



The Sewerage & Water Board OF NEW ORLEANS

625 ST. JOSEPH STREET
NEW ORLEANS, LA 70165
504.529.2837 OR 52.WATER
www.swbno.org

May 29, 2026

Addendum No. 1

Your reference is directed to the Request for Proposal for: **2026-SWB-30 Information Technology Professional Services** for the Sewerage and Water Board of New Orleans which proposals are due on **June 11, 2026**, at **11:00 a.m.** CST.

This addendum provides for the following:

1. Answers to Questions.

1. Can SWBNO provide the approximate annual spend, active headcount by position category, and number and types of active Task Orders currently in effect under the predecessor or incumbent contract? If exact figures cannot be shared, please provide estimated ranges.
 - a. Over the last five years, the Board has spent approximately \$7M annually on the IT Staffing Support contract. As reflected in Figures 1 and 2 of the RFP, the anticipated staffing profile under this solicitation is expected to differ materially as Civil Service positions are established. Proposers should develop independent, market-based pricing using the Pricing Form and the attachment IT Environment and Workload Summary.
2. Will SWBNO identify the name of the incumbent SCADA subcontractor so proposers may evaluate teaming arrangements or identify a comparable alternative? Additionally, can SWBNO provide the current monthly cost or rate range for this subcontract to inform pricing assumptions?
 - a. The incumbent SCADA subcontractor is InCentrik, LLC. Subcontract pricing is not being provided through this solicitation for the reasons stated in response to Question 1. Proposers are responsible for independently identifying and engaging qualified OT/SCADA subcontractors and must identify them in the proposal per Sections 2.13 and 4.4.
3. Since emergency rates apply only during actual declared emergencies, what is the historical or estimated annual number of emergency hours per year that proposers should use for cost modeling? Is the use of 2,080 hours in the emergency rate table intended solely for price comparison purposes, or should proposers use a different assumed hour volume in their pricing strategy?

- a. The 2,080-hour figure is for price comparison purposes only. Emergency rates are evaluated for reasonableness but are excluded from the cost comparison formula per Section 4.11.

For purposes of this contract, a declared emergency is an emergency formally declared by a public official with authority to do so (including the Governor of Louisiana, the Mayor of the City of New Orleans, or the President of the United States) or activated by the SWBNO Executive Director in response to an imminent or ongoing threat to Board operations, including but not limited to hurricane events, tropical storm activations, flood events, and other conditions requiring activation of the Board's emergency operations. Emergency pay rates apply only during the period of declared or activated emergency operations and revert to standard rates upon deactivation. Routine on-call and after-hours support, including support during severe weather that does not rise to the level of a declared emergency, is governed by Section 2.2.13.5 and is compensated at standard rates.

4. Does SWBNO expect the standard fully burdened hourly rate to already include a sufficient premium to cover after-hours labor obligations (including any applicable overtime), or is the contractor expected to price a separate overtime rate for billing purposes? If the standard rate is expected to cover premium labor costs, is there guidance on the anticipated volume of after-hours activations per month?
 - a. The fully burdened rate must incorporate all compensation obligations. Proposers may propose a separate overtime rate; if so, it must be identified and explained in the cost proposal per Section 4.11. On-call availability when no work is performed is not billable. SWBNO has authorized fewer than 80 hours of overtime across all positions over the prior five-year contract period.
5. Does SWBNO recognize any exception or appeals process to vacancy penalties in cases where the shortage is driven by verifiable, market-wide labor scarcity beyond the contractor's reasonable control? If so, please describe the process for requesting such an exception.
 - a. No blanket exception exists. Per Section 2.2.18.8, the contractor has ten (10) business days following written notice of a deficiency to submit an explanation or corrective action plan.
6. Does "**based within Louisiana**" require the Contract Manager to be a Louisiana resident at the time of proposal submission, or is this a requirement that must be met by the contract start date? Is the Contract Manager permitted to work remotely from a location within Louisiana other than the New Orleans metropolitan area, provided regular on-site presence can be maintained as directed?
 - a. The requirement must be satisfied at or before the contract start date per Section 2.2.11.5.
 - b. Yes, provided the on-site presence obligations directed by the IT Director are met per Section 2.2.11.5.
7. Will SWBNO accept the BLS Employment Cost Index (ECI) or a similar labor-specific index instead of CPI for option-year price adjustments? If yes, what is the process for proposing an alternative index at award or renewal?
 - a. Section 2.3 permits "other industry recognized, mutually agreed upon index." A proposer may identify an alternative such as the BLS ECI in its proposal or during contract negotiations, subject to Board approval.

8. What is the DBE/EDBP participation goal percentage applicable to this contract? (b) Is there a minimum required subcontracting percentage for DBE-certified firms, and if so, what are the consequences for failing to meet the goal post-award? (c) Does SWBNO maintain a list of DBE-certified firms operating in the New Orleans market that proposers may reference for teaming purposes?
 - a. 25%, as stated in Section 4.10.
 - b. 25% is the minimum commitment. Failure to meet it post-award may result in remedies under SWBNO's EDBP Policy, up to contract termination. The EDBP Office monitors compliance throughout performance per Section 4.10.
 - c. Available at <https://www.swbno.org/Business/DisadvantagedBusinesses>.

9. For the first contract year, what baseline period will SWBNO use to measure the retention rate since the contract will not yet have a full 12 months of performance history?
 - a. The measurement period begins on the contract start date and runs twelve (12) months per Section 2.2.11.7. The Board expects the awarded contractor to make a good-faith effort to offer employment to contractor personnel who are actively performing under the predecessor contract at the time of transition. Personnel who transition from the predecessor contract and continue in assigned positions will be counted from the contract start date. Unfilled positions at contract start will be treated as vacancies for purposes of the retention calculation. Proposers should note that the 85% retention requirement applies from the contract start date regardless of whether the awarded contractor is the incumbent or a newly selected contractor.

10. If SWBNO directs a workforce reduction and those employees are later reactivated under a new or modified Task Order, how will those employees be treated in the retention rate calculation?
 - a. SWBNO-directed departures are excluded from the retention calculation per Section 2.2.11.7. This includes positions reduced or removed through Task Order modification at the Board's direction. Personnel reactivated under a new or modified Task Order following an SWBNO-directed reduction are treated as new assignments from the date of reactivation and do not affect the prior retention calculation.

11. Could you please confirm whether this is a new initiative or a re-bid of an existing contract?
 - a. Re-bid of an existing contract.

12. If this is a re-bid, could you share the names of the current service providers or incumbent vendors? Additionally, how many active resources are currently engaged under the existing contract?
 - a. The incumbent prime contractor is Avenu Insights and Analytics, LLC. The organizational structure, including contractor positions as of April 2026, is reflected in Figure 1 of the RFP. Additional contract information is not being provided through this solicitation for the reasons stated in response to Question 1.

13. If this is a re-bid, what types of roles or positions have historically been requested or filled for this project?
 - a. The position categories in the Pricing Form and functional areas in Section 2.2 reflect anticipated role types. The attachment IT Environment and Workload Summary provides additional operating environment context.

14. Can we only bid on the staffing part or we need to bid both of staffing and consulting ?
 - a. This contract is for IT professional services staff augmentation, not consulting. All proposals must address the core IT Operations requirement per Section 2.2.1. Optional service categories may be submitted as "no bid" per Section 4.11.
15. Could you please confirm the budget allocated for this project?
 - a. See response to Question 1.
16. Can you provide any historical spending data associated with this contract?
 - a. See response to Question 1.
17. Are there any specific challenges, pain points, or areas of concern you have experienced with the current vendors?
 - a. SWBNO will not characterize incumbent or predecessor contractor performance through this solicitation.
18. How many awards do you anticipate making under this RFP?
 - a. SWBNO will make a single award to a prime contractor.
19. Is there any local vendor preference associated with this RFP?
 - a. There is no vendor preference associated with this solicitation.
20. Could share which positions are mostly anticipated to be filled and the length of assignment?
 - a. The position categories in the Pricing Form and Section 2.2 reflect anticipated staffing needs. IT Operations and new development positions represent the core ongoing requirement. Assignment length is governed by individual Task Order terms and will vary based on operational needs, project timelines, and organizational changes over the contract period. No minimum assignment duration is guaranteed per Section 2.2.8. See response to Question 1.
21. Could you please share the evaluation criteria and the relative weighting for each component?
 - a. See Section 3.2 of the RFP.
22. Is there an employee conversion policy (i.e., can the department directly hire contractor staff after a defined period)?
 - a. Section 2.2.12 governs workforce transitions, including conversion fee restrictions, non-compete prohibitions, and the Civil Service hiring process. The awarded contractor is expected to cooperate fully with the Board's workforce planning activities without disruption to ongoing service delivery.
23. Will timekeeping be handled through the department's system or will vendors be required to provide a platform?
 - a. The RFP does not prescribe a timekeeping platform. The contractor must maintain records sufficient to support invoicing and audit requirements under Section 2.10. Proposers should describe their approach in Section 4.6 of their proposal.
24. In the event of a contract award, please clarify whether awarded vendors will be permitted to directly engage with individual departments/agencies for staffing requests or if all requirements will be routed through a centralized system?

