REQUEST FOR PROPOSAL

Human Capital Management (HCM) Software and Services

Solicitation # 2025-SWB-01

Proposal Due Date: February 3, 2025
Proposal Due Time: 11:00 AM CST

Sewerage and Water Board of New Orleans
Request for Proposal
Human Capital Management Software and Services
2025-SWB-01

The Sewerage and Water Board of New Orleans ("SWBNO" or "the Board") is interested in soliciting proposals from qualified providers for a fully integrated, cloud Human Capital Management (HCM) solution, including software as a service HCM platform, system implementation, project management, and other services. The software platform will comprise of HCM modules including HR, Payroll, Time Keeping, Benefits, Learning and other functionality areas and will seamlessly integrate with the Board's business applications and external service providers.

RFP will be available **January 6, 2025,** 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-proposal conference for this RFP will be held on **January 16, 2025,** at **10:00 a.m. (CST)** at the following:

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
Join the meeting now
Meeting ID: 239 432 789 137
Passcode: 3hw9mL9S
Dial in by phone
+1 504-224-8698,,626836239#
Phone conference ID: 626 836 239#

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 **Cash K. Moses, on January 21, 2025, no later than 5:00 p.m. (CST)** via in writing or email to cmoses@swbno.org. All responses will be posted on or before **January 24, 2025.**

Proposals will be received by the Sewerage and Water Board of New Orleans Procurement Department by **February 3, 2025, at 11:00 a.m. (CST)** time. For submission instructions, see proposal documents.

LATE PROPOSALS WILL NOT BE ACCEPTED.

Table of Contents

PART I. ADMINISTRATIVE INFORMATION

1.1 Request for Proposal

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 HCM solution, including software as a service platform, system implementation, project management, and other services. The software platform will comprise of best in class HCM modules including HR, Payroll, Time Keeping, Benefits, Learning and other functionality areas and will seamlessly integrate with the Board's business applications and external service providers. The purpose of this RFP is to find the best solution and implementation partner to meet the needs of the Board.

1.2 Proposal Preparation

Proposals submitted for consideration should follow the format and order of presentation provided in Part IV - Proposal Submission Requirements.

1.3 Point of Contact/ Inquiries/ Requests for Information:

All correspondence and other communications regarding this RFP shall be directed to **Cash 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 **Anticipated Proposal Timetable**. 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.

1.4 Questions and Answers

Inquiries and/or Requests for Clarification are due to **Cashanna K. Moses, on January 21, 2025, no later than 5:00 p.m. (CST)** via in writing or email to cmoses@swbno.org. All responses will be posted on or before **January 24, 2025.** Do not contact other SWBNO program personnel with questions regarding this RFP.

The Procurement Department will issue a response to any inquiry if it deems it necessary, by written addendum to the RFP, posted on SWBNO's website, and issued prior to the RFP's Delivery Deadline. The Proposers 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.

1.5 Submission of Proposals

Proposers who are interested in providing services requested under this RFP can submit a proposal either courier/mail service or via email.

Ways to submit a response:

Electronic Submission:

(1) Digitally signed technical proposal and (1) digitally signed cost proposal in searchable PDF format to **bids@swbno.org**

Subject Line: **2025-SWB-01 – HCM Software and Services**

– [Proposer Name]". If the file size of the email submission exceeds server requirements, the email submission may be broken into smaller emails with "Part 1 of #" included at the end of each original Subject Line (e.g. RFP# marked "**2025 -SWB-01 – HCM Software and Services** – [Proposer Name] – Part 1 of 3)".

Email: If the Proposer 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 a proof of receipt. The Procurement Dept. encourages Vendors to confirm that the response was received timely.

Board assumes no liability for assuring accurate/complete e-mail transmission and receipt. The responsibility solely lies with each Proposer to ensure their proposal is received at the specified email address prior to the deadline for submission. Proposals received after the deadline, corrupted files, and incomplete submissions (e.g. Part 1 and Part 2 of 3 are received, but Part 3 is not) will not be considered.

Fax submission will not be acceptable. Proposers e-mailing their proposals should allow sufficient time to ensure receipt of their proposal by the time specified.

Proposers must complete all required attachments and submit along with proposal submission. Failure to complete and submit the required documents and attachments may result in your proposal deemed non-responsive.

Proposals should clearly demonstrate the Proposer's qualifications to perform the needed services and attend all factors applicable in a professional relationship.

All proposals must be received by Board on or before the Delivery Deadline. Proposals delivered after the said deadline will not be accepted.

1.6 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 SWBNO 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 SWBNO prior to the proposal due date and time.

The Board reserves the right to reject any and all responses to the RFP (with reasonable explanation) and/or to waive any informalities in evaluating the RFP responses if it deems this to be in the best interest of the Board, its customers, and the general public. The Board reserves the right to qualify Proposers as it deems in its best interest.

1.7 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.

1.8 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.

1.9 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.

1.10 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.

1.11 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.

1.12 RFP Schedule Summary

The events and dates summarized in Table 1 represent milestones in SWBNO's RFP process; however, SWBNO reserves the right to deviate from this schedule.

Table 1. Anticipated RFP Schedule Summary

Event	Date	Local Time
RFP Release	1/6/2025	
Mandatory Pre-Proposal Meeting	1/16/2025	10:00am
Written questions deadline	1/21/2025	5:00pm
Responses to questions/clarification	1/24/2025	5:00pm
Proposal due date and time	2/3/2025	11:00am
Evaluation Selection Committee Meeting	TBD	
Award of Contract(s)	TBD	

1.13 Bid Protest Procedures

Any formal protest against the recommendation of award 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.

1.14 Public Records Request

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

PART II. GENERAL INFORMATION

Sewerage and Water Board of New Orleans

Request for Proposals

2025-SWB-01 – HCM Software and Services

2.1 Overview of the SWBNO

The SWBNO 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 SWBNO remains diligent in improving public safety for the citizens of New Orleans continuously at a reasonable cost to the community.

