REQUEST FOR PROPOSALS

#2022-SWB-08

Financial Software and Services

Proposal Due Date: August 10, 2022

Proposal Due Time: 11:00 a.m. (CST)

Sewerage and Water Board of New Orleans
Request for Proposal
Financial Software and Services

The Sewerage and Water Board of New Orleans ("SWBNO" or "the Board") is interested in soliciting proposals from qualified providers for a fully integrated, vendor-hosted/cloud solution for financial software and services, including software, hardware specifications, implementation and project management, and other technology services. The Board maintains one proprietary type fund – the enterprise fund which comprises separate funds required for water, sewer, and drainage systems as well as one fiduciary fund for the pension plan. The purpose of this RFP is to find the best solution and implementation partner to meet the needs of the Board.

RFP will be available **June 30, 2022** for download at the following website:

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-proposal conference for this RFP will be held on **July 8, 2022** at **11:00 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 meeting

Join on your computer or mobile app
Click here to join the meeting
Or call in (audio only)
+1 504-224-8698,,823764876#
Phone Conference ID: 823 764 876#

At this meeting, staff will discuss the scope of work, DBE and proposal requirements, and respond to questions from the attendees.

Inquiries and/or Requests for Clarification are due to **Cashanna K. Moses, on July 13, 2022, no later than 5:00 pm (CST)** via in writing or email to cmoses@swbno.org. All responses will be posted on or before **July 19, 2022, no later than 5:00 pm (CST).**

Proposals will be received by the Sewerage and Water Board of New Orleans Procurement Department by **August 10, 2022 at 11:00 am (CST)**. For submission instructions, see proposal documents.

LATE PROPOSALS WILL NOT BE ACCEPTED

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1. Administrative Overview

1.1 RFP Schedule Summary

Listed below are specific and estimated dates and times of actions related to this request for proposal (RFP). The milestones with specific dates must be completed as indicated unless otherwise changed. If it is necessary to change any of the specific dates and times in the calendar of events listed below, an addendum to this RFP will be issued.

Event	Date / Time
RFP issuance	June 30, 2022
Vendor pre-proposal meeting	July 8, 2022 @ 11:00am CST
Deadline for clarification questions	July 13, 2022 @ 5:00pm CST
Responses to questions/ clarifications	July 19, 2022
Vendor proposals due	August 10, 2022 @ 11:00am CST
Demonstrations of software (subject to change and will vary based on the number of responsive vendors)	TBD
Evaluation Committee Meeting (Open to Public)	TBD
Board Approval of Evaluation Committee's Recommendation	TBD - During Monthly Board Meeting

1.2 Point of Contact/ Inquiries/ Requests for Information:

All correspondence and other communications regarding this RFP shall be directed to **Cashanna K Moses, Procurement Director**, Sewerage and Water Board of New Orleans, 625 St. Joseph Street, Room 133, New Orleans, Louisiana 70165, **504-585-2428, cmoses@swbno.org**.

Inquiries and/or Requests for Information are due to the Board's Procurement Department via email to **cmoses@swbno.org** no later than timeline stated in the RFP Schedule Summary. Any request received after that time may not be reviewed for inclusion in this RFP. The request shall contain the requester's name, address, and telephone number.

The Procurement Department will issue a response to any inquiry if it deems it necessary, by written addendum to the RFP, posted on Board's website, and issued prior to the RFP's Delivery Deadline. The Respondents shall not rely on any representation, statement or explanation other than those made in this RFP or in any addenda issued. Where there appears to be a conflict between this RFP and any addendum issued, the last addendum issued will prevail.

1.3 Prohibition of Communication

From the time of advertising, and until the final award, there is a prohibition on communication by Respondents (or anyone on their behalf) with Board's staff, Selection Committee members and elected officials. This does not apply to oral presentations before selection committees, contract negotiations, or communications at any time with any Board employee or elected official regarding matters not concerning this RFP. Breaking the established prohibition on communication may result in a disqualification of the proposal.

1.4 Ownership

All Responses, including any submitted documents, to this RFP or any resulting solicitation are the property of the Board for all purposes. Respondents must clearly mark individual documents or information that the applicant claims are exempt from public record disclosure and specifically justify the exemption. The Board does not guarantee the confidentiality of submissions.

1.5 Effect

This RFP and any related discussions, evaluations, qualifications, or resulting solicitations by the Board or any person on its behalf create no rights or obligations whatsoever except as provided in this RFP. The Board may cancel or modify this RFP or any resulting solicitation at any time at will, with or without notice. Anything to the contrary notwithstanding, any professional services agreement executed by the Board will be issued the exclusive statement of rights and obligations extending from this solicitation.

1.6 Errors or Omissions

The Board will not be liable for any error in any proposal. Respondent will not be allowed to alter proposal documents after the deadline for proposal submission, except under the following condition: The Board reserves the right to make corrections or clarifications due to patent errors identified in proposals by the Board or the Respondent. The Board, at its option, has the right to require clarification or additional information from the Respondent.

1.7 Cost of Preparation

The Board is not liable for any costs incurred by prospective Respondents or Contractors prior to issuance of or entering into a Contract. Costs associated with developing the proposal, preparing for oral presentations, and any other expenses incurred by the Respondent in responding to the RFP are entirely the responsibility of the Respondent, and shall not be reimbursed in any manner by the Board.

1.8 Bid Protest Procedures

Any formal protest which is to be made by an aggrieved Proposer must be submitted in writing to the Procurement Director, Cashanna K Moses at cmoses@swbno.org according to Sewerage and Water Board of New Orleans Policy 83(R): Procedural Rules for Bid Appeals.

Financial Software and Services

August 10, 2022 at 11:00 a.m. (CST)

1.9 Public Records Request

To request a public record for the proposal documents, please submit to the following website: https://swbno.nextrequest.com/

2. Introduction

2.1 Overview of the Board

The Board operates and maintains infrastructure through Orleans Parish to provide safe drinking water, to support fire protection, and the public health of all residents, improve sewerage collection services to support public safety and sanitation, and more effectively collect and convey stormwater out of the City of New Orleans to reduce the risk from flood events. The Board remains diligent in improving public safety for the citizens of New Orleans continuously at a reasonable cost to the community.

The Board is soliciting proposals from qualified providers of financial software for utilities whose product offering meets or exceeds current Board requirements and whose complete product offering provides a robust solution set that will allow the Board to continue to leverage this investment well into the future as the needs of the Board grow and evolve.

The Board maintains one proprietary type fund – the enterprise fund which comprises separate funds required for water, sewer, and drainage systems as well as one fiduciary fund for the pension plan. Proration of expenses occurs between the funds and project cost accounting is performed by specific funds. It is The Board's desire to find a vendor hosted/cloud solution to replace their current financial software. The purpose of this RFP is to find the best solution and implementation partner to meet the needs of the Board.

2.2 Proposal Preparation

Proposals submitted for consideration should follow the format and order of presentation provided in **Section 4 Proposal Response Format.**

2.3 Questions and Answers

A **mandatory** pre-proposal conference for this RFP will be held on **July 8, 2022** at **11:00 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 meeting

Join on your computer or mobile app
Click here to join the meeting
Or call in (audio only)
+1 504-224-8698,,823764876#
Phone Conference ID: 823 764 876#

At this meeting, staff will discuss the scope of work, submittal requirements and respond to questions from the attendees. Since the Board staff will not be available to respond to individual inquiries regarding the project scope outside of this pre-submittal conference, it is strongly recommended that interested firms have a representative attend the pre-submittal conference.