- a. All Task Orders are issued by the IT Director as Contract Administrator per Section 2.2.10. Other departments do not have authority to issue work direction or authorize scope independently.
25. Specifically, I would like to confirm whether respondents are required to propose on all service categories outlined in Section 2.2, or whether a firm may submit a proposal scoped to specific functional areas — for example, IT Operations only, without including Cybersecurity, Operational Technology, or Information Management.
 - a. Yes. IT Operations must be addressed in any responsive proposal per Section 2.2.1. All other service categories are optional and may be submitted as "no bid" per Section 4.11.
26. Please confirm the DBE subcontracting structure: is the 25% DBE participation goal intended to be fulfilled through subcontractors providing IT-related services, or may DBE partners provide complementary professional services (such as HR consulting, workforce transition support, or organizational development) in support of the prime contractor's delivery model?
 - a. DBE firms must perform commercially useful functions directly related to the contract scope per Section 4.10. The EDBP Office makes final determinations.
27. Does SWBNO intend to make a single award or multiple awards under this RFP?
 - a. See response to Question 18.
28. Please provide the name(s) of the current incumbent contractor(s).
 - a. See response to Question 12.
29. Can SWBNO provide the incumbent's current contract pricing, including fully burdened hourly bill rates by service category?
 - a. See response to Question 1.
30. The RFP states that resumes are required for the proposed Contract Manager and Technical Leads identified as Key Personnel. We also note that qualification information is requested for all position categories listed in the Pricing Form.
 - a. Per Section 4.7, resumes are required at submission only for the proposed Contract Manager and designated Technical Leads who are not currently assigned under the predecessor contract. For all other position categories, proposers must complete the Staffing Plan Form.
31. Please confirm whether proposal submission requires resumes only for the proposed Contract Manager and designated Technical Leads/Key Personnel, or whether resumes are expected for all position categories identified in the Pricing Form.
 - a. See response to Question 30.
32. Is this solicitation for Staff Augmentation services or Managed Services?
 - a. This solicitation is for IT professional services staff augmentation. Personnel are provided under the direction and oversight of SWBNO as described in Section 2.2.
33. What DBE participation requirement is applicable for this solicitation?
 - a. See response to Question 8.

34. We are a CTA-certified DBE. Would this certification qualify us to receive DBE participation points? Additionally, if we subcontract with an SLDBE-certified firm, would that count toward the DBE goal and related evaluation points?
- a. CTA certification alone does not qualify. SWBNO recognizes SLDBE and LaUCP certifications for DBE participation purposes per Section 4.10. See responses to Questions 8 and 26.
35. Do you accept reciprocal DBE certifications for this solicitation?
- a. See response to Question 34.
36. Could you please advise whether commercial client references may be accepted in lieu of the public sector/utility references to demonstrate our qualifications?
- a. Per Section 4.8, at least three of the five required references must be from public-sector or utility clients.
37. Is this a new requirement or a recompet? If it is a recompet, could you please provide the incumbent details along with pricing?
- a. See responses to Questions 11, 12, and 1.
38. What was the previous spending and what is the anticipated budget for this effort?
- a. See response to Question 1.
39. What positions have been requested frequently in the past? What positions do you anticipate requesting frequently under this effort?
- a. See responses to Questions 13 and 20.
40. What do you value most in a commercial partnership with vendors?
- a. The evaluation criteria and weights published in Section 3.2 of the RFP reflect the factors SWBNO will consider in the selection.
41. How many contracts do you intend to award for this effort? How will the task orders be awarded if multiple vendors are selected?
- a. See response to Question 18. Task Order issuance is governed by Section 2.2.10.
42. Is it mandatory to provide a Louisiana-based Contract Manager?
- a. See response to Question 6.
43. Could you please confirm if the attachments are included in the page limit?
- a. Required attachments are not included in the section page limits per Section 4.2.
44. Is it mandatory to provide 3 references from the public sector or utility clients?
- a. See response to Question 36.
45. STAFFING PLAN AND POSITION QUALIFICATIONS (Proposal Section 5)> For each position category identified in the Pricing Form, the minimum qualifications the Proposer will require, including education, certifications, years of experience, and specific technical competencies. Minimum qualifications must meet or exceed those specified by SWBNO in Task Orders.

- a. The minimum qualification requirements in the Staffing Plan apply equally to all proposers. All proposals are evaluated on the same criteria per Section 3.2.
46. In the ECONOMICALLY DISADVANTAGED BUSINESS PARTICIPATION SUMMARY SHEET. We can put the percentage amount, but how do we determine the Dollar Amount of work to be performed?
 - a. Use your total proposed cost as the basis and apply the 25% goal to determine the minimum dollar commitment.
47. Please confirm the initial staffing level SWBNO expects to authorize at contract start. The attachment identifies an estimated staffing profile of approximately 41 positions, but the RFP also states that work will be authorized through individual Task Orders. Should proposers assume all estimated positions will be active at contract start, or should pricing be limited to rate cards until specific Task Orders are issued?
 - a. The attachment IT Environment and Workload Summary identifies an estimated initial staffing profile of approximately 41 positions for pricing and planning purposes only. As stated in the attachment and per Section 2.2.8, this estimate does not guarantee any minimum staffing level or commitment. See also responses to Questions 1 and 20.
48. For cost proposal evaluation purposes, should proposers calculate annual pricing by multiplying each estimated position by 2,080 hours per year? Please also confirm whether the Contract Manager should be treated solely as non-billable management overhead included in proposed hourly rates, rather than as a separately billable position.
 - a. Yes to both. See Section 4.11.1.
49. Can SWBNO provide estimated annual hours or expected utilization by role, service category, or Task Order type? Because the RFP states there is no guaranteed minimum volume of work, estimated utilization is needed to develop accurate fully burdened labor rates and staffing assumptions.
 - a. The standardized staffing scenario at 2,080 hours per position is the basis for cost evaluation per Section 4.11.1. No guaranteed minimum volume exists per Section 2.2.8.
50. Please provide the current contract labor categories, bill rates, emergency rates, and any applicable markup or fee structure for the existing IT professional services contract, if available.
 - a. See response to Question 1.
51. We understand that current contract rates may be public records obtainable through a Public Records Request. However, because the RFP response period is limited and SWBNO controls the timing of PRR responses, relying on a separate PRR process may create unequal access to pricing information among proposers. Providing the current rates through the formal Q&A/addendum process would ensure all proposers receive the same information at the same time, support a fair and competitive procurement process, and allow proposers to price the new contract with a common understanding of the existing cost baseline.
 - a. See response to Question 1.
52. Please clarify the expected mix of Time-and-Materials, Not-to-Exceed, and Fixed-Price Task Orders. For pricing purposes, should proposers assume that day-to-day operational staffing will be billed hourly, while project-based work may be issued as fixed-price or not-to-exceed Task Orders?

