

**NOLA Public School
Procurement Department
2401 Westbend Parkway, Suite 5076,
New Orleans, LA 70114
Paul A. Lucius, Executive Director of Procurement**

October 14 , 2026

Addendum No. 1

REQUEST FOR PROPOSAL NO. 27-0057

ENTERPRISE OPERATIONAL EXCELLENCE AND DIGITAL TRANSFORMATION

This Addendum and Clarification item forms a part of the RFP Documents and modifies the original RFP Documents issued September 17 , 2026. Acknowledge receipt of this Addendum on the Addendum Form of the Request for Proposal. Failure to do so may subject proposal to disqualification.

This Addendum consists of 37 Page(s).

CLARIFICATION:

1. **Question:** Section 7.1 requests three to five school-district references demonstrating past Title IV Services, while Section 7.2, Tab 9, requests references for services of similar scope. Please confirm whether the Title IV and school-district-only requirements apply to this assessment, or whether comparable public-sector and enterprise assessment, process improvement and modernization references are acceptable.

Answer : DELETE PAGE 21:

7.0 PROPOSAL FORMS/SUBMISSIONS

7.1 PROPOSAL SUBMISSION REQUIREMENTS

In addition to the requirements stated above, the proposal must address the following:

1. Three (3) to Five (5) client references (see attached form) from school districts to show evidence of past Title IV Services. References must include the complete name of the district and individual contact name, title, phone and email information.
2. A summary of any litigation filed against your company or any of its employees in the past three (3) years which is related to the service that the company provides in its regular course of business. The summary should state the nature of the litigation, a brief description of the case, the outcomes or projected outcomes, and the monetary amounts involved.

3. A summary of any litigation filed against any entity by you or any of your principals or employees in the past ten (10) years.

7.2 SUBMITTAL REQUIREMENTS/SPECIFICATIONS:

To enable the Orleans Parish School Board to efficiently evaluate the Request for Proposals packages, it is requested that Respondents use the following format in preparing their proposals. **Electronic proposals that DO NOT conform to the prescribed format may be rejected and may not be evaluated.**

Responses to this RFP will detail applicant's ability to address the Proposal Requirements using the following outline:

Proposal Response Format (Proposal Response Not to exceed 20 Pages)

Proposals submitted for consideration should follow the format and order of presentation described below:

A. Tab 1 – Cover Letter – *Letter of Interest/Executive Summary*

- a. Must be on Firm's Letterhead
- b. Signed by authorized company official/agent of the firm who is committing to a potential contract with NOLA-PS
- c. Include primary contact person

B. Tab 2 – Description of Firm's Background

- a. Brief summary of professional experience
- b. Number of years in business
- c. Firm's goal and objectives
- d. Firm's overall organizational focus

C. Tab 3 – Experience and Qualifications of Firm

REPLACE WITH:

7.0 PROPOSAL FORMS/SUBMISSIONS

7.1 PROPOSAL SUBMISSION REQUIREMENTS

In addition to the requirements stated above, the proposal must address the following:

4. Three (3) to Five (5) client references (see attached form) from school districts to show evidence of past Enterprise Operational Excellence & Digital Transformation services. References must include the complete name of the district and individual contact name, title, phone and email information.

5. A summary of any litigation filed against your company or any of its employees in the past three (3) years which is related to the service that the company provides in its regular course of business. The summary should state the nature of the litigation, a brief description of the case, the outcomes or projected outcomes, and the monetary amounts involved.
6. A summary of any litigation filed against any entity by you or any of your principals or employees in the past ten (10) years.

7.2 SUBMITTAL REQUIREMENTS/SPECIFICATIONS:

To enable the Orleans Parish School Board to efficiently evaluate the Request for Proposals packages, it is requested that Respondents use the following format in preparing their proposals. **Electronic proposals that DO NOT conform to the prescribed format may be rejected and may not be evaluated.**

Responses to this RFP will detail applicant's ability to address the Proposal Requirements using the following outline:

Proposal Response Format (Proposal Response Not to exceed 20 Pages)

Proposals submitted for consideration should follow the format and order of presentation described below:

D. Tab 1 – Cover Letter – *Letter of Interest/Executive Summary*

- a. Must be on Firm's Letterhead
- b. Signed by authorized company official/agent of the firm who is committing to a potential contract with NOLA-PS
- c. Include primary contact person