Financial Software and Services

August 10, 2022 at 11:00 a.m. (CST)

All proposers must attend the **MANDATORY** pre-proposal conference and will be required to sign in and out as evidence of attendance. All prospective proposers shall be present at the beginning of the **MANDATORY** pre-proposal conference and shall remain in attendance for the duration of the conference. Any prospective proposer who fails to attend the conference or remain for the duration shall be prohibited from submitting a proposal for the project.

Inquiries and/or Requests for Clarification are due to **Cashanna K. Moses, on July 13, 2022 no later than 5:00pm (CST)**. Inquiries may be either in writing or via email to cmoses@swbno.org. All responses will be posted by **July 19, 2022 no later than 5:00pm (CST)**. Do not contact other Board program personnel with questions regarding this RFP.

2.4 Changes, Addendum, or Withdrawal of Proposals

Any changes or addenda to a proposal must be submitted in writing, signed by an authorized representative of the proposer, cross-referenced clearly to the relevant proposal section, and received by the Board prior to the proposal due date and time. All changes and addenda must meet all requirements for the proposal. Any proposer choosing to withdraw its proposal must submit a written withdrawal request to the Board prior to the proposal due date and time.

2.5 Proposal Submission

Proposers that meet the requirement of this RFP and are experienced in the areas as described within the RFP are invited to submit their responses electronically (via email) or by courier or mail service.

Email: If the Vendor intends to submit the response by email, the date and time of the email received by the Procurement Dept. constitutes the time stamp of receipt. The date and time of the email sent by Vendor does NOT constitute proof of receipt. The Procurement Dept. encourages Vendors to confirm that the response was received in time.

Mail or courier: Vendors remain responsible for ensuring that the proposal is delivered prior to the submission deadline with proof of delivery. Failure to meet the submission deadline, irrespective of the mode of delivery, shall result in the rejection of the proposal.

Proposal Due Date: Proposals will be due **August 10, 2022 no later than 11:00am (CST)** to the SWBNO Procurement Office:

Sewerage and Water Board of New Orleans
Attn: Cashanna K Moses – Procurement Dept
625 St. Joseph Street, Room 133
New Orleans, LA 70165

Faxed submittals will not be accepted.

Submit to SWBNO **One (1) Printed technical (not including cost) proposal**

One (1) Printed Cost Proposal (pricing forms) in a separate sealed envelope

One (1) electronic version (flash drive) of both cost and technical proposals which includes:

- RFP 2022-SWB-08 Financial Software and Services - Specifications.xlsx (Excel format)
- RFP 2022-SWB-08 Financial Software and Services - Pricing Forms.xlsx (Excel format)
- RFP 2022-SWB-08 Financial Software and Services - Vendor Forms.docx (Word format)

OR email to bids@swbno.org

- One (1) PDF format of the technical proposal RFP 2022-SWB-08
- One (1) Excel format of RFP 2022-SWB-08 Financial Software and Services -Specifications.xlsx
- One (1) Excel format of RFP 2022-SWB-08 Financial Software and Services - Pricing Forms.xlsx
- One (1) Word format of RFP 2022-SWB-08 Financial Software and Services - Vendor Forms.docx

Important Notice:

Effective immediately upon release of this request for proposal (RFP), and until notice of contract award, all official communications from proposers regarding the requirements of this RFP shall be directed via email to cmoses@swbno.org.

The Procurement Department shall distribute all official changes, modifications, responses to questions or notices relating to the requirements of this RFP. Any other information of any kind from any other source shall not be considered official, and proposers relying on other information do so at their own risk.

Minimum Criteria: As part of the Vendor's RFP response, the following minimum criteria must be met for a proposal to be considered for further evaluation. Failure to meet all criteria will automatically disqualify the Vendor's response from further consideration:

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 hosted or cloud solutions will be evaluated.

2.6 Current Application Environment

*Legend for Current Applications		
Legend Code		Description
R	Replacement	SWBNO intends to replace this application with the selected solution.
C	Consider	SWBNO is considering replacing this application with the selected solution, based on the strength of the finalist Vendor offering and cost / benefit of the replacement module.
M	Maintain	SWBNO intends to retain the application, not replacing it through this effort.
I	Interface	SWBNO intends to keep the application and interface/integrate it with the selected solution.
C/I	Consider/Interface	SWBNO is considering replacing this application with the selected solution based on the strength of the finalist Vendor offering and cost/benefit of the replacement module. In the event SWBNO maintains this application, it would require an interface to the financial software replacement system. Therefore, the vendor must provide interface experience and pricing for these applications.

Current Application	Application Notes/Description	Departmental Owner	Likely Future of System? *
APEX Dashboard	Cloud-based & tracking software for FEMA/Grants	PDU	R
CGI - AFIN	Financial System	Finance/Accounting, Budget, Purchasing, PDU, & Inventory	R
Cogsdale CSM	Utility Billing System	Customer Service	I
Cogsdale GPHR – Microsoft Dynamics GP Human Resources/Payroll	Human Resources & Payroll System	Human Resources, Payroll, & Finance	I
Concur	Used for employee travel and estimating expenses prior to travel being booked	Purchasing	I
FEMA eGrant System	Submit applications for grants - before approval	PDU	I
Louisiana Public Assistance (LAPA) System	Manages the public assistance grants process from application to closeout	PDU	I
ReadSoft	Extracts vendor invoices that are emailed to a specific email address and pushes them to SoftCo	Finance/Accounting & Purchasing	R
SoftCo	Financial process automation for procure to pay and includes a vendor portal	Finance/Accounting & Purchasing	R
WhiteBirch	Financial modeling software	Finance/Accounting & Budget	R

2.7 Current Technical Environment

Technology Standards	Current
Backup solution	Veeam
Desktop hardware	Varies - replacing as part of Financial System procurement
Desktop operating system	Windows 10
Email system	Office 365
Firewall	Only provided as needed
Geographic information system (GIS)	ESRI
Handheld devices	Windows, Apple iOS and Android
Internet Connectivity	Redundant, load-balanced circuits at 300Mbps and 100Mbps with automated failover
Internet browser	MS Edge and Google Chrome
Relational databases	MS SQL
Remote access	GlobalProtect VPN
Report writer	SSRS, eOne SmartList Builder, Microsoft GP Report Writer
User authentication	MS Active Directory

As part of the proposal process Vendors will be required to submit significant technical detail about the proposed solution detailed in Technical and Vendor Hosted/Cloud Information – **Section 4.4** of this RFP.

2.8 Other Planned SWBNO Initiatives

Project Description	Timing
Looking for an Enterprise Asset Management System	First quarter 2023
Annual upgrade of Microsoft Dynamics GP (includes HR, Payroll, and CSM billing)	Fourth quarter 2022
Considering moving AFIN mainframe into the cloud	Dependent on timing of Financial System implementation

2.9 Expected Scope of System Solution

SWBNO is requiring that responding vendors propose a fully integrated, vendor-hosted/cloud solution for financial software and services, including software, hardware specifications, implementation and project management, and other technology services for the entire scope of the project that may or may not include components owned by the vendor. SWBNO recognizes that this project will have a significant impact on SWBNO's staff and is looking to minimize that impact insofar as possible. To the extent vendor is able, SWBNO is looking for the vendor to conduct a thorough business analysis at the start of each module and to provide SWBNO with a pre-configured system using its best practices and experience as a model. SWBNO is expecting to review and test this pre-configured system, requesting minimal changes as required.