- a. Time-and-materials is the primary pricing structure per Section 2.2.10.1. Task Order structure will be determined at issuance.
53. Can SWBNO provide historical workload data for help desk, field support, applications, network, cybersecurity, after-hours support, and project work? The attachment provides estimated workload figures, but historical monthly ticket volume, backlog, outage frequency, project volume, and service-level performance would help proposers size staffing and avoid over- or under-pricing.
 - a. The attachment IT Environment and Workload Summary provides operating environment context and was determined using historical data. See response to Question 1.
54. Please clarify the expected on-call and emergency support model. The RFP requires after-hours on-call coverage, 30-minute response capability, and potential 60-minute onsite reporting. Please provide the expected number of personnel per rotation, historical after-hours call volume, historical emergency activations, and whether standby/on-call costs must be built into the base hourly rates.
 - a. On-call and emergency support requirements are described in Sections 2.2.13.1 through 2.2.13.5. On-call costs must be included in fully burdened hourly rates per Section 4.11.
55. Please confirm how emergency, after-hours, holiday, and overtime work should be priced. Should proposers provide separate emergency hourly rates for each labor category, or should all potential overtime and emergency labor costs be included in the standard fully burdened hourly rates?
 - a. See responses to Questions 3 and 4.
56. Please clarify how vacancy-related remedies will be applied when delays are outside the Contractor's control. Will vacancy penalties apply if delays result from SWBNO candidate rejection, delayed approvals, background checks, badge/access delays, Civil Service conversions, Task Order changes, funding changes, or hard-to-fill specialized positions?
 - a. See response to Question 5.
57. Please clarify the expected timing and scale of Civil Service workforce transitions during the contract term. The RFP states that contractor positions may transition to Civil Service and that the Contractor must accommodate staffing reductions without rate increases or lost revenue claims. For pricing purposes, can SWBNO provide the anticipated number, roles, and timing of positions expected to transition during the base year and renewal years?
 - a. A projected future state organizational diagram is provided in the RFP. The pace of Civil Service hiring depends on multiple factors outside SWBNO's control per Section 2.2.12. The contractor should anticipate incremental changes but should not assume a specific number or timeline.
58. Please confirm which tools, equipment, licenses, and systems will be provided by SWBNO versus the Contractor. This includes laptops, phones, access badges, VPN/system access where required, ITSM tools, endpoint management tools, monitoring tools, EDR/SIEM/security tools, testing equipment, software licenses, and any specialized tools needed for network, cybersecurity, OT/SCADA, GIS, or application support.
 - a. SWBNO will provide workstations, network access, system access credentials, and access to enterprise platforms. Proposers should not include charges for SWBNO-provided resources in fully burdened rates per Section 4.11.

- 59.** The IT Environment attachment states that certain cybersecurity platforms, including EDR, antivirus/anti-malware, SIEM, vulnerability scanner, web filtering/proxy, and IDS/IPS, will be released to the winning bidder. For pricing purposes, can SWBNO identify the current platforms, license ownership, support arrangements, and whether the Contractor is expected to provide personnel only or also provide/manage replacement tools?
- a. The contractor provides qualified personnel to administer Board-owned tools and platforms. The contractor is not expected to provide or procure cybersecurity platforms or any other software. Platform-specific details are available in the attachment IT Environment and Workload Summary to the extent not restricted for security reasons.
- 60.** Please clarify the boundary between IT support and OT/SCADA support. The RFP states that SCADA application support is currently provided by a subcontractor and that SWBNO may maintain separate procurement options for OT technical support. Should proposers include OT/SCADA technical staffing in this proposal, or should pricing assume only network/infrastructure support related to OT environments unless a separate Task Order is issued?
- a. The boundary is described in Sections 2.2.1(f) and 2.2.4. Network infrastructure devices in OT environments are administered under IT Operations. OT personnel services outside of the current SCADA application support are optional and authorized through Task Orders as described in Section 2.2.4. See also response to Question 2.
- 61.** Please clarify onsite staffing expectations by role and facility. The RFP references work at 625 St. Joseph Street, treatment plants, pump stations, and other SWBNO facilities. Please identify which roles are expected to be assigned to each location, whether any roles require regular travel between facilities, and whether travel time, mileage, parking, or other field-support costs should be included in hourly rates or priced separately.
- a. Personnel are expected to work at Board facilities as directed by the IT Director. Currently staff are located at three major facilities and travel as needed to other locations for specific purposes. Travel, parking (even at the staff's base location) and other related costs within the service area must be incorporated into fully burdened hourly rates per Section 4.11. All locations are within the city limits of New Orleans.
- 62.** Please clarify how price adjustments will apply during renewal years. The RFP references price adjustment limitations tied to CPI. Please confirm whether annual adjustments may apply to fully burdened labor rates, subcontractor rates, overtime/emergency rates, fixed-price Task Orders, and new Task Orders issued during renewal years.
- a. Price adjustments during renewal years are governed by Section 2.3 and apply to fully burdened hourly rates proposed in the Pricing Form.
- 63.** Who is the incumbent contractor for the current IT professional services contract?
- a. See response to Question 12.
- 64.** Will SWBNO provide incumbent staffing by position, tenure, and current assignment?
- a. See responses to Questions 1 and 12.
- 65.** Will SWBNO provide current fully burdened rates for the incumbent positions?
- a. See response to Question 1.

66. What positions, if any, are expected to transition to Civil Service during the initial contract term?
- See response to Question 57.
67. Are there any incumbent subcontractors currently supporting this scope?
- See response to Question 2.
68. What positions are expected to be included in the initial Task Order at contract start?
- See responses to Questions 20 and 47.
69. Will SWBNO provide the initial Task Order response template or format?
- No template is provided as part of this solicitation. Task Orders will be issued in accordance with Section 2.2.10.
70. What approval process and turnaround time will apply to new Task Orders and Task Order modifications?
- Per Section 2.2.10.1, the contractor shall submit a Task Order response within five (5) business days of receiving a request unless a different period is specified. SWBNO's internal review and approval timelines will be communicated at contract start.
71. Will hours work in excess of 40 per week require pre-approval for all positions?
- Yes. Per Section 2.2.11.2, overtime requires prior written approval.
72. Which positions are expected to be primarily on-site versus eligible for remote work?
- Per Section 2.2.11.2, services may be performed on-site or remotely subject to SWBNO approval and security requirements. Specific arrangements will be established through individual Task Orders. The majority of positions will be required to be onsite at one of the Board's facilities.
73. Are there any minimum on-site presence requirements by position category?
- See response to Question 72. SWBNO reserves the right to require on-site presence for specific Task Orders, personnel categories, or operational conditions per Section 2.2.11.2. Requirements will be specified in individual Task Orders.
74. What systems are included in the initial Tier 1 and Tier 2 support scope at go-live?
- Tier 1 and Tier 2 systems are defined in Section 2.2.18.2.
75. Will SWBNO provide current service desk metrics by queue, priority, and resolver group?
- See response to Question 53.
76. What are the current average vacancy rates by position category?
- See response to Question 1.
77. Are there any positions currently vacant that must be filled immediately upon transition?
- See response to Question 1.
78. Will SWBNO provide current system documentation and runbooks during transition?
- Knowledge transfer and documentation obligations are described in Sections 2.2.12.2 and 2.2.17.

- 79.** What background check adjudication criteria will SWBNO apply for contractor personnel?
- Background check requirements are described in Section 2.2.14. Adjudication criteria will be applied consistent with Board policy and specified in individual Task Orders where applicable.
- 80.** Are drug screening or driving record checks required for any positions?
- See response to Question 79.
- 81.** What facilities or roles require badge access, escorted access, or additional security clearance?
- See response to Question 79. All Board facilities require badge access, which will be issued by the Board upon hire.
- 82.** Will SWBNO provide office space, desks, monitors, and standard equipment for on-site contractor staff?
- See response to Question 58.
- 83.** Will SWBNO provide software licenses and system access needed for contractor personnel to perform assigned duties?
- See response to Question 58.
- 84.** What tools are currently used for time tracking, project tracking, and status reporting?
- See response to Question 23.
- 85.** Will SWBNO provide the standardized staffing scenario and position list in the Pricing Form in editable format?
- The Pricing Form is provided in Excel format per the required attachments checklist.
- 86.** What assumptions should proposers use for overtime and after-hours work in the pricing proposal?
- See responses to Questions 3 and 4.
- 87.** Are emergency hourly rates required for all position categories or only designated ERI roles?
- Emergency hourly rates are required for all position categories as separate line items in the Pricing Form per Section 4.11.
- 88.** Will the required 40 hours per month of SCADA application support be included in the initial Task Order or priced separately?
- Per Section 2.2.4, the minimum 40 hours per month of SCADA application support must be included in the base bid and reflected in the Pricing Form. Task Order structure at contract start will be determined per Section 2.2.10.
- 89.** What DBE work areas or service categories does SWBNO consider most suitable for this solicitation?
- See response to Question 26.
- 90.** Are there any known procurement or implementation milestones during the first contract year that will require surge staffing?
- See response to Question 20.