2.2 Current SWBNO HCM Environment

2.2.1 Summary of Organizational Metrics

Key Organizational Metrics		
Total number of HCM system users, including active and inactive employees, and retirees	-	~2,520
Number of active employees	-	~1300
Number of new hires per year	-	~253
Number of current open positions	-	~322
Number of retirees	-	~840
Number of major locations/offices	-	4
Number of employees that complete training annually	-	1,300
Number of classes taken by employees annually	-	5
Number of benefits plans managed	-	7

Key Payroll Implementation Metrics	
Number of pay codes	- 4 x 160 based on 4 employee types (to be consolidated to 160)
Types of payroll:	- Weekly (500 EE) - Biweekly (780 EE) - Monthly QDRO (7) - Biweekly pension (former EE and spouses of deceased retirees) (835 EE) - Leave payouts ~5 per biweekly pay period - Leave transfers to Civil Service ~1 per biweekly pay period - Pension transfers to Civil Service ~2 per biweekly pay period - Pension refunds Avg ~6 per biweekly pay period - DROP payouts ~2 per biweekly pay period - Correction for incorrectly paid hours or benefits deductions 1 or less per month - Potential to consolidate weekly and biweekly to weekly only – will depend on organizational discussion and agreement
Number of Tax Jurisdictions	- 1
Number of pay cycles per year	- Payroll-26 active weekly, 26 biweekly (includes weekly pay runs) - Worker's comp -26 weekly, biweekly (includes weekly pay runs) - Pension-26 biweekly & 12 QDRO (monthly)
Average payroll processing time (per cycle)	- 4 Days
Number of overtime hours processed per pay cycle	- Weekly ~8,000 hours - Biweekly ~14,000 hours
Frequency of payroll errors	- Max that requires resolution is usually five
Average time to resolve payroll errors	- By the next payday. Will do an immediate correction depending on severity.
Number of direct deposit accounts	- Active employees ~2000 - Retirees ~1200
Number of paper checks	- 0-5 per pay cycle
Employee self-service usage rate	- Approximately 100, but future state will allow for ESS access for all active employees and pensioners (approximately 2000-2500)
Number of payroll reports generated per pay period	- 17 during processing, additional on demand Smart List / Smart View reports
Number of payroll adjustments per cycle	- ~5
Number of payroll system users	- ~35 for all HR - Total users ~40 to 45

Key Timekeeping Metrics	
Number of timekeeping activity codes	- Each department has its own activity code in order to charge costs to correct department. - Approximately 30 activity codes for special projects - <10 are currently active
Number of employees using timesheets	- 100% (paper timesheets)
Number of employees using timeclocks	- Currently unknown, assessment pending
Timesheet templates desired (job type, location, salaried vs hourly, payroll class)	- 35 hour per week employee (Salaried, Hourly) - 40 hour per week employee (Salaried, Hourly, Hourly shift worker) - Part time employee (usually 17.5 hours per week)
Average time for Payroll staff to approve timesheets and levels of approval	- 2-5 hours, plus another 1-3 hours to post to the batch(es) - Some employees are approved by their manager before being approved by Payroll, all timesheets are approved by Payroll
Number of timesheet corrections per pay period	- On non-holiday weeks, usually around 5 - Sometimes 0 especially on a weekly - Occasionally more – i.e. emergency over the weekend
Frequency of timesheet submission	- Weekly
Number of manual time entries	- All
Number of automated time entries	- None
Average time to resolve timekeeping issues per pay period	- Next pay day unless severity requires a quicker turnaround time

2.2.2 Current HCM Application Environment

*Legend for Current Applications		
	Legend Code	**Description**
R	Replacement	SWBNO intends to replace this application with the selected new HCM solution.
C	Consider	SWBNO is considering replacing this application with the selected HCM solution, based on the strength of the finalist Vendor offering and cost / benefit of the replacement module.
I	Interface	SWBNO intends to retain the application, not replacing it through this effort, and requires an interface to the selected HCM solution.
C/I	Consider/Interface	SWBNO is considering replacing this application with the selected HCM 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 requires an interface to the selected HCM solution. The vendor must provide interface experience and pricing.

Current Application	Application Notes/Description	Departmental Owner	Likely Future of System *
NeoGov Applicant Tracking	Job Classification, Job Posting and Candidate Application.	NOLA Civil Service	will be Interface

NeoGov Performance	Performance Management	NOLA Civil Service	will be interface
Great Plains HR (Microsoft Dynamics)	Human Resources, Payroll, Time Keeping & Benefits	SWBNO Human Resources & Payroll	R
PowerDMS	Learning Management System	SWBNO Learning	R
KnowBe4	Compliance Training	SWBNO Learning	I

2.2.3 Current Technical Environment

Technology Standards	Current
Server bBackup solution	Veeam
Desktop hardware	Windows based PCs
Current 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 with automated failover
Internet browser	Google Chrome preferred; Edge supported
Relational database (GPHR)	MS SQL
Remote access	GlobalProtect VPN
Current Report writer	SSRS, eOne SmartList Builder, Microsoft GP Report Writer
User authentication	MS Active Directory (Azure) Single Sign On

2.2.4 Other Planned SWBNO Initiatives

Project Description	Timing
Implementation of Enterprise Asset Management System	TBD
Implementation of Oracle Cloud Financials	Targeted go-live 01/01/2026
Implementation of Utility Billing System	TBD
Implementation of Cloud Integration Middleware	TBD

2.3 Scope of Work

SWBNO is requiring that Proposers offer a fully integrated, cloud HCM solution, including a SaaS HCM platform, as well as implementation, project management and support services for the entire duration of the project and all components of the proposed solution. SWBNO recognizes that this project will have a significant impact on SWBNO's staff and is looking to minimize that impact as far as possible. SWBNO is expecting the vendor to review SWBNO practices and conduct a process redesign ahead of configuring each functional area, and to configure the HCM system leveraging best practices and relevant experience. SWBNO is expecting to review and test the HCM system, requesting minimal changes as needed.