2.10 Software Scope

Core/Required Application Software:

- Accounts Payable
- Ad Hoc Reporting
- Bank Reconciliation
- Budgeting
- Contract Management
- Fixed/ Capital Assets
- General Ledger
- Grant and Project Accounting
- Inventory Management
- Purchasing
- Includes General and Technical requirements
- Any other necessary software components to support the proposed Core Application Software solution

2.11 Services Scope

Required Services

- Project Management
- Software Installation / Set-up
- Security Design and Configuration
- Business Design / Software Configuration
- Technical Design and Standards
- Data Conversion and Migration
- Business Analytics, Report and Form Development

Integration and Interface Development

- Software Modifications (minimal)
- Testing
- Training Services

- Change Management
- Knowledge Transfer to Staff
- System Documentation Development
- Deployment
- Ongoing Support and Maintenance Services
- Ongoing Hosting Services

Additional details and descriptions related to the specifics of the expected scope can be found in **Proposal Response Format – Section 4** in this RFP.

2.12 Summary of Organization Metrics

A summary of organization metrics and standards is included below. These volumes and standards reflect actual and estimated amounts for the current environment.

Metric	Current
Population	384,458
Jurisdictional Area (Square Miles)	364 Square Miles
Total Staff (Full time: 1FTE)	1,164
Total Staff (Part time: 0.5 FTE)	18
Number of financial system users (Total Current)	300
-Heavy users (Accounting, Purchasing, Budget, Warehouse, etc.)	50
-Light users (invoice approvers, create requisitions, etc.)	250
Anticipated number of financial system users (new system)	**300**
General Ledger/Bank Reconciliation	
Current Chart of Accounts Structure:	
Chart Segment One – Fund	4 digit
Chart Segment Two - Agency	3 digits
Chart Segment Three - Organization	4 digits
Chart Segment Four - Activity	4 digits
Chart Segment Five - Object	4 digits
Chart Segment Six - Revenue Source	4 digits
Chart Segment Seven - Balance Sheet Account	4 digits
Chart Segment Eight - Account Type	2 digits
Fiscal Year End	December 31

Metric	Current
Number of Funds	10
Number of Agencies	1
Number of Balance Sheet Accounts	566
Number of Expense Accounts	256
Number of Revenue Accounts	157
Number of Project numbers	1,095
Number of Cash Accounts	27
Number of Bank Accounts	10+
Budgeting	
Position Control?	No
Encumbrance Controls?	No
Budget Entry Model (Centralized or Decentralized):	Centralized for inputting into AFIN from Department requests (paper driven)
Number of Approval Levels	2
Budget Frequency	Annual
Project / Grant Accounting	
Do Projects/Grants Cross Funds?	Projects: Yes, through proration
Do Projects/Grants Cross Departments?	Yes
Purchasing / Contract Management	
Use of NIGP/Commodity Codes?	Yes
Number of Requisitions per Month	+/- 300
Number of Purchase Orders per Month	+/- 250
Number of Vendors in Purchasing System	300+
Use of Inventory Item Codes?	No
Average Frequency of Physical Inventories	Annual
Accounts Payable	
Frequency of Check/EFT Runs	Twice a week
Check Signature Method	Wet/ Ink

Metric	Current
Payments Types Supported	ACH, Checks
Number of 1099s Processed Annually	220+

2.13 Overall Evaluation Process

Pursuant to Policy Memorandum No. 95, SWBNO must establish a Selection Committee with relevant subject-matter expertise in reviewing and evaluating proposals to the RFP. Each proposal to the RFP must be evaluated by a committee of five individuals consisting of:

- General Superintendent, or designee
- Deputy Director, or designee
- Department Head requestor, or designee
- Employee who will manage and monitor the contract
- An Expert (Employee or Non-Employee) in the field as determined by the Executive Director

The Selection Committee will review each qualified technical proposal then score by consensus. The members on the Selection Committee will complete the numerical grading (0-5) with the criteria weighted as shown below, and provide a written explanation stating the reasons for the rating for each criteria.

The Board reserves the right to reject any and all proposals. As part of the evaluation process, the Selection Committee will interview Proposer references and other parties to confirm Proposer’s performance on previous projects. The Board reserves the right to terminate this process at any time, and no guarantee is expressed or implied that obligates the Board to contract for the proposed project. The Board will negotiate its agreement with the highest evaluated proposer, as determined by the Selection Committee.

Proposers shall be treated fairly and equally with respect to any opportunity for discussion and revision of their offer. To obtain the best and final value offers, revisions may be requested after submissions and before award of the Contract.

2.13.1 **Round 1 Evaluation:** For those vendors whose proposals pass the minimum criteria, the following categories of criteria will be used to further evaluate the proposals:

Round 1 Evaluation Criteria	
Ability to meet functional requirements – This will be measured on: • Responses to RFP 2022-SWB-08 Financial Software and Services - Specifications.xlsx • Section 4.3-Application Software	**25**
Ability to meet technical requirements – This will be measured on: • Responses to RFP 2022-SWB-08 Financial Software and Services - Specifications.xlsx • Responses to RFP 2022-SWB-08 Financial Software and Services - Vendor Forms.docx – Section 5.3 • Section 4.4 – Technical and Vendor Hosted/Cloud Information • Section 4.5.5 – Integrations and Interfaces	**25**
Implementation approach and ongoing support – This will be measured on: • Responses to RFP 2022-SWB-08 Financial Software and Services - Vendor Forms.docx • Section 4.5, 4.7, 4.8, 4.10 • Analysis of service hours	**25**
Vendor viability, including number and quality of comparable references, financial stability, completeness of response, proposed project team and quality of proposal response – This will be measured on: • Whole proposal • Section 4.1, 4.2, 4.7, 4.9	**25**
Total	**100**

2.13.2 **Round 2 Evaluation:** The top vendors determined by the Proposal Selection Committee in the first-round evaluation will then be shortlisted to an additional level of due diligence that may include the following activities:

- Vendor demonstrations to include module/functionality demonstrations, technical demonstrations, service presentation, and other due diligence.
- Follow-up questions and answers with the vendors.
- Reference checking with comparable entities using the vendor's product.

At the conclusion of the round two activities, the finalist vendors will be evaluated by the Proposal Selection Committee on all information collected to date against the following criteria:

Round 2 Evaluation Criteria	
Ability to meet functional requirements -This will be measured on: • Vendor demonstrations • Follow-up questions and answers • Reference checking	**30**
Technical requirements (including integration between solutions) -This will be measured on: • Vendor demonstrations • Follow-up questions and answers • Reference checking	**30**
DBE requirements -This will be measured on: • Vendor proposal	**10**
Implementation approach and ongoing support -This will be measured on: • Vendor demonstrations • Reference checking	**15**
Vendor Viability, including number and quality of comparable references, financial stability, and proposed staff -This will be measured on: • Vendor demonstrations • Vendor proposal • Reference checking	**15**
Total Technical Score	**100**

Cost Evaluation Criteria

After the qualified technical proposals are scored, the Selection Committee will unseal the cost proposals and calculate the Best Value by Cost per Point as defined below. The Board will use the Cost per Point to rank offers based on technical score and proposed cost. The proposal with the lowest Cost per Point represents the best value. The following formula is used for the calculation:

Cost per Point = Cost / Total Technical Score

In evaluating cost, SWBNO may evaluate on a fully loaded ten-year cost of ownership. Fully loaded is defined to include (but is not limited to): one time and ongoing costs.

2.13.3 **Final Round Best and Final:** SWBNO may choose to request a Best and Final Offer during the proposal evaluation process.

The Selection Committee, at its request, may ask for a Best and Final Offer from the top proposers.