E. Tab 2 – Description of Firm's Background

- a. Brief summary of professional experience
- b. Number of years in business
- c. Firm's goal and objectives
- d. Firm's overall organizational focus

F. Tab 3 – Experience and Qualifications of Firm

2. **Question:** For a role and newly formed firm, may relevant projects performed by its proposed principals while employed by other organizations satisfy the experience and reference requirements, provided the prior employer, individual's client reference are clearly identified? Our principals' backgrounds include Louisiana Department of Education systems work, enterprise SaaS assessment and implementation, and organizational process transformation

Answer: Yes, newly formed firm, may use relevant projects performed by its proposed principals while employed by other organizations to satisfy the experience and reference requirement.

3. **Question:** Please confirm which certifications are accepted toward the 35% DBE goal and whether an eligible certified prime's self-performed work counts toward that goal. If a proposer does not hold an accepted certification, please confirm the required proposal-stage documentation for DBE subcontract participation or a good-faith-effort waiver request. Our WOSB and WBENC applications are pending; we are not representing either as an awarded certification

Answer: The City of New Orleans DBE Program and the LAUCP DBE certifications are recognized. A company certified as a DBE outside of the State of Louisiana must obtain a letter of reciprocity from one of the certifying DBE Agencies within Louisiana. Both MBE and/or WBE certifications will not suffice, and will not receive credit regarding this solicitation.

4. **Question:** Is there an anticipated assessment completion period or budget range? Please also clarify the expected onsite presence and whether the Munis and other platform reviews require detailed module-level configuration analysis or a strategic assessment informed by documentation, demonstrations and stakeholder interviews.

Answer : The technology assessment is primarily flexible , but it is intended to be completed in a timely manner. NOLA Public Schools has not established or published an anticipated budget range or not-to-exceed amount for this engagement.

5. **Question:** Section 6 scores references from comparable clients, while Section 7.1 requests three to five school district references showing past Title IV services. Are school district references and Title IV experience mandatory, or may a proposer use references from comparable large public sector, military, or organizational transformation work?

Answer: See Response to Question No. 1

6. **Question:** Is the 35 percent DBE goal mandatory participation, or may a proposer document good faith efforts when certified DBE participation is unavailable? Which Appendix B forms must a self-performing proposer submit with the proposal?(DBE)

Answer: : If a Respondent cannot meet the DBE goal established in the solicitation, the Respondent, at a minimum, shall submit qualitative and quantitative evidence of Good Faith Efforts to attain DBE Participation. Again, the ability or desire of the Consultant/Prime Contractor to self-perform the services of a contract with its own organization, does not relieve the Consultant/Prime Contractor's responsibility to make a Good Faith Effort, to achieve the owner's DBE contract goal. (Please review DBE Policy & Provisions for additional information.). Respondents shall submit: DBE Responsiveness Form 1, DBE Responsiveness Form 2 and the Verification of DBE Certification Form.

7. **Question:** Must all required insurance be active when the proposal is submitted, or only before contract execution? May a sole member firm with no employees provide an applicable workers compensation exemption?

Answer: Insurance shall be in-force for the duration of the contract period.

Workers Compensation Insurance is mandated by the State of LA. However, there are exemptions for certain roles such as domestic employees, real estate salespeople, some musicians and performers, employees covered under federal laws, and unpaid officers of nonprofit organizations. Sole proprietors or partnerships with no employees generally do not need coverage, though high-risk business owners may choose to purchase it voluntarily.

8. **Question:** Does a Louisiana LLC already registered to do business in Louisiana need any additional Orleans Parish business or occupational license to perform this consulting engagement?

Answer : No additional licenses are required for this project.

9. **Question :** May stakeholder interviews, workflow observation, and presentations be performed remotely or through a hybrid arrangement? If on site work is expected, approximately how many site days should proposers budget?

Answer: We are flexible on the arrangements for stakeholder interviews; however, we would like at least 1-2 days onsite to actually observe the workflows.

10. **Question:** What target start date and assessment completion date should the project plan assume? What target start date and assessment completion date should the project plan assume?

Answer: The target start date is immediately after the execution of contract.

11. **Question:** Whether a non-U.S. / foreign entity may participate as a subcontractor under this RFP; 2. Whether subcontractors must independently satisfy the insurance requirements and the requested school-district reference requirements, or whether those requirements are evaluated at the prime-proposer level; and 3. Whether a non-DBE specialist may participate in part of the scope while the prime proposer satisfies the 35% DBE goal through eligible certified DBE participation.