2.3.1 Software Scope

Required Application Software:

- Core HR, including On / Off Boarding and Compensation Management
- Payroll
- Time and Attendance, including Leave and Absence Management
- Benefits
- Learning Management
- Employee and Manager Self Service
- Reporting and Analytics
- Any other software components necessary to support the proposed HCM solution
- The Software Platform should satisfy the SWBNO General and Technical requirements

2.3.2 Services Scope

Required Services:

- Project Management
- Software Installation and Set-up
- Technical Design and Standards
- Security Design and Configuration
- Process Redesign and System Configuration
- Software Customizations (minimal)
- Integrations and Interface development
- Data Conversion and Migration
- Business Analytics, Report and Form Development

- Development of System Documentation
- Knowledge Transfer to Staff
- Training
- Testing Support, including but not limited to Functional Testing, System Integration Testing, 3 Full Cycles of Payroll Parallel Testing, and User Acceptance Testing
- 3 months of Post Go-Live / Hyper Care Support

2.3.3 Optional Scope

Optional Software Scope:

- Applicant Tracking System
- Performance Management System

Optional Services Scope:

- Test Execution Services, including Development of SWBNO specific Test Cases, Test Data preparation, Troubleshooting Test cases, and Management and Execution of a Detailed Test Plan
- Organizational Change Management Services
- Ongoing Support and Maintenance Services (following the initial Post Go-Live / Hyper Care Support
- Payroll BPO (Business Process Outsource) 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.

2.4 Contract Terms and Compensation

The contract period is five (5) years with initiation of the contract period following approval by the SWBNO Board of Directors (Board) and issuance of Notice to Proceed.

Proposal prices shall be firm and shall not be amended after the date and time of the proposal opening. Any attempt by the proposer to amend proposal prices shall constitute default as outlined in this specification.

Prices quoted in the proposal response shall include all shipping and delivery costs.

2.5 Payment

The Board shall pay Proposer in accordance with the contracted prices. The Proposer will invoice the agency 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 Department or designee. Invoices submitted without the referenced documentation will not be approved for payment until the required information is provided.

2.6 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 SWBNO. Proposer shall retain in its files, sufficiently detailed working papers relevant to its engagement with the SWBNO. 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 SWBNO.

2.7 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.

2.8 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.

2.9 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.

2.10 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. 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.

2.11 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.

2.12 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.

2.13 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 SWBNO.

2.14 Subcontractor

If the proposer intends to subcontract portions of the work or to satisfy any of the Proposer Requirements and/or Scope of Work through the use of a subcontractor, the proposer shall include the name of the subcontractor and specific designations of the tasks to be performed or Vendor requirements to be met by respective subcontractor(s). The information requested of the proposer under the terms of this RFP shall also be supplied for each subcontractor and shall be included in the proposal. The proposer will retain full control over this contract and will not assign or subcontract said contract without the prior written consent of SWBNO. Failure to request consent shall be grounds for default under this contract. The Proposer further agrees that assigning or subcontracting any portion or feature of the work shall not relieve the Proposer from its full obligations under this contract.

2.15 Living Wage

The Contractor agrees to abide by City Code sections 70-801, et seq., which requires payment of a wage to covered employees equal to the amounts defined in the Code (**"Living Wage").** If the Contractor fails to comply with the requirements of the Living Wage during the term of the Agreement, said failure may result in termination of the Agreement or the pursuit of other remedies by the Sewerage and Water Board.

Under the city's new Living Wage Ordinance, covered employees are required to receive a living wage and receive compensated leave. To comply with the ordinance, Covered Employers are required to:

1. Pay a living wage of $15.56 an hour to its covered employees
2. Permit covered for employees to take at least seven days per year of compensated leave
3. Post notice in a prominent place regarding the applicability of the Living Wage Ordinance in every workplace in which covered employees are working that is within the employer's custody and control.

Living Wage Ordinance Rules and Regulations

In accordance with the Living Wage Ordinance, the current living wage per the Consumer Price Index data is $15.56 per hour.

2.16 Economically Disadvantaged Business Program

To ensure the full participation of DBEs in all phases of SWBNO's procurement activities, all Proposers at time of proposal submission shall complete and submit an Economically Disadvantaged Business Participation Summary Sheet along with Acknowledgment Form.

A DBE goal of **six percent (6%**) has been established for this RFP. The Proposer shall agree to use its best efforts to assure that all Proposers comply with the factors set forth in the DBE Program, to meet the goal for DBE participation in the performance of this solicitation.

Contractor agrees to use its best efforts to carry out this policy by utilizing the current listings of approved DBE vendors available at the Board's website at https://www.swbno.org/business_disadvantagedbusinessprogram.asp.

PART III. PROPOSAL EVALUATION AND SELECTION

3.1 Selection Committee

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 first evaluate the proposals on the basis of qualitative criteria rather than quantitative price. The members on the Selection Committee will complete the numerical grading and provide a written explanation stating the reasons for the rating for each criteria.

3.2 Technical Evaluation

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.

3.2.1 Round 1 Evaluation

For those Proposers 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 2025-SWB-01 HCM Software and Services
  ○ Section 4.3 – Application Software
  ○ Section 4.6 – Functional System Requirements
• Responses to RFP 2025-SWB-01 HCM Software and Services - Specifications.xlsx
	25

Ability to meet technical requirements – This will be measured on: • Responses to RFP 2025-SWB-01 HCM Software and Services • Attachment – Technical and Vendor Hosted/Cloud Information • Responses to RFP 2025-SWB-01 HCM Software and Services - Specifications.xlsx	**25**

Implementation approach and ongoing support – This will be measured on:
• Responses to RFP 2025-SWB-01 HCM Software and Services
  ○ Section 4.5, 4
  ○ Attachment – Project Management
  ○ Attachment – Staffing Plan
  ○ Attachment – Ongoing Support
	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 4.3, 4.7, 4.9	**25**
Total	**100**

3.2.2 Round 2 Evaluation

The top Proposers 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 Proposers 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	**25**
Technical requirements (including integration between solutions) -This will be measured on: • Vendor demonstrations • Follow-up questions and answers	**25**
DBE requirements -This will be measured on: • Submission of DBE forms	**10**
Implementation approach and ongoing support -This will be measured on: • Vendor demonstrations • Follow-up questions and answers	**15**
Vendor Viability, including number and quality of comparable references, financial stability, and proposed staff -This will be measured on: • Vendor demonstrations • Vendor proposal • Staff participation and interactions	**15**
Cost Score (see calculation below)	**10**
Total Round 2	**100**

3.3 Price Evaluation

Cost proposals must be submitted in a separate file marked "Cost Proposal".