Written notification is sent to the selected proposers that will include a list of the specific items to be addressed, instructions and deadline for submittal, and the evaluation criteria and scoring methodology, if different from the RFP.

If requested, when evaluating BAFO responses, if BAFO cost is requested, this will replace the original cost and the technical proposal may be re-evaluated.

3. General Information

3.1 Intent

It is the intent of the Board, through this request for proposal and the contract conditions contained herein, to establish to the greatest possible extent complete clarity regarding the requirements of both parties to the agreement resulting from this request for proposal.

Before submitting a proposal, the Vendor shall be thoroughly familiarized with all contract conditions referred to in this document and any addenda issued before the proposal submission date. The selected Vendor's proposal and any additional documentation (e.g., including vendor questions and responses) provided by the Vendor during the solicitation process will be integrated into the final contract for services entered between the Board and the selected Vendor. It shall be the Vendor's responsibility to ascertain that the proposal includes all addenda issued prior to the proposal submission date. The terms of the RFP and the Vendor shall determine by personal examination and by such other means as may be preferred, the conditions and requirements under which the agreement must be performed.

3.2 Contract Terms and Compensation

A contract period of sixty (60) months is scheduled with initiation of the contract period following approval by the SWBNO Board of Directors (Board) and issuance of Notice to Proceed.

3.3 Payment

The Board shall pay the Contractor in accordance with the contracted prices. The Contractor will invoice the agency monthly (or at such time as a task order has been delivered or placed into production) at the billing address designated by the agency. Payments will be made by the Agency within approximately forty-five (45) calendar days after receipt of a properly executed invoice, and approval by the Chief Financial Officer or designee. Invoices submitted without the referenced documentation will not be approved for payment until the required information is provided.

3.4 Information

All reports, surveys, tables, charts, diagrams, product recordings and other data (including electronic, audio and video) or documentation prepared or compiled by Proposer in connection with the performance of its obligations under the contract, shall be the sole and exclusive property of the Board. The Proposer shall retain in its files sufficiently detailed working papers relevant to its engagement with the Board. Proposer further agrees that its working papers will be held in the strictest confidence and will not be disclosed or otherwise made available to outside sources, except as required by law, without the written consent of the Board.

3.5 Non-Collusion Statement

The Contractor confirms that this Agreement is entered into with the Board without any connection with any person or persons making a proposal for the same services, and that it is in all respects fair and without collusion or fraud; also that no member of the Board or public official of the City, who are by law are excluded from participation herein, is directly or indirectly interested herein or in furnishing the services to which it relates or in any portion of the profits thereof.

3.6 Non-Solicitation Statement

The Contractor has not employed or retained any company or person, other than a bona fide employee working solely for it, to solicit or secure this Agreement. The Contractor has not paid or agreed to pay any person, other than a bona fide employee working for it, any fee, commission, percentage, gift, or any other consideration contingent upon or resulting from this Agreement.

3.7 Convicted Felon Statement

The Contractor confirms that no principal, member, or officer of the Contractor has, within the preceding 5 years, been convicted of, or pled guilty to, a felony under state or federal statutes for embezzlement, theft of public funds, bribery, or falsification or destruction of public records.

3.8 Insurance Requirements

Contractor shall maintain at his own expense and in good standing, such insurance as will protect the Board, the City of New Orleans, their officers, officials, employees, boards, commissions, and volunteers, and the Contractor himself, from and against any and all claims or damages to public or private property or personal injury, including death, to employees or the public, which may arise from any operations under this contract or any of its subcontracts. The coverage shall contain no special limitations on the scope of protection afforded to the Board or the City. Both the Board and the City shall appear as "Additional Insured" on all Commercial General Liability and Business Automobile Insurance. Any failure to comply with reporting provisions of the policy shall not affect coverage provided to the Board and the City, their officers, officials, employees, boards and commissions, and volunteers. The Contractor's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.

If this transaction requires the Contractor or subcontractor’s employees to enter the Board’s facilities or job sites, a senior employee of the Contractor and/or any subcontractor will review the Board’s Safety Orientation Notice (Notice) and will explain this Notice to every employee who will enter Board facilities. This Notice is included as a part of the specifications for this contract.

Contractor and its insurers shall agree to waive all rights of subrogation, except on their Professional Liability Policy, against the Board, the City, and their officers, officials, employees, boards and commissions, and volunteers for losses arising from work performed by the Contractor for the Board and the City. Each insurance policy required by this contract shall be endorsed to state that coverage shall not be suspended, voided or canceled by either party, or reduced in coverage or in limits except after thirty (30) days prior written notice by certified mail, return receipt requested, that has been given to the Risk Manager of the Board. In general, insurance is to be placed with insurers with a Best's rating of at least A- V, although this requirement may be reviewed and modified by the Risk Manager of the Board in the best interest of the Board. The Risk Manager may also consider performing such review upon written request from Contractor. Contractor shall furnish the Board with certificates of insurance affecting coverage required by this contract. The certificates for each insurance policy are to be signed by a person authorized by that insurer to bind coverage on its behalf.

The certificates of insurance are to be received and approved by the Risk Manager of the Board before work commences. In the event of a claim, Contractor shall make applicable insurance policies available for review by the Board. Contractor shall retain its rights to restrict disclosure of Contractor's proprietary information.

The following are the types of insurance policies and the minimum limits of insurance coverage which shall be maintained by Contractor during the entire term of the Contract:

a) WORKERS' COMPENSATION AND EMPLOYERS' LIABILITY

INSURANCE, as will protect him from claims under Workers' Compensation Laws. The Workers' Compensation section of the policy shall afford statutory limits and be in accordance with all Louisiana Workers' Compensation Statutes. The Employers' Liability limit shall not be less than $1,000,000 each accident for bodily injury by accident and $1,000,000 each employee/policy limit for bodily injury by disease. Whenever any vessel or floating equipment is involved, the insurance shall afford coverage under the Federal Longshoremen's and Harbor Workers' Act, and shall also include protection for injuries and/or death to Masters and Members of the crews of vessels with statutory limits in accordance with the Jones Act.

b) COMMERCIAL GENERAL LIABILITY INSURANCE

with a limit of not less than $1,000,000 each occurrence and $2,000,000 general aggregate, including Explosion, Collapse, and Underground Property Damage Hazards. The Products-Completed Operations aggregate limit shall not be less than $1,000,000 each occurrence. The general aggregate limit shall apply separately to this project.

c) BUSINESS AUTOMOBILE INSURANCE

which shall cover liability arising from any auto (including owned, hired, and non-owned vehicle). The limit of liability shall not be less than $1,000,000 combined with each accident for all injuries, property damage, and/or death resulting from one occurrence.

d) ERRORS AND OMISSIONS/PROFESSIONAL LIABILITY INSURANCE

whichever is applicable to the particular profession or service to be provided, with limit of not less than $1,000,000 each Claim, with a $2,000,000 annual aggregate, **without** any restrictive "negligent act, negligent error, or negligent omission" clause, and sufficient to protect the Contractor, the Board, and the City, for a five (5) year period from completion of this contract, against any and all claims which may arise from the Contractor's negligent performance of work described herein.

In addition, Contractor shall be required to furnish to the Risk Manager of the Board all copies of investigative reports with regard to any and all claims filed with the Contractor and his insurance carriers relative to the contract, with the exception of claims filed against his Workers' Compensation Insurance. Such reports shall include date, location, and description of loss as well as amounts of settlements or judgments in order that annual aggregate limits may be monitored by the Board for Contractor's compliance with these specifications.