91. The RFP references an estimated staffing profile of approximately forty-one (41) positions, while organizational charts referenced during the pre-proposal conference appear to reflect approximately fifty-five (55) operational roles. Please clarify which staffing profile SWBNO intends proposers to use as the primary baseline for pricing, staffing plans, and operational transition assumptions.
- a. The IT Environment and Workload Summary attachment identifies the estimated initial staffing profile of approximately 41 positions for pricing and planning purposes under this contract. The organizational chart in Figure 1 reflects the current OCIO structure as of April 2026 including all contractor and Civil Service positions across all functions. The two figures serve different purposes and are not directly comparable. Proposers should use the 41-position estimate as the basis for pricing per Section 4.11.1. See also response to Question 47.
92. The RFP indicates that additional staffing and specialized technical services may be added through future Task Orders. Does SWBNO currently anticipate that the majority of future Task Orders will support:
- modernization initiatives,
 - enterprise application support,
 - cybersecurity expansion,
 - operational technology initiatives,
 - or augmentation of existing operational support functions?
- a. SWBNO does not publish forward-looking Task Order priorities through this solicitation. See response to Question 20.
93. Which operational or technical positions are currently anticipated to transition from contractor support to Civil Service staffing during the initial contract period?
- a. See response to Question 57.
94. Are there specific operational or technical disciplines where SWBNO is currently experiencing recruiting, retention, or staffing continuity challenges?
- a. See response to Question 17.
95. It appears the key staff expectation from the provided organizational chart is the PM and the 4 functional project leads that support the PM. Is this correct?
- a. Technical Leads are designated per major functional area as defined in the primary Task Order per Section 2.2.11.5. The number and structure of Technical Lead designations will be established at contract start and are not predetermined by the organizational chart.
96. Please confirm the current IT Service Management (ITSM) and ticketing platform utilized by SWBNO for incident management, service requests, change management, and operational reporting.
- a. The current ITSM platform is identified in the attachment IT Environment and Workload Summary.
97. Are there currently established operational Service Level Agreements (SLAs), KPIs, or performance metrics utilized for incumbent operational support services? If available, will SWBNO provide baseline operational metrics to proposers?
- a. See response to Question 53.

98. Are current operational runbooks, standard operating procedures (SOPs), escalation procedures, and support documentation available for review during transition activities?
- See response to Question 78.
99. The RFP references availability for approximately forty (40) onsite cubicles, while pre-proposal conference discussions appeared to indicate that the majority of operational personnel are expected to work onsite with a limited number of remote positions potentially authorized. Please clarify:
- the approximate number of positions currently approved for remote or hybrid work arrangements,
 - which operational disciplines are most likely to support remote work,
- See responses to Questions 61, 72, and 73.
100. Does SWBNO require after-hours operational support, on-call coverage, or 24x7 operational escalation support for specific operational towers or enterprise platforms?
- On-call and after-hours support requirements are described in Section 2.2.13.5.
101. Please provide an estimated breakdown of SWBNO's current infrastructure footprint between:
- on-premise infrastructure,
 - cloud-hosted infrastructure,
 - SaaS platforms,
 - and hybrid operational environments.
- The Attachment: IT Environment and Estimated Workload Data provides current infrastructure context. Additional details are not being provided through this solicitation.
102. Please provide current Recovery Time Objectives (RTOs) and Recovery Point Objectives (RPOs) associated with Tier 1 enterprise and operational systems.
- RTO and RPO details are not published through this solicitation for security reasons.
103. Does SWBNO currently operate:
- an internal Security Operations Center (SOC),
 - a co-managed SOC model,
 - or outsourced cybersecurity monitoring services?
- See response to Question 59.
104. Please identify the primary cybersecurity platforms currently utilized for:
- endpoint protection,
 - vulnerability management,
 - identity and access management,
 - network monitoring,
 - and incident response coordination.
- See response to Question 59.
105. Please confirm whether SWBNO currently utilizes a Security Information and Event Management (SIEM) platform and identify the platform currently deployed.
- See response to Question 59.

- 106.** Beyond PI and iFIX environments referenced within the RFP, please identify additional OT/SCADA platforms, industrial control systems, or operational monitoring platforms currently deployed within SWBNO facilities.
- a. See responses to Questions 2 and 60. Additional OT/SCADA platform details are identified in the attachment IT Environment and Workload Summary.
- 107.** Please clarify which OT/SCADA operational responsibilities currently remain under incumbent provider ownership versus responsibilities managed directly by SWBNO operational personnel.
- a. See responses to Questions 2 and 60.
- 108.** Does SWBNO anticipate expansion of OT and SCADA support requirements beyond the minimum forty (40) hours per month identified within the base RFP scope?
- a. See response to Question 20.
- 109.** Are PLC standards, manufacturers, and programming methodologies standardized across operational facilities, or do facilities currently operate mixed OT environments?
- a. OT environment details beyond what is described in Section 2.2.4 are not published through this solicitation.
- 110.** Please confirm whether Ignition is currently deployed, under evaluation, or anticipated for future deployment within SWBNO operational environments.
- a. The Attachment: IT Environment and Estimated Workload Data provides current platform status to the extent not restricted for security reasons.
- 111.** Please provide the current implementation status and operational maturity stage associated with Oracle Fusion ERP modernization activities.
- a. Oracle Financials implementation is substantially complete. Archive activities are ongoing as noted in Section 2.2.9.
- 112.** Please provide the anticipated timeline associated with future CIS/Billing modernization or replacement initiatives.
- a. CIS replacement project is currently being advertised.
- 113.** Please clarify the current deployment phase, operational status, and rollout maturity associated with Dayforce HCM implementation activities.
- a. Dayforce implementation is in progress as noted in Section 2.2.9.
- 114.** Please identify the current project phase associated with ESRI Utility Network migration activities including:
- planning,
 - design,
 - pilot deployment,
 - phased migration,
 - or operational rollout.
- a. GIS migration to ESRI Utility Network is expected to be substantially complete by contract award. Implementation is in progress as noted in Section 2.2.9.

- 115.** Are major enterprise modernization implementation partners currently under contract supporting:
- Oracle Fusion,
 - GIS modernization,
 - Dayforce,
 - cybersecurity initiatives,
 - or future cloud modernization efforts?
- a. System implementation vendors are not part of this advertisement.
- 116.** Will SWBNO permit blended onsite and remote delivery models where operationally appropriate and approved by SWBNO management?
- a. See responses to Questions 61 and 72.
- 117.** Does SWBNO anticipate establishing funding ceilings or predefined budget ranges associated with future specialized Task Orders?
- a. Task Order budget structures will be established at issuance per Section 2.2.10.1.
- 118.** Will SWBNO evaluate pricing primarily based upon:
- individual labor category rates,
 - total evaluated cost,
 - blended labor pricing,
 - or a combination of pricing methodologies?
- a. See Section 3.3 of the RFP.
- 119.** Please clarify whether emergency operations premiums, extended operational staffing, or continuity operations support may be billed only during formally declared emergency events or during any SWBNO-directed continuity activation.
- a. See response to Question 3.
- 120.** Does SWBNO anticipate issuing a large foundational operational Task Order immediately following contract award, or does SWBNO anticipate phased operational onboarding through multiple initial Task Orders?
- a. See responses to Questions 1, 47 and 52.
- 121.** Could SWBNO indicate how confidential information should be marked? (E.g. On top of the page, next to the specific section, etc.)
- a. See Section 2.11 and Louisiana Revised Statute 44:3.2.D.(1).
- 122.** Could vendors apply to one specific category or is it a requirement to apply to all categories?
- a. See response to Question 25.
- 123.** Can a firm bid both as a prime contractor and as a subcontractor?

- a. A firm may submit a proposal as a prime and may also be named as a subcontractor in another proposer's submission. A firm cannot serve simultaneously as both prime contractor and subcontractor under the awarded contract.
- 124.** Can a firm subcontract with various primes?
- a. A subcontractor or DBE firm may be included in teaming arrangements with multiple proposers at the proposal stage. SWBNO will make a single award per response to Question 18.
- 125.** Are the vendors allowed to subcontract at the Task Order Level?
- a. Subcontractor arrangements are governed by Sections 2.13 and 2.2.11.6. Changes to subcontractor arrangements after award require written approval from the SWBNO Contract Administrator.
- 126.** Can the five (5) references requirements be met by a combination of the prime's and subcontractor(s') experience, or must the prime contractor independently demonstrate this experience?
- a. Subcontractor references may be included where the subcontractor will perform a material portion of the work per Section 4.4. See also response to Question 36.
- 127.** Could SWBNO please confirm whether key personnel may be replaced during contract performance?
- a. Key Personnel replacement is governed by Section 2.2.11.5.
- 128.** Could SWBNO please clarify whether financial statements or a D&B report are weighted differently in demonstrating financial stability? Specifically, would submitting only a D&B report be considered sufficient, or is one form of documentation preferred over the other during evaluation?
- a. Per Section 4.4, privately held companies may submit a current D&B report in lieu of audited financial statements. Both are evaluated under Section 3.2.
- 129.** To demonstrate insurance capacity, would a Certificate of Insurance (COI) be sufficient, or are additional documents required? If so, please specify which documents.
- a. Insurance requirements are governed by Section 2.9.
- 130.** Are electronic signatures allowed?
- a. Electronic submission is required per Section 1.5. Digital signatures are acceptable for proposal submission documents.
- 131.** Do vendors need to include a license to do business in Louisiana at the time of bid submission? If that's the case, can we include proof that we are currently in the process of obtaining it?
- a. A license to operate in the company's state of incorporation or organization is sufficient. A Louisiana business license is not required at proposal submission.
- 132.** Could SWBNO please confirm that, in the absence of a Board of Directors, we may submit a company-issued letter signed by our Secretary authorizing the Chief Executive Officer, President, and Sole Shareholder/Owner, instead of using the template provided?