After the qualified technical proposals are scored, the Selection Committee will unseal the cost proposals and calculate the cost score.

A Proposer may receive the maximum points, a portion of this score, or no points at all, depending upon the merit of its Price Proposal:

The proposer with the lowest cost shall receive the highest cost evaluation score.

Other proposers will receive a cost score computed as follows:

CS = (LPC/PC*10)

Where:

CS = Computed cost score for Proposer

LPC = Lowest proposed cost of all Proposers

PC = Proposer's cost

10 = Total Percentage allocated to "cost"

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.

3.4 Shortlist

SWBNO at its sole discretion may recommend a selection of Proposers for a short list based on the overall ranking by the Selection Committee.

During the review of any proposal, the Selection Committee may:

- Conduct reference checks relevant to the solicitation to verify any and all information, and rely on or consider any relevant information from such cited references or from any other sources in the evaluation of proposals;
- Seek clarification of a proposal or additional information from any or all proposers and consider same in the evaluation of proposals;
- Waive any requests or requirements if such waiver is in the best interest of the SWBNO; and
- Request interviews/presentations with any, some or all proposers to clarify any questions or considerations based on the information included in proposals, Proposals during the evaluation process, and consider any supplementary information from interviews/presentations in the evaluation

3.5 Best and Final Offer (BAFO)

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.

3.6 Notification

Once the Selection Committee recommends a proposal, the Procurement Department notifies the selected firm by a Recommendation of Award letter. The unsuccessful proposer(s) will be notified as well. The Award Letter will contain the name and contact information of the representative of the department responsible for administering the future contract.

IMPORTANT: The Recommendation of Award letter is not a contract award notification. The contract award is subject to the successful satisfaction by the selected respondent of all additional requirements in the solicitation.

PART IV. PROPOSAL SUBMISSION REQUIREMENTS

To achieve a uniform review process and obtain the maximum degree of comparability, it is required that the proposals be organized in the manner specified below.

Proposals must be prepared in English on 8 ½ x 11inch paper with tabbed indexes separating the following sections in the following order:

4.1 TITLE PAGE and TABLE OF CONTENTS

Title Page should contain the following information:

- RFP Number and Name
- Proposer's Name and Address
- Proposer's Contact Person and Information (email address, telephone number(s), etc.)

Table of Contents should clearly identify the materials by section, page number, and tabs.

4.2 COMPANY INTRODUCTION AND BACKGROUND

Proposer should provide a summary of their company including viability, relevant experience, and underlying philosophy in providing the proposed HCM solution. The Proposer should provide details such as:

- Abilities
- Capacity
- Skill
- Strengths
- Number of years in business
- Number of employees
- Number of successful HCM implementations
- Number of HCM implementations in relevant industries (e.g. Utilities, Government)

If the Proposer is not the Vendor of the HCM Software Platform, a company background of the HCM Platform Vendor should also be provided. It should include details such as:

- Abilities
- Capacity
- Strengths
- Number of years in business
- Number of employees
- Commercial viability
- Number of customers currently using the HCM Software platform (with comparable functionality)
- Number of customers in relevant industry (e.g. Utilities, Government)

- Strategic Roadmap

In addition to providing responses to the above items, the Proposer must complete the Attachment – Company Background Form, and include it in this section of the response.

4.3 APPLICATION SOFTWARE

The Proposer is required to provide a general description of the proposed HCM Software Platform and how it will meet the requirements of this RFP. This section must address, at a minimum, the following items:

- Overall proposed technology solution
- Product direction for the HCM Software Vendor company, including time frames
- Unique aspects of the HCM Software Vendor's solution in the marketplace
- Components of the solution that are industry standards versus being proprietary to the HCM Software Vendor
- List of all proposed third-party products
- Reason to propose a third-party product versus using functionality of the HCM Software Vendor's solution
- The extent to which this third-party product is integrated with the HCM Platform Vendor's solution

4.4 TECHNICAL AND VENDOR HOSTED / CLOUD INFORMATION

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 Proposer must complete the **Attachment – Technical and Vendor Hosting / Cloud Form**, and include in this section of the proposal. The information will be used in the evaluation process. Proposers should identify where conflicts may exist between their solution and current technologies being used in the Board as described in this RFP in **Section 2.2 Current SWBNO 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.

4.5 PROPOSER METHODOLOGY, APPROACH AND IMPLEMENTATION PLAN

The Proposer 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
- Subsection 5.3: Data Conversion and Migration Plan
- Subsection 5.4: Data Analytics, Report and Form Development
- Subsection 5.5: Integrations and Interfaces

- Subsection 5.6: Training Plan
- Subsection 5.7: Organizational Change Management Approach
- Subsection 5.8: Testing Approach
- Subsection 5.9: Process Redesign Approach
- Subsection 5.10: System Documentation and Manuals
- Subsection 5.11: Disaster Recovery Plan
- Subsection 5.12: Knowledge Transfer

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

It is expected that the Proposer 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 Proposer's implementation plan are included in the following subsections.

<u>4.5.1 General Implementation Approach (Subsection 5.1)</u>

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 the Board.
- Describe how you determine the preferred implementation phasing of software modules. Describe your recommended approach for this implementation. Any unique tools, techniques, or methods that you use should be described in this section.

<u>4.5.2 Project Management Approach (Subsection 5.2)</u>

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 Proposers to adhere to PMBOK standards as part of the project. The Board expects the Proposer to provide project management resources leading to the successful deployment of the HCM solution.

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.
- Provide an overall description of your project management approach towards this type of engagement and projected timing for major phases.

The Proposer's project manager will jointly manage the project with the Board's HCM project manager. The costs for the project manager should be included in the pricing section of this RFP.

In addition to providing responses to the above items, the Proposer must complete the **Attachment - Project Management Approach**, and include it in this section of the response.

4.5.3 Data Conversion and Migration (Subsection 5.3)

Data conversion will occur when migrating to the new HCM Solution. It is expected that the Proposer 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 Proposer with data scrubbing and pre-data processing from current systems. The Board would also expect the Proposer to lead overall data conversion coordination, definition of file layouts, data import and validation into the new HCM System.