The furnishing of insurance as provided above shall not relieve Contractor of its responsibility for losses not covered by insurance. Prior to the signing of the contract, evidence of all such applicable insurance satisfactory to the Board shall be filed with the Risk Manager of the Board. All policies shall be in insurance companies authorized to do business in Louisiana and shall remain in full force and effect until the final completion of the work and acceptance thereof by the authority of the Board. Contractor and/or his insurer shall notify the Risk Manager of the Board at least thirty (30) days in advance of any insurance coverage to be canceled or of any insurance coverage that will expire. The Contractor shall simultaneously furnish the Board evidence of new coverage to be effective the same day and hour of the expired or canceled coverage. In the event Contractor fails to submit this evidence of new coverage five (5) days prior to cancellation date or expiration date of any policy or policies, the Board will obtain the required coverage to become effective on date of cancellation or expiration of said policies. The cost of such new coverage shall be at the expense of Contractor and any expenditure incurred by the Board of this coverage will be deducted from any balance due to Contractor.

3.9 Right to Audit

The Board shall have the right to audit by its personnel or its authorized representative at all reasonable times any and all records pertaining to the administration of this contract by the contractor, including its records of any subcontractor(s) employed on the contract. Such records shall be made and kept by the contractor in accordance with generally accepted accounting principles and practices. Records shall include, but are not limited to, accounting records, daily reports, correspondence and subcontract files (hard copies as well as computer readable data, if it can be made available). Records subject to audit shall also include but not be limited to those records necessary to evaluate and verify direct and indirect costs (including overhead allocations) as they may apply to cost and/or change order requests associated with this contract. The Board also reserves the right to interview employees, make photocopies, and inspect any and all records at a reasonable time for a minimum of three (3) years after completion of the project or formal acceptance of the contract by the Board. Contractors shall be required to retain such files of the project as described herein for a minimum of three (3) years after completion of the project or formal acceptance of the contract by the Board.

3.10 Disadvantaged Business Enterprise Policy

Please complete Section 5.15 SWBNO Economically Disadvantaged Business Participation Summary Sheet found in the “2022-SWB-08 Financial Software and Services RFP –Vendor Forms” document.

See “2022-SWB-08 Financial Software and Services RFP – DBE Policy” for details on the Disadvantaged Business Enterprise (DBE) Plan.

3.11 Basis for Award, Evaluation Criteria and Questions

The qualification of proposal responders on this project will be considered in making the award. The Board is not obligated to accept any proposal if deemed not in the best interest of the Board to do so. The Board shall grant an award to the qualified proposal responder based on fees submitted and responses to this RFP.

Failure to include in the proposal all information outlined herein may be cause for rejection of the proposal.

The Board reserves the right to accept or reject any and all proposals, in whole or in part, that are deemed to be in the best interest of the Board at its sole discretion.

A proposal may be eliminated at any time during the solicitation if conditions change.

The Board reserves the right to waive any informalities or irregularities in proposals.

The Board reserves the right to negotiate separately the terms and conditions or all or any part of the proposals as deemed to be in the Board's best interest at its sole discretion.

Information and/or factors gathered during interviews, negotiations and any reference checks, and any other information or factors deemed relevant by the Board, shall be utilized in the final award. The final award of a contract is subject to approval by SWBNO's Board of Directors.

3.12 Advice of Omission or Misstatement

In the event it is evident to a Vendor responding to this RFP that the Board has omitted or misstated a material requirement to this RFP and/or the services required by this RFP, the responding Vendor shall advise the contact identified in on page 2, Proposal Submission of such omission or misstatement.

3.13 Confidential Information

Information contained in the Vendor's proposal that it deems proprietary or trade secret must be clearly identified in the proposal as described below in the Louisiana Revised Statute 44:3.2.D.(1). The Board will be free to use all information in the Vendor's proposal for the Board's purposes. Vendor proposals shall remain confidential until the Board's Proposal Selection Committee makes its recommendation to SWBNO Board of Directors. The Vendor understands that any material supplied to the Board may be subject to public disclosure pursuant to the Louisiana Public Records Law (LA R.S. 44:1, et seq.).

> **Louisiana Revised Statute 44:3.2 D.(1)** All records containing proprietary or trade secret information submitted by a developer, owner, or manufacturer to a public body pursuant to Subsection A, B, or C of this Section shall contain a cover sheet that provides in bold type "DOCUMENT CONTAINS CONFIDENTIAL PROPRIETARY OR TRADE SECRET INFORMATION". The developer, owner, or manufacturer shall clearly mark each instance of information which is, in his opinion, proprietary or trade secret information.

3.14 Confidentiality Statement

Any information, including materials, drawings, designs, documentation, and other property or data, disclosed to the proposal responder shall not be used, reproduced, appropriated, or otherwise disseminated to anyone other than the Board.

3.15 Award of Contract

The Vendor shall be deemed as having been awarded a contract when the formal notice of acceptance of the Vendor's proposal has been duly served upon the intended awardee by an authorized agent of the Board. Note that the successful Vendor, at the time of contract execution, must be licensed to do business in the State of Louisiana.

3.16 Reserved Rights

The Board reserves the right to waive any irregularities; accept the whole, part of, or reject any or all proposals; and to select the firm which, in the sole opinion of the Board, best meets the Board's needs. The Board also reserves the right to negotiate with potential Vendors so that the Board's best interests are served.

3.17 Advertising

Vendor shall not advertise or publish the fact that the Board has awarded this contract without prior written consent from the Board, except as may be necessary to comply with a proper request for information from an authorized representative of a governmental unit or agency.

3.18 Trademarks

The Board warrants that all trademarks the Board requests the Vendor to affix to articles purchased are those owned by the Board, and it is understood that the Vendor shall not acquire or claim any rights, title, or interest therein, or use any of such trademarks on any articles produced for itself or anyone other than the Board.

3.19 Right to Request Additional Information

The Board reserves the right to request any additional information that might be deemed necessary during the evaluation process.

3.20 Right of Refusal

The Board reserves the right to refuse any or all proposals in their entirety, or to select certain equipment or software products from various Vendor proposals, based on the best interests of the Board.

3.21 Proposal Preparation Costs

The Board is not liable for any costs incurred by prospective Respondents or Contractors prior to issuance of or entering into a Contract. Costs associated with developing the proposal, preparing for oral presentations, and any other expenses incurred by the Respondent in responding to the RFP are entirely the responsibility of the Respondent, and shall not be reimbursed in any manner by the Board.

3.22 System Design Costs

The Vendor shall be responsible for all design, information gathering, and required programming to achieve a successful implementation. This cost must be included in the base proposal.

3.23 Pricing Eligibility Period

All Vendor proposals are required to be offered for a term not less than 180 calendar days in duration. A proposal may not be modified, withdrawn or cancelled by Vendor during the 180-day time period following the time and date designated for the receipt of proposals. It is the Board's intent to procure that software solution that meets those long-term criteria for the Board. The Board, during the selection process, may decide to purchase a subset of the Vendor's proposal components with the initial contract. The Board requires that Vendors agree for a period of (3) years from the date of the Vendor's proposal to honor software and services pricing established within the Vendor's proposal response for Vendor proposed components which are not included in the Board's initial purchase. The price of the proposed components can only be increased by the Vendor during such time period by an amount equal to the annual CPI-U adjustment for the region or 3%, whichever is less.

3.24 Additional Charges

No additional charges, other than those listed on the price breakdown sheets, shall be made. Prices quoted will include verification/coordination of order, all costs for shipping, delivery to all sites, unpacking, setup, installation, operation, testing, cleanup, training and Vendor travel charges.