Answer: Proposers identified as a DBE Prime Firm is required to submit all required forms identified within the solicitation, and are required to sign all Signatures of Authority within all identified sections of the DBE Provisions. Additional DBE and non-DBE Subconsultants may also be identified if the DBE Prime is self-performing a minimum of 35% of the contract. However, the DBE Prime must identify the scope(s) of work performed via itemized services rendered within proposal.

12. **Question :** Where can we help Operational bottleneck mapping, AI and automation opportunity discovery, workflow redesign, digital architecture, analytics, prioritized investment recommendations, and a measurable implementation roadmap.

Answer: The selected organization can help the district across all major systems and processes.

13. **Question:** The scope of this RFP appears potentially aligned with Complete AI's capabilities, particularly where operational assessment leads into technology modernization, workflow redesign, systems integration, and automation. I'd like to connect the Complete AI team with the appropriate project stakeholders and determine whether direct participation or a technology partner/subcontractor role would be suitable under this procurement.

Answer: Please be advised that the Code of Silence is currently in effect for this project. Accordingly, all parties are required to adhere strictly to the RFP guidelines regarding communications and the submission of questions or requests for clarification.

As a reminder, the Code of Silence provisions are provided below for your review:

CODE OF SILENCE:

From the date the RFP is issued; through the time the Agreement is finally awarded by NOLA-PS Elected Officials, Proposers shall not contact any Representatives of NOLA-PS, nor the District Staff, nor their Advisors or Consultants with respect to this RFP, or RFP process, other than to submit questions or protest in accordance with the Instructions to Proposers therein. This prohibition does not apply to questions or comments sent in writing to the Executive Director of Procurement, or questions made at Pre-Proposal conferences, in presentations before evaluation committees, or during contract negotiations. Proposers who violate this Code of Silence may be deemed non-responsive, and their proposal may be rejected for cause.

14. **Question:** Section 7.1 requests three to five school-district references demonstrating past "Title IV Services." Is that requirement applicable to this assessment, or will references for comparable operational assessment, process improvement, and transformation engagements be accepted?

Answer: Please see Response to Question No. 1.

15. **Question:** May references and relevant experience from proposed subcontractors or teaming partners satisfy the reference requirements? How will the experience of proposed key personnel be evaluated separately from the firm's past performance?

Answer: NOLA Public Schools prefers that the prime proposer demonstrate relevant experience through engagements performed directly by the prime. However, the District will consider relevant experience from proposed subcontractors, teaming partners, and key personnel as part of the overall qualifications of the proposed team. Proposers should clearly identify the entity and key personnel responsible for each referenced engagement and describe their specific roles and the relevance of that experience to the scope of this RFP. The experience of key personnel will be considered as part of the evaluation of the proposed team's overall qualifications and capacity to successfully perform the work.

16. **Question:** Please clarify how the 35% DBE goal applies, including the participation and documentation requirements for a proposer that is not DBE-certified.

Answer: Per OPSB Board Policy regarding DBE participation, It shall be the policy of the

Orleans Parish School Board (OPSB) to ensure every opportunity is made available to include disadvantaged business concerns in its letting of contracts and purchases, by providing bidders for each contract or purchase being bid. Moreover, the ability or desire of the Consultant/Prime Contractor to perform the work of a contract with its own organization does not relieve the Consultant/Prime Contractor's responsibility to meet or exceed the District's DBE contract goal. Proposers shall submit: DBE Responsiveness Form 1, DBE Responsiveness Form 2 and the Verification of DBE Certification Form.

17. **Question:** Does the technology assessment require hands-on system configuration or technical testing, or is the expected scope an advisory review of capabilities, integrations, workflows, and governance? What onsite presence is anticipated?

Answer: The technology assessment is primarily intended to be an advisory assessment of the District's current technology environment, including system capabilities and utilization, configurations at an appropriate level, integrations, data flows, workflows, governance, duplication, gaps, and opportunities for modernization and improved efficiency. Hands-on system configuration, development, or implementation is not required as part of the initial assessment. Proposers should recommend any technical analysis they believe is necessary to support their findings and recommendations.