- Describe your general approach towards data conversion and how you would work with the Board to conclude on the data structure for the new HCM system including what should be converted, based on industry standards and best practices.
- Describe your recommended approach toward retention of legacy data.
- Data Conversion Requirements are identified in the Pricing Form – RFP- HCM Software and Services.xlsx, Data Conversion Tab.

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

The Proposer will take the lead on developing any reports required as part of the initial deployment of the HCM system. The Proposer is expected to provide specialized knowledge to the Board staff during the development of needed reports, via technical training on the tools used for report development, HCM data models, and delivered reports. In addition to providing responses to the following items, the Proposer must complete the **Attachment – Report Development Form** 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 HCM 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 functional area of the system to another unless that is the preference of the Board.

- 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 the proposed HCM Platform
- As it pertains to the Board's current technical environment, identify potential issues for integrating with specific technologies that are used within the Board
- Integration Requirements are identified in the Pricing Form – RFP- HCM Software and Services.xlsx, Integrations and Interface Tab.

4.5.6 Training (Subsection 5.6)

The Proposer should provide an overall description of the proposed training plan, including the following:

- Scope, level, and amount of training required for the successful adoption of the HCM solution
- Suggested timeframes in which training will be conducted
- Suggested training approach, e.g. End User Training, Train the Trainer, Technical Implementation Training. End User Training is preferred by the board
- Types of training documentation to be developed
- Opportunities for on-going training.

In addition to providing the above responses, the Proposer must complete the **Attachment – Training Form** and include it in this section of the response.

4.5.7 Organizational Change Management Approach (Subsection 5.7)

The Board recognizes that the move from the current highly manual environment to a new, automated, best in class HCM solution will require an active change management program. The Vendor should clearly identify their approach towards Organizational Change Management, and Organizational Change Management services offered. Organizational Change Management services pricing should be provided separately as indicated in the Pricing Form.

4.5.8 Testing (Subsection 5.8)

The Proposer 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:

- Functional Testing

- System Integration Testing
- Payroll Parallel Testing
- User Acceptance Testing (UAT)

The Proposer should describe any additional optional Test Execution services, including

- Development of SWBNO specific Test Cases
- Preparation of Test Data
- Troubleshooting Test Cases
- Management and Execution of a Detailed Test Plan
- Test Execution services pricing should be provided separately as indicated in the pricing form

4.5.9 Process Redesign Approach (Subsection 5.9)

The Board wishes to take advantage of the capabilities within the new, best-in-class, HCM software platform and drive operational improvements. Proposers are requested to describe their approach towards process redesign including the optimal time in which to conduct redesign as it relates to the implementation of the new HCM solution.

4.5.10 System Documentation and Manuals (Subsection 5.10)

The Proposer 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 Proposer shall provide technical documentation.

Describe what documentation (user guide, technical guide, training materials, etc.) is delivered by the proposed HCM platform and include 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 Proposer 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 HCM solution in the most proficient manner once the Proposer implementation engagement is complete.

Include:

- Methodologies to ensure that training has been successful and the Board staff know how to use the new system.

- Knowledge Transfer sessions to be conducted, and documentation on SWBNO specific HCM configurations
- 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.

4.5.13 Payroll BPO Services (Subsection 5.13)

If offered, the Proposer should describe the approach and scope of their Payroll BPO Services, including key differentiators, unique approaches and a sample Payroll BPO services contract. Payroll BPO services pricing should be provided separately as indicated in the Pricing Form.

4. 6 FUNCTIONAL SYSTEM REQUIREMENTS

Functional Requirements are identified in the attached Excel spreadsheet labeled, **2025-SWB-01 HCM Software and Services RFP – Specifications.xlsx.** These must be addressed in the Proposer's RFP response.

Proposers should review the specifications listed and respond with their availability within the Proposer's proposed solution. The responses should be entered under the **Proposer Response** column of each tab as follows:

Indicator	Definition	Instruction
S	**Standard:** Feature/Function is **included in the current software release** and will be implemented by the planned go-live date. Functionality is provided out of the box through configuration 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. The configuration 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.	Respondents are encouraged, but not required, to provide additional information in the Comments column to further demonstrate the system's ability to meet the requirement.
F	**Future:** Feature/Function will be available in a future software release available to the Board by Jan 1, 2025, at which point it will be implemented in accordance with agreed-upon configuration planning with the Board.	If a response indicator of "F" is provided for a requirement that will be met in a future software release, the Proposer needs to indicate the planned release version, as well as the time the release will be generally available.

C	**Customization:** Feature/Function is **not included** in the current software release, and is not planned to be a part of a future software release. However, **this feature could be provided with custom modifications.** All related customization costs should be indicated in the Pricing Form Worksheet.	If a response indicator of "C" is provided for a requirement that will be met through a custom modification, the Proposer needs to indicate the cost of the modification.
T	**Third Party:** Feature/Function is **not** included in the current software release, and is **not** planned to be a part of a future software release. However, this feature could be **provided with integration with a third-party system.** This system should be specified.	If a response indicator of "T" is provided for a requirement that will be met by integration with a third-party system, the Proposer needs to identify this third-party system and include a cost proposal to use this system. If the third-party system is a part of the proposal, the third-party shall respond to the appropriate requirements using the "S"/"C"/"T"/"N" response indicators with a clear notation that the responses are provided by the third-party.
N	**No: Feature/Function cannot be provided.**	The feature/function is not available and is not planned for future releases.

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

<u>Note:</u> 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.

<u>4.7 STAFFING PLAN</u>

In addition to providing responses to the following items, the Proposers must complete the **Attachment – Staffing Plan Form** and include it in this section of the response.

The Proposer 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 Proposer 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

In addition to providing responses to the following items, the Proposer must complete the **Attachment – Ongoing Support Services Form** 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 Proposer's response
- Onsite support (e.g., application configuration, interface troubleshooting, report development, 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, as well as associated pricing.

If the Proposer offers optional Ongoing support services beyond the mandatory Post-go live support, these services should be described; and the associated pricing should be provided separately as indicated in the Pricing Form.

4.9 CLIENT REFERENCES

The Proposer must complete the **Attachment – Client Reference Form** and include it in this section of the response.

