9. Will the SWB consider a joint venture proposal with two firms?

Response: Yes. Please note: a DBE having greater than 50% (the prime) does not absolve the vendor from meeting the DBE goal.

10. Can the SWB disclose the hourly rates of the current provider's resources?

Response: See below:

Current IT Contract Rates

<u>Position</u>	<u>New Development Billing Rate</u>	<u>O&M Billing Rate</u>
Computer Center Manager	\$ 110.00	\$ 89.65
Asst. Comp. Ctr. Manager	\$ 103.50	\$ 84.35
Project Manager	\$ 100.25	\$ 81.70
Senior Project Manager	\$ 104.45	\$ 84.92
Project Leader	\$ 94.25	\$ 76.81
Senior Programmer/Analyst	\$ 83.75	\$ 68.26
Programmer/Analyst 2	\$ 79.00	\$ 64.39
Programmer/Analyst 1	\$ 68.25	\$ 55.62
Network Administrator	\$ 68.50	\$ 55.83
Database Administrator	\$ 68.25	\$ 55.62
Database Administrator 1	\$ 63.25	\$ 51.55
Senior Database Administrator	\$ 105.01	\$ 85.37
Technical Writer	\$ 47.00	\$ 38.31
Administrative Assistant	\$ 41.00	\$ 33.42
Lead Operator	\$ 37.00	\$ 30.16
Operator	\$ 29.50	\$ 24.04
System Programmer	\$ 94.50	\$ 77.02
Senior PC Technician	\$ 60.25	\$ 49.10
PC Technician	\$ 52.50	\$ 42.79
<u>New Development Only Rates</u>		
Consultant Specialist	\$ 181.50	
Business Transformation Specialist	\$ 214.50	
Senior Consultant	\$ 172.50	
Principal Consultant	\$ 287.50	

Does the SWB have a multiplication factor associated with the resource rate? If so, what is it?

Response: No; There is no multiplication factor associated with a resource rate.

Is the SWB amenable to an organizational structure that uses different resource counts in some labor categories than are currently being utilized?

Response: Yes.

END OF ADDENDUM ***

SEWERAGE AND WATER BOARD OF NEW ORLEANS

MANDATORY PRE-SUBMITTAL MEETING

February 21, 2020

Project:	Information Systems Management Services	Bid Opening:	March 2, 2020 11:00 AM	March 20, 2020 Corrected
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Facilitator:	Patti Wallace	Place/Room:	Executive Board Room	
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Facilitator:	Patti Wallace	Place/Room:	Executive Board Room	
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Bid Opening:

March 2, 2020 **March 20, 2020**
11:00 AM **Corrected**

Facilitator:

Patti Wallace

Place/Room:

Executive Board Room

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