3.25 Turnkey Solution

All prices quoted must include all hardware, equipment, software, and services necessary to make the system specified fully operational for the intent, function, and purposes stated herein. The Board reserves the right to purchase hardware separately.

3.26 Purchase Quantities

The Board reserves the right to purchase any quantities of hardware or software items bid on without altering the unit purchase price upon award and throughout the contract period.

3.27 Rights to Pertinent Materials

All responses, inquires, and correspondence relating to this RFP and all reports, charts, displays, schedules, exhibits and other documentation produced by the Vendors that are submitted as part of the proposal shall become the property of the Board upon receipt, a part of a public record upon opening, and will not be returned.

The Board reserves the right to accept any proposal, to reject any or all proposals, to waive any irregularities in the proposal process and to accept any proposal in the best interest of the Board.

4. Proposal Response Format

To facilitate the analysis of responses to this RFP, the Vendor is required to prepare their proposals in accordance with the instructions outlined in this section. **Vendors must respond in full to all RFP sections and follow the RFP format (section numbering, etc.) in their response. Failure to follow these instructions may result in rejection.**

For each question asked in the RFP, the proposer shall provide in their response the question asked and their answer using the section numbering of the RFP.

Proposals shall be prepared to satisfy the requirements of the RFP. *EMPHASIS SHOULD BE CONCENTRATED ON ACCURACY, COMPLETENESS, AND CLARITY OF CONTENT.* All parts, pages, figures, and tables should be numbered and labeled clearly. The proposal should be organized as follows:

Section #	Title	In addition to specified content, provide
1	Executive Summary	
2	Company Background	**Form 5.2** in attachment **Financial Software and Services - Vendor Forms.docx**
3	Application Software	
4	Technical and Vendor Hosted / Cloud Information	**Form 5.3** in attachment **Financial Software and Services - Vendor Forms.docx**
5	Implementation Plan	**Forms 5.4- 5.6** in attachment **Financial Software and Services - Vendor Forms.docx**
6	Functional System Requirements	Attachment **Financial Software and Services – Pricing Forms**
7	Staffing Plan	**Form 5.7** in attachment **Financial Software and Services - Vendor Forms.docx**
8	Ongoing Support Services	**Form 5.8** in attachment **Financial Software and Services - Vendor Forms.docx**
9	Client References	**Form 5.9** in attachment **Financial Software and Services - Vendor Forms.docx**
10	Subscription and Maintenance Agreements	
11	Exceptions and Deviations	
12	Other Required Forms and Attachments	**Forms 5.11-5.15** in attachment **Financial Software and Services - Vendor Forms.docx**
13	Addenda	
Separate Sealed Document	Cost Proposal	Separate Excel Spreadsheet **RFP-SWB-08 – Pricing Forms**

Instructions relative to each part of the response to this RFP are defined in the remainder of this section.

Costs for the Vendor's proposed solution should be submitted on the proposal pricing forms provided in the included Microsoft Excel pricing spreadsheet. Costs should include the complete costs for the solution including travel and operating costs.

4.1 Executive Summary (Section 1)

This part of the response to the RFP should be limited to a brief narrative not to exceed two (2) pages describing the proposed solution. The summary should contain as little technical jargon as possible and should be oriented toward non-technical personnel. The executive summary should not include cost quotations.

4.2 Company Background (Section 2)

Vendors must provide information about their company so that the Board can evaluate the Vendor's stability and ability to support the commitments set forth in response to the RFP. In addition to providing responses to the following items, the Vendor must complete the **Company Background Form 5.2** found in the attachment **2022-SWB-08 Financial Software and Services RFP - Vendor Forms.docx** of this RFP. Information that Vendors should provide in this section is as follows:

- The company's background includes a brief description (e.g., past history, present status, future plans, company size, etc.) and organization charts.
- Audited financial information for the past TWO (2) completed fiscal years that includes income statements, balance sheets, and statement of cash flows.
- Privately held companies wishing to maintain confidential financial information must provide information detailing the company's long-term stability. Please provide a current Dunn & Bradstreet report (D&B) as part of the Vendor proposal response.
- If the Vendor is proposing to use subcontractors on this project, provide a response to the Company Background Form for each subcontractor, Vendor relationship with that firm and the specific services and/or products that the subcontractor will be providing on the project. A complete list of subcontractors is required. The Board has the right to approve all sub-contractors of the Vendor at any time.

4.3 Application Software (Section 3)

The Vendor is required to provide a general description of the application program product and how it will meet requirements of this RFP.

The Vendor is required to provide a general description of the application program product and how it will meet the requirements of this RFP. This section must address, at a minimum, the following items:

- Describe your overall proposed technology solution.
- Describe the product direction for the company, including time frames.
- Describe unique aspects of the Vendor's solution in the marketplace.

- Describe components of the solution that are industry standards versus being proprietary to the Vendor.
- For all Third-party products:
- List all third-party products proposed,
- Reason that this product is a third-party product versus being part of the software Vendor's solution,
- The extent to which this third-party product is integrated with the Vendor's solution.

4.4 Technical and Vendor Hosted/Cloud Information (Section 4)

Please describe your vendor hosted model, including hosting, integration, minimum hardware requirements for computers, deployment model (dedicated servers, shared environment, etc.), impact to and requirements of the Board's network and bandwidth, and any partners that may be involved in service delivery.

The Vendor must complete the **Technical and Vendor Hosting / Cloud Form 5.3** which is found in attachment **Financial Software and Services - Vendor Forms.docx**. The information will be used in the evaluation process. Vendors should identify where conflicts may exist between their solution and current technologies being used in the Board as described in this RFP in **Section 2.4 Current Application Environment**. As the Board is exploring vendor-hosted / cloud solutions, vendors should clearly define if their software product is a private or public vendor-hosted / cloud solution in the sections below.

4.5 Implementation Plan (Section 5)

The Vendor is to provide an implementation plan in narrative format supported by an activity-level project plan (e.g., Microsoft Project, or Microsoft Excel work breakdown structure) that details the tasks and activities for implementation of the proposed solution. This implementation plan should include a narrative on the following elements using the subsection reference numbers below:

- Subsection 5.1: General Implementation Approach
- Subsection 5.2: Project Management Approach (as well as Form 5.4 Project Management Approach in attachment Financial Software and Services - Vendor Forms.docx)
- Subsection 5.3: Data Conversion and Migration Plan
- Subsection 5.4: Data Analytics, Report and Form Development (as well as **Form 5.5** in attachment **Financial Software and Services - Vendor Forms.docx**)
- Subsection 5.5: Integrations and Interfaces
- Subsection 5.6: Training (as well as Form 5.6 Training in attachment Financial Software and Services - Vendor Forms.docx)
- Subsection 5.7: Organizational Change Management Approach
- Subsection 5.8: Testing
- Subsection 5.9: Operational Redesign Approach
- Subsection 5.10: System Documentation and Manuals
- Subsection 5.11: Disaster Recovery Plan
- Subsection 5.12: Knowledge Transfer

The Vendor should include additional elements in the Vendor's proposal response if the Vendor feels it may add value to the overall implementation.

It is expected that the Vendor will lead the efforts in each of the implementation areas described below unless stated otherwise. Further details on what is to be provided as part of the Vendors proposed implementation plan are included in the following subsections.