The Proposer must provide at least **five** references from clients that are similar in size and complexity to The Board. In addition, The Board requests at least **three** of those references be for a cloud deployment to a utility similar to the product and services included in the Proposer's RFP response.

4.10 SUBSCRIPTION AND MAINTENANCE AGREEMENTS

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

Describe how customizations or configurations are maintained through 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 COST PROPOSAL

The pricing form should be completed and submitted in Excel format. Please refer to the submission instructions on guidance for completion of the form.

RFP Technical and Cost Proposal Submittal Checklist
Technical Proposal – In Sections
Cost Proposal (separate file in Excel format), complete
Attachments

Redacted RFP Technical and Cost Proposal Submittal
Proposers may submit a separate redacted copy of their technical and cost proposal to provide in response to a public records request. This is not a requirement of the proposal submission documents, and it can be submitted anytime with the proposal submission or after.

Signed Documents and Forms (not included in page total)
This section shall include the forms required for proposal submission and those required for the awarded proposer.

Attachments Checklist (REQUIRED AT PROPOSAL SUBMISSION):
ATTACHMENT – COVER SHEET

ATTACHMENT – ECONOMICALLY DISADVANTAGED BUSINESS PARTICIPATION SUMMARY SHEET

ATTACHMENT – EDBP ACKNOWLEDGEMENT OF NEGOTIATED TERMS FORM

ATTACHMENT – COMPANY BACKGROUND FORM

ATTACHMENT – TECHNICAL AND VENDOR HOSTING REQUIREMENTS FORM

ATTACHMENT – PROJECT MANAGEMENT APPROACH FORM

ATTACHMENT – REPORT DEVELOPMENT FORM

ATTACHMENT – TRAINING FORM

ATTACHMENT – STAFFING PLAN FORM

ATTACHMENT – ONGOING SUPPORT SERVICES FORM

ATTACHMENT – CLIENT REFERENCE FORM

SEPARATE FILE – PRICING FORM (IN EXCEL FORMAT)

REQUIRED FOR AWARDED PROPOSER AT CONTRACT:
ATTACHMENT – AFFIDAVITS
1. Conflict of Interest Disclosure Affidavit
2. Corporate Resolution or Proposer Organization
3. Convicted Felon Affidavit
4. Non-Solicitation Affidavit
5. Non-Collusion Affidavit

Proposers not submitting the required documents and attachments will result in your response being deemed non-responsive.

REQUIRED ATTACHMENTS AT PROPOSAL SUBMISSION

ATTACHMENT – COVER SHEET

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ATTACHMENT – TRAINING FORM

ATTACHMENT – STAFFING PLAN FORM

ATTACHMENT – ONGOING SUPPORT SERVICES FORM

ATTACHMENT – CLIENT REFERENCE FORM

REQUIRED FOR AWARDED PROPOSER AT CONTRACT

ATTACHMENT – CONFLICT OF INTEREST DISCLOSURE AFFIDAVIT

ATTACHMENT – CONVICTED FELON AFFIDAVIT

ATTACHMENT – NON-COLLUSION AFFIDAVIT

ATTACHMENT – NON-SOLICITATION AFFIDAVIT

ATTACHMENT – CORPORATE RESOLUTION

ATTACHMENT – PROPOSER ORGANIZATION

ATTACHMENT

COVER SHEET

Request for Proposal: ____

Company Name: ____

Company Address: ____

____

Please provide the key contact person's information who will be responsible during the active event:

Primary Contact Person:

Name: ______________________________ Title: __________________________________

Cell Phone: _____________________________ Email Address: __________________________

Secondary Contact Person:

Name: ______________________________ Title: __________________________________

Cell Phone: _____________________________ Email Address: __________________________

This RFP must be signed by an authorized Representative of the Company/Firm for proposal to be valid. Signing indicates you have read and comply with the Instructions and Conditions.

Name of Person Authorized to Sign: ____

Title of Person Authorized to Sign: ____

Signature of Person Authorized to Sign: ____

Email Address of Person Authorized to Sign: _____________________________________

Date: ___________________________

ECONOMICALLY DISADVANTAGED BUSINESS PARTICIPATION SUMMARY SHEET

Minimum Percentage Goal Participation for this Contract is 6___%

Contract Name and Number # ____

Name and Address of Disadvantaged Business Enterprise Company	Name of Contact Person	Scope of Work to be Performed	Dollar Amount of work to be performed	Percentage of Dollar Amount to Total Bid Price

NOTE: Signature required even if judged **NOT APPLICABLE** by the **BIDDER**

Prime Representative Name: ______________________________

Prime Company's Name: ______________________________

Prime Address: ______________________________

____

Prime Signature: ______________________________

Date: ______________________________

E-mail: ______________________________

Telephone Number: ______________________________

Revised October 30, 2024

ACKNOWLEDGEMENT

OF NEGOTIATED TERMS BETWEEN

PRIME CONTRACTOR AND DBE SUBCONTRACTOR

Solicitation: ____

This form acknowledges that the

Prime ____________________________________

and

DBE Subcontractor ______________________ Certification: ☐ SLDBE or ☐ LAUCP

have agreed to the following terms of service:

Scope of Work:

Please note: Scope of work should describe the agreed upon terms between the Prime and DBE.

DBE Percentage of Total Contract: _______

Dollar Amount of DBE Work: $_____________________

By signing this acknowledgement, the Prime Contractor and DBE Subcontractor affirm that it will perform the Scope of Work for the estimated total dollar value stated. Both parties hereby certify that the information contained herein is true and correct.