NOLA Public Schools is flexible regarding the mix of virtual and in-person activities. However, the District anticipates at least one to two days of onsite engagement to allow the selected consultant to observe selected workflows and operating practices firsthand. Proposers may recommend additional onsite engagement where they believe it would materially improve the quality of the assessment.

18. **Question:** The RFP's DBE requirements reference certification through the Louisiana Unified Certification Program (LAUCP) or the State & Local Disadvantaged Business Enterprise (SLDBE) Program. LAUCP is accepting interstate applications but has indicated it will not process them until its re-evaluation of currently certified firms is complete, which it expects in December 2026. Will NOLA-PS credit participation by a firm currently certified as a DBE by another state's Unified Certification Program under 49 CFR Part 26 that has a pending interstate application with LAUCP? If so, what documentation should proposers submit in place of the DBE Verification Form?

Answer: The prescribed DBE documentation required from this solicitation shall suffice.

19. **Question:** Approximately how many departments and stakeholders do NOLA-PS anticipate participating in interviews, workshops, and/or workflow observations?

Answer: The District has not established a predetermined number of stakeholder interviews or workshops. Proposers should recommend an appropriate stakeholder engagement approach based on the scope of the assessment. At minimum, the District anticipates engagement with relevant central-office departments and functional leaders whose work intersects with the processes and systems being assessed. The selected consultant will work with NOLA Public Schools to finalize the stakeholder engagement plan at project initiation.

20. **Question:** What level of technical and configuration analysis of Tyler Munis is expected versus a functional and business-process assessment? ?

Answer: The District expects both a functional/business-process assessment and an appropriate level of technical and configuration analysis of Tyler Munis. The assessment should evaluate how the current system is configured and utilized, how well it supports existing business processes and workflows, where functionality may be underutilized, and where system limitations, configuration, integrations, or business practices contribute to inefficiency. The assessment is not intended to require system reconfiguration or implementation as part of the initial engagement.

21. **Question:** Should the assessment consider potential replacement alternatives for Tyler Munis, or is the primary expectation to identify opportunities to optimize the District's existing ERP environment?

Answer: Both should be considered. The District does not want to predetermine whether optimization, modernization, upgrade, replacement, or another approach is the appropriate solution. The selected consultant should independently assess the current ERP environment and recommend the approach that best supports the District's operational needs, long-term sustainability, interoperability, efficiency, and strategic priorities. If replacement is recommended, the roadmap should identify the rationale, considerations, and recommended next steps.

22. **Question:** What level of technical assessment is expected for PowerSchool, Salesforce, Avela, ReportWell, Acuity Scheduling, and the other systems identified in the RFP?

Answer: The District expects a functional and enterprise-level technical assessment sufficient to understand how these systems support business operations, how they interact with one another, where integrations or data exchanges exist or are needed, whether functionality is being effectively utilized, and where duplication, manual workarounds, data-quality issues, or gaps may exist. The assessment is not intended to be a detailed code-level or cybersecurity audit of each platform. Proposers should recommend additional technical analysis where necessary to support their findings and recommendations.

- 23 **Question:** Regarding Artificial Intelligence, does NOLA-PS expect the selected consultant to develop specific AI use cases and automation opportunities, an enterprise AI governance framework, or both?

Answer: Both. The District expects the assessment to identify practical AI and automation use cases that could improve operational efficiency, service delivery, decision-making, and employee productivity, as well as recommendations regarding enterprise AI readiness, governance, responsible use, data/privacy considerations, risk management, and appropriate oversight. Where appropriate, the consultant should identify potential pilots or phased implementation opportunities. Actual development or implementation of AI solutions is not required as part of the initial assessment.

- 24. Question:** What current-state process documentation, system documentation, policies, procedures, organizational charts, and technology architecture documentation will be available to the selected consultant?

Answer: NOLA Public Schools will make relevant existing documentation available to the selected consultant to the extent such documentation exists and is appropriate for the engagement. This may include policies and procedures, organizational charts, strategic planning materials, system documentation, existing process or workflow documentation, reports, and other relevant materials. The District recognizes that documentation may vary in completeness across functional areas, and identification of documentation, process, and workflow gaps should be considered part of the assessment.

- 25. Question:** Approximately how many administrative workflows does NOLA-PS expect to be documented at a detailed process-map level?