- a. Yes. A company-issued letter signed by an authorized officer constitutes acceptable written evidence of authority in lieu of the Board resolution template.
133. The Non-Collusion Affidavit lists “Louisiana” as the location for notarization; however, we are located out of state. Is it acceptable to strike through this and indicate that the document will be notarized in California instead?
- a. Yes. An out-of-state notarization is acceptable. Proposers may indicate the state of notarization on the affidavit.
134. Can Proposers use subcontractors for any of the service categories identified in the RFP?
- a. See response to Question 125.
135. Will subcontractor experience and references be considered during proposal evaluation?
- a. See response to Question 126.
136. Is there any restriction on using subcontractors for any specific service categories mentioned in the RFP?
- a. See response to Question 125.
137. Is it mandatory for the Contract Manager to be based within Louisiana?
- a. See response to Question 6.
138. Can a subcontractor fulfill the requirement for the Contract Manager to be based within Louisiana?
- a. The Contract Manager is a Key Personnel position designated by the prime contractor per Section 2.2.11.5.
139. Can Proposers provide a Contract Manager who is located in another state but is willing to travel to Louisiana as required by the Board?
- a. See response to Question 6.
140. In RFP Section 4.4, “Company Background and Qualifications,” can SWBNO clarify what is meant by “principal lines of business”?
- a. Principal lines of business refers to the primary services the company offers in its normal course of operations per Section 4.4.
141. In RFP Section 4.7, “Staffing Plan and Position Qualifications,” can SWBNO clarify who is referred to as “technical leads”?
- a. See Section 2.2.11.5.
142. Will Proposers providing all five references from public sector or utility clients receive additional consideration during evaluation?
- a. All proposals are evaluated on the same criteria per Section 3.2.
143. Are the attachments listed under “Attachments Checklist – Required for Proposal Submission” on Page 46 required to be included within the Technical Response document itself?
- a. See response to Question 43.

144. Are there any incumbent contractors currently providing these services? If yes, please provide the names of the incumbents.
- a. See response to Question 12.
145. In RFP Page 40, Section 4.4 “Company Background and Qualifications” (Point 4), can Proposers include commercial clients when describing the company’s IT staffing and professional services experience?
- a. Yes. Commercial client experience may be included to describe the company's overall IT staffing practice. Reference requirements for evaluation are governed by Section 4.8.
146. In RFP Page 40, Section 4.4 “Company Background and Qualifications” (Point 4), can SWBNO clarify whom the “number of technical professionals currently employed or under contract” refers to?
- a. This refers to IT professionals currently placed or actively engaged across all of the proposer's client engagements, not limited to SWBNO.
147. In RFP Page 40, Section 4.5 (Point 3), can SWBNO clarify how Proposers are expected to demonstrate capability for the listed service areas?
- a. Capability may be demonstrated through descriptions of prior engagements, certifications, client references, and examples of comparable work performed per Section 4.5.
148. In RFP Page 40, Section 4.5 (Point 3), how many positions are Proposers required to mention when demonstrating capability for the listed service areas?
- a. The RFP does not specify a minimum number. Proposers should address each service area relevant to their proposed scope per Section 4.5.
149. In RFP Page 41, Section 4.6 (Point 5), can SWBNO clarify what exactly Proposers are expected to explain in this section?
- a. Section 4.6 requests the proposer's methodology for capturing, maintaining, and transferring institutional knowledge to SWBNO Civil Service staff or a successor contractor, consistent with Sections 2.2.17 and 2.2.12.2.
150. In the Pricing Form, can SWBNO clarify which categories or positions Proposers are required to include?
- a. See Section 4.11 and the Pricing Form.
151. In the Pricing Form, are Proposers expected to identify proposed key personnel?
- a. Key Personnel are addressed in Section 4.7, not the Pricing Form.
152. In the Pricing Form, are Proposers required to list all positions they anticipate will be necessary to support the services outlined in the RFP?
- a. See Sections 4.7 and 4.11.
153. Can SWBNO clarify if the requirement for the Contract Manager to be based within Louisiana must be fulfilled after the contract is awarded?
- a. See response to Question 6.
154. Who are previous incumbents on this project?

- a. See response to Question 12.
155. What was the annual spend for the previous year on this Project?
- a. See response to Question 1.
156. If this is a new contract, what is the anticipated budget for this contract?
- a. See response to Question 1.
157. How will requisitions be distributed among the chosen vendors under the contract?
- a. See response to Question 18.
158. Can you confirm whether requisitions/task orders under the resulting contract will be sent to all selected vendors?
- a. See response to Question 18.
159. If requisitions under the resulting contract are intended for specific vendors among those awarded, how does the agency plan to determine and select those particular vendors for receiving requisitions?
- a. See response to Question 18.
160. Could you please provide a list of the most commonly utilized positions under this contract?
- a. See response to Question 20.
161. Can you please give us an extension of 1-2 weeks to submit our proposal?
- a. SWBNO does not anticipate modifying the current schedule.
162. Is there a projected award and start date?
- a. SWBNO anticipates contract award and Notice to Proceed in November 2026, subject to Board of Directors approval.
163. Is this single vendor or multi vendor awards?
- a. See response to Question 18.
164. What is the estimated budget for this RFP? If unknown, please provide previous spending.
- a. See response to Question 1.
165. Please disclose their name(s) and if possible, provide their proposals along with their cost proposals.
- a. See response to Question 1.
166. Please specify the issues that the Board is facing under the current contract.
- a. See response to Question 17.
167. How many professionals are working under the current contract?
- a. See response to Question 12 and Figure 1.

- 168.** It is mentioned that the “Company Background and Qualifications” section has a page limit of 10 pages; however, the requirement also asks for “Audited financial information for the past two (2) completed fiscal years and a current Dun & Bradstreet (D&B) report.” These reports are lengthy, and additional information is also required within this section. Can the vendor submit the audited financial statements and D&B report separately or include them as attachments at the end of the technical proposal?
- a. Audited financial statements and D&B reports may be submitted as separate attachments to the proposal rather than within the 10-page section limit.
- 169.** In “1.5 Submission of Proposals,” it is stated that the Technical Proposal and signed Cost Proposal must be submitted separately. However, in “4.2 Table of Contents,” it is also mentioned that the DBE Participation Plan must be submitted separately. Therefore, it is our understanding that the vendor is required to submit 3 separate files: the Technical Proposal, the Cost Proposal, and the DBE Participation Plan. Is our understanding correct?
- a. Proposers should submit the Technical Proposal, Cost Proposal, and DBE documents as separate files per Section 1.5. Any financial information on DBE forms will be redacted prior to distribution to the evaluation committee.
- 170.** Refer to “3.3 Price Evaluation,” which states that Cost Proposals must be submitted in a separate envelope or file (if emailed) marked “Cost Proposal.” Please clarify whether the Cost Proposal should be submitted in the same email along with the separate Technical Proposal file, or if it must be submitted in a separate email. If separate emails are required, can the vendor include “Technical Proposal” and “Cost Proposal” in the respective email subject lines?
- a. All proposal files, including the Technical Proposal, Cost Proposal, and DBE documents, shall be submitted to bids@swbno.org per Section 1.5. Files may be submitted in the same email or broken into multiple emails if file size requires, using the subject line format specified in Section 1.5.
- 171.** Does the Board also require the Price Form to be submitted in Excel format, or is submission in a searchable PDF format sufficient?
- a. The Pricing Form must be submitted in Excel format per the required attachments checklist.
- 172.** Refer to “5. Staffing Plan and Position Qualifications,” which asks vendors to provide the “Attachment: Staffing Plan Form,” including the proposed hourly rates. However, the Board has also stated that the Cost Proposal must be submitted separately. Please clarify whether it is acceptable for the vendor to provide an hourly rate range in the Technical Proposal, or whether the hourly rate fields should be left blank.
- a. In order to provide cost confidentiality, the "Proposed Hourly Rate Range" column in the Staffing Plan Form should be left blank in the Technical Proposal. Hourly rates must be submitted exclusively in the Cost Proposal per Sections 3.3 and 4.11.
- 173.** Refer to the “Pricing Form,” which states that “Rates shall be proposed for the base year and for each of the four (4) option years.” However, the form only references “Fully Burdened Hourly Rate” and “Base Year Fully Burdened Hourly Rate.” Please confirm whether the vendor is required to provide only the requested rates in the existing format, or if the vendor may update the sheet to include pricing for all four (4) option years.