PRIME CONTRACTOR:

Printed Name: ____

Signature: ____

Date: _______________________

DBE SUBCONTRACTOR:

Printed Name: ____

Signature: ____

Date: _______________________

ATTACHMENT

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?**		

<table>
<tr><td>14.</td><td colspan="2">Please list the Vendor’s sales in the previous three years:</td></tr>
<tr><td colspan="2">Year</td><td>Sales</td></tr>
<tr><td colspan="2">2023</td><td></td></tr>
<tr><td colspan="2">2022</td><td></td></tr>
<tr><td colspan="2">2021</td><td></td></tr>
<tr><td>15.</td><td colspan="2">How many total employees does the Vendor have in each of the following categories?</td></tr>
<tr><td colspan="2">Area</td><td>Number</td></tr>
<tr><td colspan="2">Sales/Marketing</td><td></td></tr>
<tr><td colspan="2">Management/Administration</td><td></td></tr>
<tr><td colspan="2">Help Desk Staff</td><td></td></tr>
<tr><td colspan="2">Development Staff</td><td></td></tr>
<tr><td colspan="2">Other (please list)</td><td></td></tr>
<tr><td colspan="2">Total:</td><td></td></tr>
<tr><td>16.</td><td colspan="2">What organization would the Vendor recommend for a site visit?</td></tr>
<tr><td colspan="3"></td></tr>
<tr><td>17.</td><td colspan="2">Please disclose any outstanding litigation against your company.</td></tr>
<tr><td colspan="3"></td></tr>
<tr><td>18.</td><td colspan="2">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.</td></tr>
<tr><td colspan="3"></td></tr>
</table>

ATTACHMENT

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.	**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.**	
33.	**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 ☐
34.	**Indicate what support will be provided to carry out forensic investigation of security incidents.**	
35.	**Does the system interface support a browser interface with or without the help of additional components?**	

36.	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 2 hours 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 • FERPA, • IPAA/HITECH • GDPR.	☐	☐

ATTACHMENT

PROJECT MANAGEMENT APPROACH FORM

37.	**How does the Vendor plan to manage the material that is produced during the project through potential solutions such as a collaboration environment?**
38.	**Provide specific information on project close-out activities in support to the Board.**
39.	**What percentage of the Project Manager's time will be devoted to the project?**
40.	**What percentage of the Project Manager's time will be spent on site?**
41.	**What is the total proposed duration of the implementation?**

ATTACHMENT

REPORT DEVELOPMENT FORM

42.	**What is the query tool and report writer that Vendor is proposing?**
43.	**What reports are available out of the box? Provide a list here and samples at the end of this section.**
44.	**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?**
45.	**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?**

ATTACHMENT

TRAINING FORM

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

ATTACHMENT

STAFFING PLAN FORM

50.	**Assuming health restrictions permit doing so, identify the degree to which Vendor staff will be onsite versus off-site during the project.**
51.	**Use the table provided below to identify the number of the Board business staff expected to be committed to the project implementation. Initial identification of project roles should be supplemented by Vendors based on their experience in implementing their product in similar environments.**

	Project Role	**Project Responsibilities**	**FTE**
	Executive Sponsor(s)		☐
	Project Manager		☐
	Project Administrator		☐
	Functional Process Owners		☐
	Functional Process Team Participants (per member involvement)		☐
	Training Coordinator Team Lead		☐
	Change Management Team Lead		☐
	Communications Team Lead		☐
	Other Roles		☐

52.	**Use the table below to identify the number of technical resources expected to be committed to the project implementation. Initial identification of project roles has been provided but should be supplemented or revised by Vendors based on their experience in implementing their product in similar environments.**

	Project Role	**# of FTEs**	**Skill Set Required**	**Training Required?**	**Training Provided?**
	Help Desk				
	Trainer				

	DBA				
	Report Developer				
	Application Support				
	System Administrator				
	Security Administrator				
	Other Roles				

ATTACHMENT

ONGOING SUPPORT SERVICES FORM

<table>
<tr><th colspan="3">Support and Maintenance</th></tr>
<tr><td>53.</td><td colspan="2">Provide the minimum, maximum, and average response and resolution times (hours) provided as part of the basic support agreement and average response time for the past twelve (12) months.</td></tr>
<tr><td></td><td colspan="2"></td></tr>
<tr><td>54.</td><td colspan="2">Describe Help Desk services for technical support and end users. Specify days and hours and any escalation options and procedures.</td></tr>
<tr><td></td><td colspan="2"></td></tr>
<tr><td>55.</td><td colspan="2">Identify the party or business unit that is responsible for the support options provided above.</td></tr>
<tr><td></td><td colspan="2"></td></tr>
<tr><td>56.</td><td colspan="2">Provide the following regarding the number of business staff the Board should expect to be committed to providing on-going application support:
• Role
• Responsibility
• Estimated time commitment in terms of FTE time</td></tr>
<tr><td>Role</td><td>Responsibility</td><td>Estimated commitment in FTE</td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td></tr>
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<tr><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td></tr>
</table>

57.	**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**

58.	**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

59.	**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)		
60.	**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?**		
61.	**Describe the types of support needed to keep the product under current support and to keep the product enhanced.**		
62.	**Do you offer post-implementation support? If so, what is the duration?**		
63.	**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 approve Vendor staff 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			
64.	**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	
65.	**How can the Board customize or configure the software directly without Vendor involvement?**
66.	**How are local customizations or configurations maintained when installing new releases of the Vendor's software?**

Sewerage and Water Board of New Orleans
Reference Check Request Form
RFP-HCM Software Implementation

Company Name:	
Reference Name:	
Reference Position:	
Reference Email Address:	
Phone Number:	

On a scale of 1-4 indicate by circling a number whether you agree or disagree with the following statements:	**1 Greatly Disagree**	**2 Disagree**	**3 Agree**	**4 Greatly Agree**
Implementation length matched your original timeline.	☐	☐	☐	☐
Vendor followed a structured implementation methodology that was effective.	☐	☐	☐	☐
Vendor managed project scope, timeline and budget well.	☐	☐	☐	☐
Vendor handled all issues and challenges well.	☐	☐	☐	☐
Vendor provided a knowledgeable and experienced team.	☐	☐	☐	☐
Vendor team was consistent with little turnover.	☐	☐	☐	☐
Vendor provided adequate and effective training, including training materials.	☐	☐	☐	☐
Data migration process was smooth with no major issues.	☐	☐	☐	☐
Vendor was accommodating for my specific requirements.	☐	☐	☐	☐
Vendor was available and effective during go-live support.	☐	☐	☐	☐
I am satisfied overall on the vendor's implementation experience.	☐	☐	☐	☐
There were no to little unexpected costs or scope changes after go-live.	☐	☐	☐	☐

Given the above, would you recommend this vendor for a implementation? Please enter a YES in appropriate box.	
Highly Recommend	
Recommend	
Recommend with Reservation	
Do not Recommend	

Any further comments:

Please complete this form and return it to Procurement at bids@swbno.org <u>no later than February 3, 2025</u>.