Answer: The District has not established a predetermined number of workflows that must be documented at a detailed process-map level. Proposers should recommend an appropriate methodology for identifying, prioritizing, and documenting the workflows most critical to the assessment. Detailed process mapping should focus on high-impact, high-volume, high-risk, cross-functional, or otherwise significant workflows where documentation is necessary to identify inefficiencies and support actionable recommendations.

- 26. Question:** Does NOLA-PS have an anticipated duration or target completion date for the initial assessment and delivery of the final transformation roadmap?

Answer: NOLA Public Schools has not established a fixed duration or target completion date for the initial assessment. The anticipated start date is as soon as practicable following contract execution. Proposers should recommend a realistic timeline based on their proposed methodology, level of effort, stakeholder engagement approach, and deliverables. The District is interested in completing the assessment efficiently while ensuring sufficient depth to produce a high-quality and actionable transformation roadmap.

- 27. Question:** Will NOLA-PS provide the selected consultant with appropriate access to system documentation, configuration information, reports, and subject-matter experts necessary to complete the technology assessment?

Answer: Yes , NOLA Public Schools intends to provide the selected consultant with reasonable access to available system documentation, configuration information, reports, data, and appropriate subject-matter experts necessary to complete the assessment, subject to applicable District policies, security requirements, confidentiality requirements, data-privacy requirements, and system-access limitations.

- 28. Question:** Section 7.1 requests three to five client references from school districts demonstrating evidence of past “Title IV Services.” Can NOLA-PS clarify what “Title IV Services” means in the context of the Enterprise Operational Excellence & Digital Transformation Assessment scope?

Answer: Please see Response to Question No.1.

- 29. Question:** The evaluation criteria identify a 35% Disadvantaged Business Enterprise (DBE) goal. Can NOLA-PS clarify how the 10 points associated with this criterion will be scored when a proposer demonstrates documented good-faith efforts but does not achieve the full 35% participation goal?

Answer: NOLA-PS will divide the Proposer's DBE Percentage by the 35% DBE Goal, then multiply the result by the total points available for the DBE Participation rubric category.

- 30. Question:** The individual evaluation criteria listed in Section 6.0 appear to total 80 points (10 + 15 + 10 + 10 + 10 + 10 + 15), while the table states a total of 100 points. Can NOLA-PS please clarify the allocation of the remaining 20 points or provide the corrected evaluation criteria?

Answer: DELETE PAGE 20 :

6.0 EVALUATION CRITERIA /PROCESS

EVALUATION OF PROPOSALS

The evaluation of the proposal will be performed by a committee consisting of designees of NOLA-PS. It is critical to the ultimate award of this Request for Proposal the proposal be complete and accurate. While cost is an important factor, it should be understood that the NOLA-PS is under no obligation to accept the lowest proposal. In evaluating qualified proposals, the following considerations will be taken into account for award recommendations (if applicable).

Evaluation Criteria	Elements	Score
1.	Experience with K–12 school districts or large public-sector organizations.	10
2.	Vendor-independent ERP and process optimization expertise.	15
3.	Demonstrated success redesigning enterprise workflows.	10
4.	Experience facilitating organizational change and executive alignment.	10
5.	References from comparable clients	10

6.	Disadvantaged Business Enterprise Goal (DBE) of 35%	10
7	Costs	15
Total Points		100 Points

REPLACE WITH : 6.0 EVALUATION CRITERIA /PROCESS

EVALUATION OF PROPOSALS

The evaluation of the proposal will be performed by a committee consisting of designees of NOLA-PS. It is critical to the ultimate award of this Request for Proposal the proposal be complete and accurate. While cost is an important factor, it should be understood that the NOLA-PS is under no obligation to accept the lowest proposal. In evaluating qualified proposals, the following considerations will be taken into account for award recommendations (if applicable).

Evaluation Criteria	Elements	Score
5.	Experience with K–12 school districts or large public-sector organizations.	15
6.	Vendor-independent ERP and process optimization expertise.	15
7.	Demonstrated success redesigning enterprise workflows.	20
8.	Experience facilitating organizational change and executive alignment.	15
5.	References from comparable clients	10
6.	Disadvantaged Business Enterprise Goal (DBE) of 35%	10
7	Costs	15
Total Points		100 Points

31. Question: The RFP establishes an initial one-year contract with options for two additional one-year periods. Could services associated with implementing the resulting 12-, 24-, and

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36-month transformation roadmap be performed under those renewal periods, or would implementation services be procured separately?