- a. The pricing form provided with the RFP must be used and include only the base year rates for cost evaluation and scoring.
- 174.** Based on the “Required Attachments” section, it is our understanding that the following documents are required only after award from the selected vendor and are not required to be submitted with the proposal: (1) Conflict of Interest Disclosure Affidavit, (2) Corporate Resolution or Proposer Organization, (3) Convicted Felon Affidavit, (4) Non-Solicitation Affidavit, and (5) Non-Collusion Affidavit. Is our understanding correct?
- a. Correct, the five affidavits are listed under "Attachments Checklist -- Required for Contract" and are required only from the awarded proposer, not at proposal submission. Vendors are welcome to provide in their response if they choose to.
- 175.** Is it possible for the Board to extend the proposal due date?
- a. See response to Question 161.
- 176.** May a proposer self-perform the 25% DBE goal if the prime is itself a certified SLDBE or LaUCP firm, or must a separate certified DBE always be engaged?
- a. A DBE bidding as prime cannot count itself toward the DBE participation requirement and must select another certified DBE from the SWBNO approved vendor listing per Section 4.10.
- 177.** If a proposer cannot identify a certified DBE subcontractor for a commercially useful scope prior to the proposal deadline, will a documented Good Faith Effort submitted with the proposal be deemed responsive, or does the GFE only apply post-evaluation?
- a. If the DBE goal cannot be met, an affidavit must be provided with the proposal showing that the goal cannot be met. Each assertion must be supported by documented evidence of a good faith effort per Section 4.10.
- 178.** Does the 40-hour/month SCADA application support minimum count toward the 25% DBE goal if performed by a certified DBE subcontractor?
- a. SCADA application support is within the contract scope per Section 2.2.4. Whether specific DBE participation qualifies toward the goal is subject to EDBP Office determination per Section 4.10.
- 179.** May a non-DBE prime self-perform SCADA support through an internal OT practice, or must that requirement be subcontracted?
- a. The RFP does not require the SCADA support requirement to be subcontracted. A proposer with qualified internal OT capability may self-perform per Section 2.2.4.
- 180.** Does SWBNO permit remote or offshore delivery of any position categories (e.g., database administration, application support, help desk tier 1), or are all positions required to be on-site in New Orleans?
- a. The Board will not consider any non-US-based staff for any position under this contract, even if authorized by the Board for remote work. See response to Question 72.

- 181.** For positions designated as remote-eligible, does SWBNO require personnel to be U.S.-based, or are offshore resources permitted?
- a. See response to Question 180.
- 182.** Is there a minimum percentage of positions that must be filled by personnel physically located in the New Orleans metropolitan area at contract start?
- a. See response to Question 72.
- 183.** Can help desk or application support roles be staffed on a hybrid or fully remote basis without a Task Order specifying on-site presence?
- a. See responses to Questions 72 and 73. Most roles, especially those in direct user support roles will be required to be onsite.
- 184.** Are any incumbent contractor personnel currently subject to non-compete or non-solicitation agreements that would prevent them from transitioning to a successor contractor, and will SWBNO confirm this in writing prior to proposal submission?
- a. Per Section 2.2.12.1, this contract prohibits non-compete clauses or other barriers that would prevent contractor personnel from accepting employment with a successor contractor. SWBNO will not confirm the terms of private employment agreements between the incumbent contractor and its employees.
- 185.** How many of the estimated 55 current contractor positions are expected to be available for the successor contractor to offer employment at contract start?
- a. See responses to Questions 1, 9, and 47.
- 186.** Will SWBNO provide a list of current position titles and approximate compensation levels to assist proposers in developing competitive transition offers?
- a. See response to Question 1.
- 187.** The RFP requires emergency pay rates by position category. Should emergency rates be proposed as a flat multiplier (e.g., 1.5x standard rate) or as a separate fully burdened hourly rate distinct from the standard rate?
- a. Emergency rates shall be proposed as separate fully burdened hourly rates by position category in the Pricing Form per Section 4.11. Emergency rates replace, and do not supplement, the standard rate for hours worked during a declared emergency.
- 188.** Are on-call hours that result in after-hours work billed at the standard hourly rate, a pre-approved overtime rate, or at the proposer's discretion in the pricing proposal?
- a. See response to Question 4.
- 189.** Please confirm that the Contract Manager position is excluded entirely from the cost evaluation formula and is not factored into the standardized staffing scenario.
- a. See response to Question 48.
- 190.** Will SWBNO publish the standardized staffing scenario (positions and quantities used in the cost evaluation formula) prior to proposal submission so all proposers are pricing on the same basis?
- a. The standardized staffing scenario is published in the Pricing Form instructions per Section 4.11.1.

- 191.** Is the 40-hour/month SCADA support a firm contractual floor guaranteed in the first Task Order, or is it subject to SWBNO discretion like all other Task Orders?
- a. The minimum 40 hours per month of SCADA application support is a base contract requirement per Section 2.2.4 and will be included in the initial Task Order at contract start.
- 192.** Will there be a master Task Order issued at contract start covering the estimated 41 IT Operations and Specialized Technical Services positions, or will SWBNO issue separate Task Orders by functional area?
- a. See responses to Questions 1, 47 and 52.
- 193.** What is the anticipated contract start date and Notice to Proceed timeline following Board approval?
- a. See response to Question 162.
- 194.** Will SWBNO provide access to the incumbent contractor's documentation, system configurations, and knowledge transfer materials during the transition period, and if so, on what timeline?
- a. See response to Question 78.
- 195.** Must background checks be completed before personnel begin work, or may personnel begin under a conditional start while checks are processed?
- a. All personnel must complete background screening prior to beginning work per Section 2.2.14.
- 196.** Who bears the cost of background checks — SWBNO or the contractor?
- a. Background check costs are the responsibility of the contractor and must be incorporated into fully burdened hourly rates per Section 4.11.
- 197.** Are there specific security clearance requirements for any position categories (e.g., cybersecurity, network administration, OT) beyond the standard criminal/employment/education check described in Section 2.2.14?
- a. See responses to Questions 79 and 81.
- 198.** When a position transitions to Civil Service, does the 30-day notice period begin from the date SWBNO identifies the Civil Service hire, or from the Civil Service employee's start date?
- a. Per Section 2.2.12.2, the thirty-day notice period begins when SWBNO provides written notice to the contractor that a position will be removed from the applicable Task Order.
- 199.** Will SWBNO provide the contractor with a projected Civil Service hiring schedule or target conversion list at contract start to assist in workforce planning?
- a. See response to Question 57.
- 200.** The RFP states specific cybersecurity tool platforms will be released to the winning bidder. Will SWBNO provide this information to shortlisted proposers prior to BAFO, or only after contract award?
- a. See response to Question 59.

- 201.** Is the contractor expected to provide SOC-as-a-Service from day one of the contract, or only if a Task Order is issued under Section 2.2.3?
- a. See response to Question 25. Per Section 2.1.4 and 2.2.3, providing a SOC is a possible future Task Order.
- 202.** Will oral presentations or interviews be required of all proposers, or only those reaching a shortlist?
- a. Per Section 3.4, the Selection Committee may request interviews or presentations with any, some, or all proposers. Oral presentations are not required of all proposers and will be conducted at the Board's discretion.
- 203.** The RFP references a Pricing Form in Excel format as a required attachment, but no Excel file was included with the released RFP documents. When will the Pricing Form be published?
- a. The Pricing Form was published with the RFP and is available at the same locations identified in Section 1.1.
- 204.** Please confirm whether the IT Environment and Workload Summary attachment is the final version or whether updates are anticipated via addendum.
- a. The attachment is final as published. No updates are expected prior to proposal due date.
- 205.** Is there a page limit or format requirement for the Exceptions and Deviations section?
- a. See Section 4.9.
- 206.** Please confirm whether there is an incumbent vendor(s) currently supporting SWBNO's IT environment under this scope or a similar engagement. If applicable, kindly identify the functional areas presently supported by incumbent resources.
- a. See response to Question 12.
- 207.** Can SWBNO provide the current approximate staffing composition supporting the OCIO environment, including counts by functional area (Help Desk, Infrastructure, Applications, Network, Database, GIS, Cybersecurity, OT, etc.) across Civil Service, contractor, and vacant positions?
- a. See responses to Questions 1, 12 and 47.
- 208.** Does SWBNO anticipate issuing an initial Task Order immediately upon award for core IT Operations support? If yes, please provide the anticipated labor categories, estimated staffing levels, and expected period of performance.
- a. See responses to Questions 1, 20, and 47.
- 209.** For proposal planning purposes, can SWBNO provide an estimated annual spend, historical spend, not-to-exceed amount, or anticipated budget range associated with this contract vehicle?
- a. See response to Question 1.
- 210.** Please clarify the intended pricing structure for this solicitation. Are proposers expected to submit fully burdened labor rates only, managed services pricing, or both labor category pricing and future task-order-specific pricing responses?