4.5.1 General Implementation Approach (Subsection 5.1)

Provide a general overview of the implementation approach you plan to use for the Board that includes addressing the following items:

- Provide a detailed work plan or schedule in a work breakdown structure format as part of the proposal response.
- Describe key differentiators of the approach as it relates to implementing a solution on time, within budget and with the ability to meet the needs of a diverse client like the Board.
- Describe how you determine the preferred implementation phasing of software modules. Describe your recommended approach for this implementation. Describe your approach towards running parallel systems, if necessary. Any unique tools, techniques, or methods that you use should be described in this section.

4.5.2 Project Management Approach (Subsection 5.2)

As part of any significant engagement, the Board desires a project management approach based on the Project Management Institute's *Project Management Body of Knowledge* (PMBOK). The Board would expect responding Vendors to adhere to PMBOK standards as part of the project. The Board expects the Vendor to provide project management resources leading to the successful deployment of the system.

Briefly describe the contents and approach of each of these components:

- Project management plan
- Resource management plan
- Quality management plan
- Scope management plan
- Risk management plan
- Budget management plan
- Change control plan
- Describe the approach to managing the project, such as a collaboration tool for document management,

The project manager will work as a team member with the Board's project management office ("PMO"). This project manager can be an employee of the Vendor or a partner of the Vendor. In either case, the costs for the project manager should be clearly denoted in the pricing section of this RFP.

In addition to providing responses to the following items, the Vendor must complete the **Project Management Approach – Form 5.4**, in attachment **Financial Software and Services - Vendor Forms.docx** and include it in this section of the response.

- Provide an overall description of the Vendor project management approach towards this type of engagement and projected timing for major phases.
- Provide a high-level work plan for achieving the successful deployment of your proposed system.

4.5.3 Data Conversion and Migration (Subsection 5.3)

Data conversion will occur when migrating to the new applications. The Vendor will assist the Board in the conversion of both electronic and manual data to the new system. The Board will be responsible for data extraction; however, assistance is expected from the vendor with data scrubbing and pre-data processing from current systems. The Board would also want the Vendor to lead overall data conversion coordination, definition of file layouts, and data import and validation into the new Financial System. Please provide pricing for data conversions in the associated Microsoft Excel pricing spreadsheet.

- Describe your general approach towards data conversion and how you would work with the Board to conclude on the data structure for the new system including what should be converted, based on industry standards and best practices.
- Please describe your organization's recommended approach toward retention of legacy data.

4.5.4 Data Analytics, Report and Form Development (Subsection 5.4)

For specific reporting requirements, the Vendor will take the lead on developing any reports required as part of the initial deployment of the system. The Vendor is expected to provide specialized knowledge and information to the Board staff during the development of needed reports, via technical training on the tools used for report development, database schema and architecture, etc. In addition to providing responses to the following items, the Vendor must complete the **Report Development Form 5.5**, in attachment **Financial Software and Services - Vendor Forms.docx** of this RFP and include it in this section of the response.

Provide information on your reporting approach including:

- A representative list of out-of-the-box reports
- Description of various methods of reporting including Business Intelligence
- Methods for the Board to identify, specify, and develop required custom SWBNO reports during the implementation.

4.5.5 Integrations and Interfaces (Subsection 5.5)

Information generally needs to be entered only once into the system. Modules within the system should be integrated in real-time with each other such that batch processes are not required to transfer information from one area of the system to another unless that is the preference of the Board. Existing SWBNO interfaces between core modules that may currently exist (e.g., AP posting to GL) or shadow systems that will likely be replaced are not included as they are assumed to be included in an integrated Financial Software Replacement System.

The Microsoft Excel pricing sheet contains a listing of current and/or desired application interfaces. Please provide pricing for interface development in the associated Microsoft Excel pricing spreadsheet.

In addition:

- Describe the extent to which the various modules are integrated together versus being purchased separately and interfaced
- Describe your approach towards interfacing and integration with other solutions including use of specific tools, methods and standards.
- Describe data exchange standards (e.g., XML, Web Services, or EDI) supported or provided by your product.
- As it pertains to the Board's current technical environment described previously, identify potential issues for integrating with specific technologies that are used within the Board.
- If local customizations are made, do you provide any tools or assistance to easily incorporate customizations into new version/releases of your software?

The Microsoft Excel pricing spreadsheet contains a listing of desired SWBNO application interfaces and their likely need in a future integrated environment. Provide pricing for interfaces in the associated Microsoft Excel pricing spreadsheet and explain how the integration maps the data from the old system to the new system.

- Describe your approach to interfacing SWBNO applications that are listed in the Current Application Environment (section 2.5) If so, include those references on the reference forms provided in this RFP.

4.5.6 Training (Subsection 5.6)

In addition to providing responses to the following items, the Vendor must complete the **Training Form 5.6** in attachment **2022-SWB-08 Financial Software and Services RFP - Vendor Forms.docx** of this RFP and include it in this section of the response. End User Training Approach is preferred by the Board.

- **End User Training Approach:** All end-user and technical training (see below) will be performed onsite through implementation and be performed by the Vendor. End user implementation training will be provided by the Vendor and include joint participation by the relevant SWBNO process owner team lead supporting the process area in the new software system.
- **Train the Trainer Approach:** The Vendor will consider a "train the trainer" or hybrid approach where key SWBNO team leads will be trained through implementation on their modules.
- **Technical Implementation training**: This will include training for SWBNO IT staff on the technologies required to support the new Financial System as well as provide detailed interface functional description and relevant training or information necessary to maintain the interfaces/integrations.

The Vendor should provide an overall description of the proposed training approach, including the following:

- The Vendor must list the nature, level, and amount of training to be provided for both options (End User and Train the Trainer) in each of the following areas:
  - Technical training (e.g., programming, operations, etc.)
  - User training
  - Other staff (e.g., executive level administrative staff)
- Suggested timeframes in which training will be conducted
- Types of training documentation to be developed
- Opportunities for on-going training.

4.5.7 Organizational Change Management Approach (Subsection 5.7)

The Board recognizes that a movement from the current environment to a new solution will require an active change management program. The Vendor should clearly identify their approach towards Organizational Change Management including any unique approaches or tools that will be used.

4.5.8 Testing (Subsection 5.8)

The Vendor should describe their recommended approach to the following types of testing that are anticipated to be performed on the project and the type of assistance they anticipate providing to The Board related to such testing:

- System testing
- Integration testing
- Stress/performance testing
- User acceptance testing (UAT)

4.5.9 Operational Redesign Approach (Subsection 5.9)

With the deployment of a new application, the Board wishes to take advantage of capabilities within the software that provide support for operational improvements. Vendors are requested to describe their approach towards operational redesign including discussion on the optimal time in which to conduct redesign as it relates to implementation of the new software.

In addition, describe your organization’s capabilities to assist in a SWBNO-wide redesign of the chart of accounts to best leverage the capabilities of the system in order to meet the Board’s overall financial tracking and reporting objectives.

4.5.10 System Documentation and Manuals (Subsection 5.10)

The Vendor shall provide user manuals and online help for use by the Board as part of the initial training and on-going operational support. Additionally, the Vendor shall provide technical documentation.

Describe what documentation (user guide, technical guide, training materials, etc.) is available on the system proposed and any related costs.

Describe what types of documentation you anticipate developing during the project.

Describe the process of providing customized documentation for the Board's specific processes.

4.5.11 Disaster Recovery Plan (Subsection 5.11)

Please describe the services you provide around disaster recovery, if any, as part of your proposed solution.

4.5.12 Knowledge Transfer (Subsection 5.12)

The Vendor should describe their process for ensuring that a transfer of knowledge occurs back to the Board staff such that staff can support and maintain the application in the most proficient manner once the Vendor implementation engagement is complete.