Answer: The initial scope is focused on assessment, recommendations, prioritization, and development of the transformation roadmap. Any subsequent implementation services would be subject to the scope and terms of the resulting contract, District needs, available funding, satisfactory performance, and applicable procurement requirements. NOLA Public Schools does not guarantee that implementation services identified in the transformation roadmap will be awarded to the selected consultant under the renewal periods.

32. Question: References and K-12 experience: The RFP requests three to five client references from school districts. Must all required references be for school-district engagements performed by the prime proposer, or may a team demonstrate qualifications through a combination of the prime's comparable public-sector/enterprise engagements and relevant school-district experience of proposed key personnel or subcontractors?

Answer: NOLA Public Schools prefers that the prime proposer demonstrate relevant experience through engagements performed directly by the prime. However, the District will consider comparable experience from large public-sector organizations, as well as relevant experience of proposed key personnel, subcontractors, or subconsultants. Proposers should clearly identify which entity or individual performed the referenced work and describe its relevance to the scope of this RFP.

33. Question: DBE participation: Could you clarify how the 35% DBE participation goal will be evaluated? Is 35% participation a mandatory requirement for responsiveness, or may proposers demonstrate documented good-faith efforts if the full goal cannot be achieved?

Answer: Proposers/Respondents are not required to have a DBE Certification, in order to submit a proposal/response to any solicitation advertised by OPSB. However, if your firm is partnering/teaming with other firms to assist with services, or material suppliers, OPSB is requesting that you partner with DBE Vendors, as a first initial source for said services/products. All of the identified DBE forms, within the Instructions to Proposers require: Authorized Signatures and notary. If a company cannot meet the goal established in the solicitation you must, at a minimum, show qualitative and quantitative evidence of Good Faith Efforts to attain DBE Participation. Again, the ability or desire of the Consultant/Prime Contractor to perform the work of a contract with its own organization does not relieve the Consultant/Prime Contractor's responsibility to make a Good Faith Effort, to achieve the owner's DBE contract goal. (Please review DBE Policy & Provisions for additional information.) You can utilize any of the following lists of certified SLDBE or DBE firms:

- SLDBE Program Directory: neworleans.dbesystem.com/
- LAUCP DBE Directory: www.laucp.org/

34. Question: BE certifications: Which DBE certifications are recognized for purposes of this solicitation, and is the 35% goal calculated against the total contract value or only subcontractable services?

Answer: The City of New Orleans DBE Program and the LAUCP DBE certifications are recognized. NOLA-PS will divide the Proposer's DBE Percentage by the 35% DBE Goal, then multiply the result by the total points available for the DBE Participation rubric category.

- 35. Question: Implementation versus assessment:** Is the selected consultant expected to perform any system configuration, development, integration, or implementation activities, or is the scope limited to assessment, recommendations, prioritization, and roadmap development?

Answer: The scope of this RFP is focused on assessment, analysis, recommendations, prioritization, and development of an actionable transformation roadmap. The selected consultant is not expected under this engagement to perform full system configuration, development, integration, or ERP implementation. However, recommendations should be sufficiently detailed to inform future implementation decisions, including identification of potential technology, process, organizational, and system modernization needs.

- 36 Question: Existing documentation:** What existing materials will be available to the selected consultant, such as process maps, application/system inventories, architecture or integration diagrams, data inventories, policies, strategic plans, prior assessments, or technology roadmaps?

Answer: NOLA Public Schools will make relevant existing documentation available to the selected consultant to the extent such documentation exists and is appropriate for the engagement. This may include policies and procedures, strategic planning documents, system information, existing workflows or process documentation, organizational information, reports, and other materials relevant to the assessment. The District also expects the consultant's discovery process to identify documentation gaps where current processes or workflows have not been formally documented.

- 37. Question: Stakeholder engagement:** Approximately how many departments, functional groups, schools, and individual stakeholders does the District anticipate involving in interviews, workshops, or other discovery activities?

Answer: The District has not established a predetermined number of stakeholder interviews or workshops. Proposers should recommend an appropriate stakeholder engagement approach based on the scope of the assessment. At minimum, the District anticipates engagement with relevant central-office departments and functional leaders whose work intersects with the processes and systems being assessed. The selected consultant will work with NOLA Public Schools to finalize the stakeholder engagement plan at project initiation.

- 38. Question: School-level engagement:** Should proposers anticipate direct discovery or engagement with individual schools and school-based personnel, or will stakeholder engagement primarily involve central-office functions?