- a. See response to Question 52. This contract is for staffing only; managed services are not being solicited.

- 211. In the event of transition from an incumbent provider, will SWBNO provide a formal transition period, access to operational documentation, knowledge transfer sessions, and/or cooperation requirements for outgoing resources?
 - a. See response to Question 78.

- 212. Regarding the required 40 hours per month of SCADA application support included in the base proposal, please clarify whether this requirement is expected to remain constant throughout the contract term and provide additional detail regarding the active production environment, support expectations, and primary technologies in scope.
 - a. The minimum 40 hours per month is a base contract requirement per Section 2.2.4. Additional support needs will be confirmed through future Task Orders. Current SCADA platform and environment details are identified in the attachment IT Environment and Workload Summary.

- 213. Can SWBNO clarify expected onsite versus remote work requirements by functional area and identify any roles anticipated to require full-time onsite presence?
 - a. See responses to Questions 61, 72 and 73.

- 214. For emergency operations planning, can SWBNO share historical data regarding emergency activations during the past several years, including approximate frequency, average duration, and typical staffing requirements for contractor support personnel?
 - a. See response to Question 3.

- 215. Can SWBNO provide current workload metrics to assist proposers in developing staffing and pricing assumptions, including help desk ticket volumes, server counts, endpoint/device counts, network infrastructure inventory, and major application support workload levels?
 - a. See response to Question 53.

- 216. Please provide additional information regarding SWBNO's current cybersecurity operating environment, including existing tools, platforms, monitoring capabilities, IAM architecture, vulnerability management processes, and any planned future-state cybersecurity initiatives.
 - a. See response to Question 59.

- 217. Beyond the published evaluation criteria, are there particular qualifications, certifications, delivery approaches, utility-sector experience, emergency response capabilities, or local presence considerations that SWBNO views as especially valuable for successful contract performance?
 - a. See response to Question 40.

- 218. Please clarify whether there is a target or desired participation percentage associated with the DBE/EDBP program for this solicitation and whether specific technical workstreams are recommended for DBE participation.
 - a. See response to Question 8.

- 219. The RFP references several enterprise modernization initiatives, including Oracle Fusion, CIS evaluation/replacement, Dayforce, Trimble Unity, and GIS Utility Network activities. Can

SWBNO provide the current status, projected timelines, and anticipated contractor involvement for these initiatives during the initial contract term?

a. [See response to Question 111-113.](#)

220. Given the anticipated evolution of Civil Service staffing under the OCIO structure, can SWBNO provide any planning assumptions regarding expected contractor-to-Civil Service workforce transitions, including functional areas most likely to transition during the base contract period?

a. [See response to Question 57.](#)

221. Per Section 4.11, Cost Proposal (Page 43), the RFP states: "Rates shall be proposed for the base year and for each of the four (4) option years." However, Section 4.11.1, Cost Evaluation (Page 45) states: "For cost evaluation purposes, the Board will calculate total estimated annual cost using the standardized staffing scenario published in the Pricing Form instructions." The Pricing Form, as currently structured, appears to allow costing for only one year of performance. Please clarify: Does SWBNO intend for Proposers to submit pricing for the base year only, or for the total contract cost inclusive of the base year and all four (4) option years? If the latter, will SWBNO issue a revised Pricing Form that accommodates calculation of total contract cost across all five (5) performance periods as referenced in Section 2.3, Contract Terms and Compensation (Page 30)

a. [See Question 173.](#)

222. Per Section 4.2, Table of Contents (Page 39) and the Required Attachments list (Page 46), the RFP identifies several required attachments presented as tables, including the Company Background Form (Page 48), Staffing Plan Form (Page 49), Client Reference Form (Page 50), and Questions Attachment (Page 43). May Proposers reproduce these tables within their proposal document while preserving all column headers, fields, and required data elements, and apply minor formatting enhancements that improve readability without altering substantive content? Confirming this approach will ensure consistent visual presentation across the proposal while maintaining full compliance with the required content of each attachment.

a. [Minor formatting enhancements to required attachment tables are acceptable provided all required data fields, column headers, content elements, and signature blocks remain intact and unaltered in substance.](#)

223. Per Section 4.7, Staffing Plan and Position Qualifications (Page 41) and the Staffing Plan Form (Page 49), Proposers are required to complete the form for each position category identified in the Pricing Form. The Estimated Initial Staffing Profile tables (Pages 78 and 79) organize positions into two distinct groupings: "IT Operations and Maintenance" and "Specialized Technical Services," consistent with the service category structure established in Section 2.2.1 (Page 13) and Section 2.2.2 (Page 15). May Proposers add category header rows to the Staffing Plan Form (for example, "IT Operations and Maintenance" and "Specialized Technical Services") that group the position categories so the form mirrors the organizational structure SWBNO established in Sections 2.2.1 and 2.2.2? This approach would align the Staffing Plan Form with the staffing profile SWBNO presented and improve clarity for the Selection Committee's review.

a. [Proposers may add category header rows to the Staffing Plan Form provided all required fields and data elements remain complete and unaltered per Section 4.7.](#)

224. Per Section 4.11, Cost Proposal (Page 43), the RFP directs that "Cost proposals must be submitted in a separate envelope or file (if emailed) marked 'Cost Proposal'" per Section 3.3, Price Evaluation (Page 37), indicating a clear separation between technical and cost volumes. However, the Staffing Plan Form (Page 49), which is a required attachment to the Technical Proposal under Section 4.7, Staffing Plan and Position Qualifications (Page 41), includes a column titled "Proposed Hourly Rate Range." This creates an apparent conflict: pricing information is required within the Technical Proposal, while Section 3.3 and Section 4.11 direct that cost information be segregated into a separate Cost Proposal. Please clarify:

- Does SWBNO intend for Proposers to include the "Proposed Hourly Rate Range" within the Staffing Plan Form submitted in the Technical Proposal, or should this column be left blank in the Technical Proposal and addressed exclusively in the Cost Proposal?
- If SWBNO requires the hourly rate range in the Staffing Plan Form, will the inclusion of this pricing data in the Technical Proposal be excluded from the Selection Committee's technical evaluation per Section 3.2 (Page 35), which states the Committee "shall first evaluate the proposals on the basis of criteria other than price"?

a. [See response to Question 172.](#)

225. Per Section 4.9, Exceptions and Deviations (Page 42), the RFP states that "all deviations grouped together in a separate section entitled 'Exceptions/deviations from proposal requirements'" must be identified, and that "Objections or deviations expressed only in other parts of the proposal, either directly or by implication, will not be accepted as deviations." Section 4.2, Table of Contents (Page 39) and Part IV (Page 39) further direct Proposers to follow the RFP format and instructions, noting that "Failure to follow these instructions may result in rejection." Please confirm that minor formatting changes to tables from required attachments reproduced in a Proposer's proposal will not render the proposal non-responsive under Section 4.9, provided all required data fields, column headers, content elements, and signature blocks remain intact and unaltered in substance. Examples of minor formatting changes include font selection, cell shading, border styling, column width adjustments, and row spacing applied to improve readability.

a. [Minor formatting changes that do not alter substantive content, required fields, column headers, or signature blocks will not render a proposal non-responsive under Section 4.9.](#)

226. Per the Economically Disadvantaged Business Participation Summary Sheet (Page 51) referenced in Section 4.10, Economically Disadvantaged Business Program (Page 42), the form requires Proposers to populate two specific fields for each DBE firm: (1) "Dollar Amount of work to be performed" and (2) "Percentage of Dollar Amount to Total Bid Price." Per Section 4.11.1, Cost Evaluation (Page 45), the cost evaluation is based on "total estimated annual cost using the standardized staffing scenario published in the Pricing Form instructions," and the Pricing Form, as currently structured, supports pricing for a single year of performance. As a result, Proposers cannot reasonably determine the total dollar value of all proposed work across the full contract period referenced in Section 2.3, Contract Terms and Compensation (Page 30), which provides for one (1) base year plus four (4) one-year renewals. Please clarify the basis SWBNO expects Proposers to use when populating the "Dollar Amount of work to be performed" and "Percentage of Dollar Amount to Total Bid Price" fields on the DBE Participation Summary Sheet:

- Should Proposers calculate these amounts based on the base year only?