Include:

- Methodologies to ensure that training has been successful and the Board staff know how to use the new system.
- Approach to ensuring that the Board personnel can operate, maintain, configure, and modify the new system, including operation of the testing tools, supporting infrastructure, and security.

4.6 Functional System Requirements (Section 6)

Requirements are identified in the attached Excel spreadsheet labeled, **2022-SWB-08 Financial Software and Services RFP - Specifications.xlsx.** These must be addressed in the Vendor's proposal.

Vendors must replace cells C2 in the instructions tab with the Vendor's **Company Name** which will be repeated for each subsequent module.

Vendors should review the specifications listed and respond with their availability within the Vendor's proposed solution. The responses should be entered under the **Availability** column of each form as follows:

Y	Functionality is provided out of the box through the completion of a task associated with a routine configurable area that includes, but is not limited to, user-defined fields, delivered or configurable workflows, alerts or notifications, standard import/export, table driven setups and standard reports with no changes. These configuration areas will not be affected by a future upgrade. The proposed services include implementation and training on this functionality, unless specifically excluded in the Statement of Work, as part of the deployment of the solution.

T	Functionality is provided by proposed third-party functionality (i.e., third-party is defined as a separate software Vendor from the primary software Vendor). The pricing of all third-party products that provide this functionality MUST be included in the cost proposal.
R	Functionality is provided through reports generated using proposed Reporting Tools.
M	Functionality is provided through customization to the application, including creation of a new workflow or development of a custom interface, that may have an impact on future upgradability. The pricing of all modifications identified in the functional requirements MUST be included in the cost proposal.
F	Functionality is provided through a future general availability (GA) release that is scheduled to occur within 1 year of the proposal response.
N	Functionality is not provided

Use the **Price** column for "M" or "F" responses to estimate the cost to be incurred by <the client> to secure the specification, if necessary. Use the **Comment** column to provide additional comments pertaining to your response for that item.

The **Required Product(s)** column is to be used to specify what product (e.g., product name or software module) is proposed.

Vendors proposing a multi-vendor solution should complete a General and Technical module specification response for each vendor.

Note: The response to these requirements should be provided in the exact format as provided (e.g., no additional macros, formulas, additional columns, modifications, passwords, etc.). Failure to do so can result in disqualification of the entire proposal.

4.7 Staffing Plan (Section 7)

In addition to providing responses to the following items, the Vendor must complete the **Staffing Plan Form – Section 5.7** in attachment **Financial Software and Services - Vendor Forms.docx** to this RFP and include it in this section of the response.

The Vendor must detail the type and amount of implementation support to be provided (e.g., number of personnel, level of personnel, time commitment, etc.). Include resumes for all personnel that will be assigned to the project. If the Vendor is using a subcontractor, include information on subcontracting staff being used and their specific role on the project.

Please provide an overall project organizational structure for the Board staff involvement during the project. Identify the roles and responsibilities, and time needed of each component of this structure.

4.8 Ongoing Support Services (Section 8)

In addition to providing responses to the following items, the Vendor must complete the **Ongoing Support Services Form** – **Section 5.8** in attachment **Financial Software and Services - Vendor Forms.docx** to this RFP and include it in this section of the response.

Please specify the nature and conditions of any post-implementation support (minimum required of 3 months) options including:

- Post-go live support that is included in the proposal response
- Onsite support (e.g., system tuning, application configuration, interface issues, report development, network optimization, user training and tips to optimize the user experience)
- Telephone support,
- Help Desk services (If there is a service level agreement for your help desk, provide a copy with your RFP response.) Specify days, hours and escalation options
- Toll-free support line
- User groups
- Online knowledgebase (i.e. – how it is accessed, who updates it, etc.)
- Describe your maintenance programs and options associated with pricing.

4.9 Client References (Section 9)

The Vendor must provide at least **five** references from clients that are similar in size and complexity to The Board. The format for Vendor references is provided in **Client Reference Form** – **Section 5.9** in the attachment **Financial Software and Services - Vendor Forms.docx**. In addition, The Board requests a listing of all utility clients, and at least **three** references must be a vendor hosted / cloud deployment similar to the product and services being proposed by the Vendor.

4.10 Subscription and Maintenance Agreements (Section 10)

Sample subscription and maintenance agreements must be provided in this part of the Vendor's response for all components of the recommended solution. Indicate the basis on how subscription fees are determined.

- How are local customizations or configurations maintained when installing new releases of the Vendor’s software? Describe the level of support that the Vendor provides to the Board for identifying, validating, and testing scripts related to the latest software release.

4.11 Exceptions and Deviations (Section 11)

If the Vendor finds it impossible or impractical to adhere to any portion of these specifications and all attachments, it shall be so stated in its proposal, with all deviations grouped together in a separate section entitled, “exceptions/deviations from proposal requirements.” This section will be all-inclusive and will contain a definition statement of every objection or deviation with adherence to specific RFP sections. Objections or deviations expressed only in other parts of the proposal, either directly or by implication, will not be accepted as deviations, and the Vendor in submitting a proposal will accept this stipulation without recourse.

4.12 Other Required Forms and Attachments (Section 12)

The following forms required in this section can be found in the attachment **Financial Software and Services - Vendor Forms.docx**.

- Minimum Criteria
- Proposal Cover Sheet
- Corporate Resolution
- Proposer Organization
- SWBNO Conflict of Interest Disclosure Affidavit
- SWBNO Convicted Felon Affidavit
- SWBNO Non-Solicitation Affidavit
- SWBNO Non-Collusion Affidavit
- SWBNO Economically Disadvantaged Business Participation Summary Sheet
- For Vendors who are proposing a hosted solution, supply a copy of your Independent Service Auditor's Opinion Letter from your most recent audit for SSAE 16 Type II.

4.13 Addenda (Section 13)

Include all original, signed copies of addenda in this section.

4.14 Separate Sealed Cost Proposal

One (1) printed or electronic copy of the cost proposal (Pricing workbook) shall be submitted in a sealed envelope. The electronic copy of the cost proposal response shall include the completed cost worksheets submitted back in Excel format.

- The Board will not consider time and materials pricing. Vendors shall provide firm and fixed pricing based on the functionality described. For each item, indicate if the cost is one-time, annual, or other.
- The Vendor shall provide price information for each separate component of the proposed solution, as well as the costs of any modifications necessary to fully comply with the RFP specifications.
- In the event the product or service is provided at no additional cost, the item should be noted as "no charge" or words to that effect.
- In the event the product or service is not included in the Vendor proposal, the item should be noted as "no bid".
- Vendors shall provide all pricing alternatives in these cost sheets.
- Vendor shall provide prices in U.S. dollars.
- Vendor shall make clear the rationale and basis of calculation for all fees.

Vendors shall show separate subtotals for the required elements of the proposed solution, and for any layers of optional elements.

In presenting software subscription fees, the Vendor shall:

- Explain all factors that could affect subscription fees,

- Indicate which product versions, operating platform(s), and machine classes are included for each price,
- Indicate whether a product is for "server" or "client," as applicable; and,
- Make clear the extent of any implementation services that are included in the subscription fees (installation, configuration, training, etc.)

To the extent possible, Vendors shall show any applicable discounts separately from the prices for products and services. The Vendor is encouraged to present alternatives to itemized costs and discounts, such as bundled pricing, if such pricing would be advantageous to the Board.

The Board reserves the right to pursue direct purchase of all items and services proposed, as well as to obtain independent financing.