ATTACHMENT
CONFLICT OF INTEREST DISCLOSURE AFFIDAVIT

STATE OF ___________________________________

PARISH/COUNTY OF ___________________________

Before me, the undersigned authority, came and appeared__________________________who, being first duly sworn, deposed and said that:

He/She is the ________________________ and authorized representative of ______________ ____________, hereafter called "Proposer."

The Respondent hereby confirms that a conflict(s) of interest **exists /does not exist/may exist** (**circle one**) in connection with this solicitation which might impair Respondent's ability to perform if awarded the contract, including any familial or business relationships that the Respondent, the proposed subcontractors, and their principals have with the Board officials or employees. *(If a conflict(s) of interest exists and/or may exist, describe in a letter the nature of the conflict, the parties involved and why there is a conflict. Attach said letter to this form*).

____
Respondent Representative (Signature)

____
(Print or type name)

____
(Address)

SWORN TO AND SUBSCRIBED BEFORE ME
THIS ______DAY OF __________________________ 20______.

____ ____________________________
NOTARY PUBLIC (Signature) NOTARY PUBLIC (Print Name)

Notary ID#/Bar Roll #________________

ATTACHMENT
CONVICTED FELON AFFIDAVIT

STATE OF ____________________

PARISH OF ____________________

Before me, the undersigned authority, came and appeared____________________,

who, being first duly sworn, deposed and said that:

1. He/She is the__________________________________and authorized representative of

____, hereafter called "Contractor."

2. The Contractor complies with City Code Section 2-8 (c) for the City of New Orleans.

3. No Contractor principal, member, or officer has, within the preceding five 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.

____
Contractor Representative (Signature)

____
(Print or type name)

____
(Address)

Sworn to and subscribed before me, in (CITY/STATE) ____________________________

this ____day of (MONTH) _______________________________, 20 ____.

____
Notary Public

____
Notary Identification No./Bar Roll No.

ATTACHMENT
<u>NON-COLLUSION AFFIDAVIT</u>

STATE OF ______________________________

PARISH/COUNTY OF ____________________

__________________________________, being first duly sworn, deposes and says that:

(1) He is (Owner) (Partner) (Office) (Representative) or (Agent), of:

____

the Proposer that has submitted the attached Proposal:

(2) Such Proposal is genuine and is not a collusive or sham Proposal:

(3) Neither the said Proposer nor any of its officers, partners, owners, agents, representatives, employees or parties of interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly, or indirectly with any other Proposer, firm or person to submit a collusive or sham proposal in connection with the Contract for which the attached Proposal has been submitted or to refrain from proposing in connection with such contract, or has in any manner, directly or indirectly sought by agreement or collusion or communication or conference with any other Proposer, or to fix any overhead, profit or cost element of the proposal price or the proposal price of any other proposer, or to secure through any advantage against the Sewerage and Water Board of New Orleans of any person interested in the proposed contract; and

(4) The price or prices quoted in the attached Proposal are fair and proper and are not tainted by any collusion, conspiracy, connivance or unlawful agreement on the part of the Proposer or any of its agents, representatives, owners, employees, or parties in interest, including this affiant.

____ ______________________________
Proposer Representative (Signature) Title

____
(Print or type name)

SWORN TO AND SUBSCRIBED BEFORE ME

THIS ______ DAY OF ____________________ 20_____. Notary ID#/Bar Roll #_______

____ ___________________________
NOTARY PUBLIC (Signature) NOTARY PUBLIC (Print Name)

ATTACHMENT
NON-SOLICITATION AFFIDAVIT

STATE OF _________________________

PARISH/COUNTY OF ____________________

Before me, the undersigned authority, came and appeared____________________,

who, being first duly sworn, deposed and said that:

1. He/She is the ____ and

   authorized representative of _________________hereafter called "Contractor."

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

____
Contractor Representative (Signature)

____
(Print or type name)

____
(Address)

Sworn to and subscribed before me, in _____________________________, Louisiana,

this ___day of ______________________________, 20_______.

____
Notary Public

____
Notary Identification No./Bar Roll No.

ATTACHMENT
CORPORATE RESOLUTION

A meeting of the Board of Directors of __________________________a corporation organized under the laws of the State of___________________________________ and domiciled in

was held this________day_____________,20 ___ and was attended by a quorum of the members of the Board of Directors.

The following resolution was offered, duly seconded and after discussion was unanimously adopted by said quorum:

BE IT RESOLVED, that ____ is hereby authorized to submit proposals and execute agreements on behalf of this corporation with the Sewerage and Water Board of New Orleans ("SWBNO").

BE IT FURTHER RESOLVED, that said authorization and appointment shall remain in full force and effect, unless revoked by resolution of this Board of Directors and that said revocation will not take effect until the Purchasing Director of SWBNO, shall have been furnished a copy of said resolution, duly certified.

I,___ ___ ____________ ___, hereby certify that I am the Secretary of__ ________________ ________, a corporation created under the laws of the State of ________________ domiciled in_____________ ___; that the foregoing is a true and exact copy of a resolution adopted by a quorum of the Board of Directors of said corporation at a meeting legally called and held on the ______ day of________20______, as said resolution appears of record in the Official Minutes of the Board of Directors in my possession.

This _____day of __________, 20_____

____
SECRETARY

ATTACHMENT
BIDDER'S ORGANIZATION

AN INDIVIDUAL

Individual's Name: ____

Doing business as: ____

Address: ____

Telephone No.: ____________________ Fax No.: ____________________ Email: ____________________

A PARTNERSHIP

Firm Name: ____

Address: ____

Name of person authorized to sign: ____

Title: ____

Telephone No.: ____________________ Fax No.: ____________________ Email: ____________________

A LIMITED LIABILITY COMPANY

Corporation Name: ____

Address: ____

Name of person authorized to sign: ____

Title: ____

Telephone No.: ____________________ Fax No.: ____________________ Email: ____________________

A CORPORATION

IF PROPOSAL IS BY A CORPORATION, THE CORPORATE RESOLUTION MUST BE SUBMITTED WITH PROPOSAL.