Answer: Stakeholder engagement is expected to focus primarily on central-office functions. However, NOLA Public Schools is open to targeted engagement with school leaders or

school-based personnel where their experience is relevant to understanding the effectiveness, efficiency, or impact of a district process. Proposers may recommend an appropriate approach to school-level engagement as part of their methodology.

- 39. Question: Data and integration:** Are there known integration, data-quality, reporting, or source-of-truth challenges that the District has already identified as priorities, or is identification and prioritization of these issues expected to occur through the assessment?

Answer: The District is aware of opportunities to improve integration, data quality, reporting, workflow efficiency, and the use of systems as reliable sources of information. However, NOLA Public Schools does not intend to prescribe the findings of the assessment. Identification, validation, prioritization, and root-cause analysis of these issues should be part of the consultant's independent assessment.

- 40. Question: Artificial intelligence:** For AI-related opportunities, is the desired scope focused on identifying potential use cases, readiness, risk, and governance considerations, or does the District also expect technical feasibility assessments or pilot recommendations?

Answer: The District is interested in identifying potential AI use cases, organizational and data readiness, risks, governance considerations, and opportunities to improve efficiency and service delivery. Where appropriate, the assessment should also include high-level technical feasibility considerations and recommendations for potential pilots or phased implementation. Actual development or implementation of AI solutions is not required under the initial assessment.

- 41. Question: Roadmap detail:** How implementation-ready should the final transformation roadmap be? For example, should it include sequencing, dependencies, estimated effort/investment, ownership, change impacts, and measurable outcomes?

Answer: The final roadmap should be sufficiently detailed to guide subsequent District decision-making and implementation. At minimum, the District expects recommended initiatives to include prioritization and sequencing, key dependencies, estimated level of effort and investment, recommended ownership, anticipated organizational/change-management impacts, measurable outcomes, and suggested timelines. The roadmap should distinguish near-term opportunities or quick wins from longer-term transformation initiatives.

- 42. Question:** Has the District established an anticipated budget range or not-to-exceed amount for this engagement?

Answer: NOLA Public Schools has not established or published an anticipated budget range or not-to-exceed amount for this engagement. Proposers should submit a cost proposal appropriate to their proposed methodology, level of effort, staffing model, and recommended approach.

43. Question: On-site expectations: Does the District have an anticipated number of on-site visits, workshops, or presentations, or should proposers recommend an appropriate mix of in-person and virtual activities?

Answer: NOLA Public Schools is flexible regarding the mix of virtual and in-person activities and invites proposers to recommend an approach that supports an effective and efficient assessment. However, the District anticipates that at least one to two days of onsite engagement will be necessary to observe selected workflows and operating practices firsthand. Additional onsite activities may be proposed where the consultant believes they would materially improve the quality of the assessment.

44. Question: Section 7.1 requests school-district references demonstrating past Title IV services, while Section 7.2 requests similar-scope references. Is the Title IV requirement intentional, or are comparable operations and technology assessment references acceptable?

Answer: Please see Response to Question No.1.

45. Question: Can the assessment, interviews, workshops and workflow observations be delivered remotely? If onsite work is required, what attendance or travel should proposers plan for?

Answer: We are flexible on the arrangements for stakeholder interviews; however, we would like at least 1-2 days onsite to actually observe the workflows.

46. Question: Is there an anticipated budget range or level of effort for the initial assessment?

Answer: NOLA Public Schools has not established or published an anticipated budget range or not-to-exceed amount for this engagement. Proposers should submit a cost proposal appropriate to their proposed methodology, level of effort, staffing model, and recommended approach.

47. Question: What is the correct cost weighting and complete scoring breakdown? The cost section states 10%, while Section 6 lists 15 cost points and criteria totaling 80 against a stated 100-point total.

Answer: Please see the Response to Question No.30.

48. Question: Client References Section 7.1 requests three (3) to five (5) client references from school districts, while the Evaluation Criteria references experience with “K–12 school districts or large public-sector organizations,” and Tab 9 requests references of similar scope. Will NOLA Public Schools accept references from comparable large public-sector organizations in addition to school districts?

Answer: Yes, NOLA Public Schools will accept references from comparable large public - sector organizations in addition to school districts.