- Should Proposers calculate these amounts based on the total potential five-year contract value?
- Should Proposers use an alternative basis, and if so, what basis does SWBNO require?
- a. The DBE minimum percentage is included in the RFP and should be calculated on the base year calculation.

227. Per Section 4.11, Cost Proposal (Page 43), the second bullet states: "Rates shall be proposed for the base year and for each of the four (4) option years." This requirement aligns with Section 2.3, Contract Terms and Compensation (Page 30), which establishes a contract period of "one (1) year with four (4) one (1) year renewals" not to exceed five (5) years total. However, the Pricing Form provided as a separate Excel attachment to this RFP package does not contain fields, columns, or worksheets that allow Proposers to input pricing for the base year and each of the four (4) option years as required by Section 4.11. As currently structured, the Pricing Form supports a single year of performance only. To resolve this conflict between the stated requirement and the tool provided to satisfy it, will SWBNO:

- Issue a revised Pricing Form via written addendum that includes pricing fields for the base year and each of the four (4) option years, consistent with Section 4.11 and Section 2.3;
 - Modify the requirement in Section 4.11 to align with the single-year structure of the current Pricing Form; or
 - Provide alternative direction regarding how Proposers should submit pricing for the base year and each option year?
- a. See response to Question 173.

228. Per Section 3.2, Technical Evaluation (Page 36), the Organizational Capacity and Financial Stability criterion states the evaluation will be measured on "Financial statements or D&B report" (emphasis on the disjunctive "or"). However, Section 4.4, Company Background and Qualifications (Page 40) appears to require both documents, stating: "Audited financial information for the past two (2) completed fiscal years, including income statements, balance sheets, and statements of cash flows." "Privately held companies wishing to maintain confidential financial information must provide a current Dun and Bradstreet (D&B) report." The language in Section 4.4 suggests the D&B report is an alternative submission option available to privately held companies, while Section 3.2 explicitly establishes "Financial statements or D&B report" as the evaluation basis. Please confirm: For privately held Proposers electing to submit a current Dun and Bradstreet (D&B) report under Section 4.4, does this submission fully satisfy the Organizational Capacity and Financial Stability evaluation requirement in Section 3.2, such that the Proposer is not also required to provide audited financial statements (income statements, balance sheets, and statements of cash flows) for the past two (2) completed fiscal years?

- a. Per Section 4.4, privately held companies may submit a current D&B report in lieu of audited financial statements. This submission fully satisfies the financial stability evaluation requirement in Section 3.2.

229. For the estimated initial staffing profile of approximately 41 positions, does SWBNO anticipate that all positions will be activated at Notice to Proceed, or will positions be activated incrementally through one or more Task Orders?

- a. See response to Question 47.

- 230.** Does SWBNO require named resumes for all proposed position categories at proposal submission, or only for the proposed Contract Manager and any proposed Technical Leads / Key Personnel?
- a. See response to Question 30.
- 231.** For the Contract Manager role, must the individual be named at proposal submission, or may the proposer describe the required qualifications and commit to placing a Louisiana-based Contract Manager prior to contract start?
- a. See response to Question 6.
- 232.** Section 4.6 references the potential onboarding of incumbent personnel. After award, will SWBNO facilitate introductions, transition meetings, or other appropriate communications between the selected proposer and incumbent contractor personnel?
- a. SWBNO will cooperate with transition activities consistent with Sections 2.2.12.2 and 4.6. Direct engagement with incumbent personnel prior to contract execution is the responsibility of the awarded contractor.
- 233.** For specialized roles such as Cloud Engineer, Database Manager / Administrator, Data Conversion Specialist, Network Engineer, and Enterprise Modernization Project Manager, will SWBNO allow remote or hybrid personnel where the role does not require routine on-site support, subject to security and performance requirements?
- a. See responses to Questions 72 and 73.
- 234.** For the after-hours on-call requirement, does the requirement to report on-site to 625 St. Joseph Street within sixty minutes apply to all on-call personnel, or only to designated infrastructure, data center, network, emergency, or other operational support roles?
- a. Per Section 2.2.13.5, the sixty-minute on-site reporting requirement applies to all on-call personnel when remote resolution is not possible. All SWBNO facilities are within the city limits of New Orleans.
- 235.** How will the 25% DBE participation goal be measured over the life of the contract, given that staffing levels, Task Orders, optional service categories, and Civil Service transitions may change during the contract period?
- a. See response to Question 8.
- 236.** May commercially useful DBE participation be satisfied through specialized technical work, help desk / PC support, digitization / records support, SCADA / OT support, or other Task Order–authorized services, provided the proposed scope is directly related to the contract?
- a. See response to Question 26.
- 237.** For the required minimum 40 hours per month of SCADA application support, should proposers include this support within the base-year pricing scenario, identify it as a separate proposed subcontractor scope, or both?
- a. See response to Question 88. Proposers fulfilling this requirement through a subcontractor must identify the subcontractor per Sections 2.13 and 4.4.
- 238.** Are emergency hourly rates and optional service category rates included in the scored cost evaluation, or are they evaluated for reasonableness only?
- a. See response to Question 3.

- 239.** Does SWBNO anticipate issuing Task Orders for Cybersecurity, Operational Technology, or Information Management during the first contract year, or should proposers treat these as optional future capabilities unless otherwise authorized?
- a. See response to Question 25.
- 240.** Does SWBNO prefer a single full-service prime contractor, or is a prime/subcontractor team acceptable if the proposal clearly defines management responsibility, subcontractor roles, DBE participation, and accountability for performance?
- a. See response to Question 18.
- 241.** Please confirm whether all labor categories listed in the RFP are mandatory, or whether proposers may submit only those categories for which they can provide qualified personnel.
- a. See response to Question 25.
- 242.** Please clarify whether emergency, on-call, or after-hours staffing costs are considered allowable and recoverable under Task Orders.
- a. See responses to Questions 3, 4, and 54
- 243.** Does SWBNO expect fully burdened hourly rates to include all contractor obligations such as management oversight, reporting, retention programs, recruiting, and emergency response readiness?
- a. See Section 4.11.
- 244.** For specialized subcontracted roles (e.g., SCADA/OT support), should subcontractor pricing be included within the fully burdened hourly rates, or may separate rate structures be proposed?
- a. Subcontractor costs must be incorporated into the fully burdened hourly rates for the applicable position categories per Section 4.11.
- 245.** Can SWBNO confirm that the pricing structure should align with the Task Order–based delivery model described in the RFP?
- a. See response to Question 52.
- 246.** Can SWBNO confirm whether the proposed hourly rates must support the stated 85% annual retention requirement while remaining competitive?
- a. Proposers are responsible for developing rates that reflect their cost structure and staffing approach. The retention requirement is described in Section 2.2.11.7.
- 247.** Can SWBNO provide the current number of contractor personnel by labor category supporting IT, OT, Cybersecurity, and Information Management functions?
- a. See response to Question 12.
- 248.** Can SWBNO disclose whether incumbent staffing information—including labor categories, counts, or organizational alignment—may be released?
- a. See response to Question 1.
- 249.** Can SWBNO provide the anticipated or historical percentage of onsite versus remote work for each labor category?

- a. See responses to Questions 72 and 73.
250. Can SWBNO provide details regarding the current SCADA/OT subcontracting model, including whether specialized roles are currently provided through a prime contractor or separate agreements?
- a. See response to Question 2.
251. Emergency Response, Overtime, and Operational Expectations Please clarify the expected scope of emergency staffing support, including typical activation scenarios, required response times, and historical frequency of emergency deployments.
- a. See response to Question 3.
252. Are overtime billing rates subject to a cap, fixed multiplier, or other limitations beyond standard labor regulations?
- a. Overtime billing is governed by applicable federal and Louisiana state labor law. The RFP does not impose a cap or fixed multiplier beyond those requirements.
253. If Civil Service positions are added during the contract term, please clarify expectations for transitioning contractor personnel out of those roles, including notice periods and Task Order adjustments.
- a. See response to Question 10.
254. Can SWBNO provide estimated annual funding levels or historical Task Order spending to help proposers size staffing and pricing appropriately?
- a. See response to Question 1.
255. Please clarify whether all cybersecurity functions described in Section 2.1.4 will be procured under this contract, or whether certain functions will be sourced through separate solicitations.
- a. See response to Question 25.

The changes, additions, and/or deletions included herein are hereby made part of the solicitation documents for 2026-SWB-30 Information Technology Professional Services, as fully and completely as if the same were set forth therein. The proposer shall be responsible for having knowledge of all addenda issued for this RFP.

***** END OF ADDENDUM *****