49. Question: “Title IV Services” Reference Requirement Section 7.1 states that references should demonstrate evidence of past “Title IV Services.” Please clarify what is meant by “Title IV Services” in the context of this Enterprise Operational Excellence & Digital Transformation Assessment and whether this requirement is applicable to the scope of RFP No. 27-0057.

Answer: Please see response to Question No.1.

50. Question: Team Member/Subconsultant Experience May a proposer use relevant experience and references from proposed subcontractors, subconsultants, and/or key personnel to demonstrate qualifications and comparable experience, or must all qualifying references represent contracts performed directly by the prime proposer?

Answer: We prefer that they are from the prime proposer, but will consider the others that are listed.

51. Question: 35% DBE Participation Goal For a prime proposer that is not itself certified through LAUCP or another DBE certification program recognized by OPSB, may the 35% DBE participation goal be satisfied through qualified, properly certified DBE subcontractors or subconsultants? Additionally, please clarify how documented Good Faith Efforts will be evaluated if the full 35% goal cannot be committed at the time of proposal submission.

Answer: If the Proposer is not a DBE Prime, the 35% DBE participation goal may be satisfied through qualified, properly certified DBE subcontractors or subconsultants? Additionally, please clarify how documented Good Faith Efforts will be evaluated if the full 35% goal cannot be committed at the time of proposal submission. Good Faith Efforts are not required for this particular solicitation; however, any DBE firms submitted shall be fully vetted per the required DBE forms requested.

52. Question: Evaluation Criteria and Cost Weighting Section 6.0 lists evaluation criteria with individual point values and states a total of 100 points; however, the listed criteria total less than 100 points. Additionally, the RFP states elsewhere that cost constitutes 10% of the total points, while Section 6.0 assigns 15 points to cost. Please provide the corrected evaluation point allocation and confirm the applicable weighting for cost .

Answer: Please see responses to Question No.30.

53. Question: Project Schedule and Performance Expectations Please provide clarification regarding the anticipated project start date, expected duration of the assessment, and the degree to which consultant personnel are expected to perform work onsite at NOLA Public Schools facilities versus remotely.

Answer: The start date would be immediately after the execution of contract. The assessment duration is flexible and we are open to the recommended timeframe suggested by the interested organizations. Work location is also flexible

54. Question: **Anticipated Budget**
Has NOLA Public Schools established an anticipated budget, funding range, or not-to-exceed amount for the initial assessment contemplated under this RFP? If so, please provide the applicable range or ceiling.

Answer: NOLA Public Schools has not established or published an anticipated budget range or not-to-exceed amount for this engagement. Proposers should submit a cost proposal appropriate to their proposed methodology, level of effort, staffing model, and recommended approach.

55. Question: To help us prepare the most appropriate and competitive proposal, could you please share whether there is a budget ceiling or a not-to-exceed amount established for this RFP?

Answer: NOLA Public Schools has not established or published an anticipated budget range or not-to-exceed amount for this engagement. Proposers should submit a cost proposal appropriate to their proposed methodology, level of effort, staffing model, and recommended approach.

56. Question: Would NOLA Public Schools consider a proposal in which a named prime and named specialist subcontractors collectively satisfy the required experience areas—such as K-12/public-sector transformation, ERP/SIS assessment, workflow redesign, change management, and AI/digital transformation—provided each firm’s responsibilities and past performance are attributed accurately?

Answer: NOLA Public Schools prefers that the prime proposer demonstrate relevant experience through engagements performed directly by the prime. However, the District will consider relevant experience from proposed subcontractors, teaming partners, and key personnel as part of the overall qualifications of the proposed team. Proposers should clearly identify each entity’s responsibilities and relevant experience.

57. Question: Relatedly, may school-district references and relevant past performance from named subcontractors be included and scored as part of the proposed team, or must the required references belong solely to the prime proposer?

Answer: NOLA Public Schools prefers references from the prime proposer but will consider relevant references from proposed subcontractors, teaming partners, and key personnel. Proposers should identify the entity responsible for each referenced engagement and explain its relevance to the scope of this RFP.

58. Question: Section 7.1 requests school-district Title IV references, while Section 6 allows large public-sector experience. Will comparable government process-assessment references qualify, including a principal’s work in a prior employed role, clearly identified as such?

Answer: Yes, comparable government process-assessment references qualify, including a principal’s work in a prior employed role.

59. Question: Please confirm whether Appendix B's documented good-faith-effort route applies when the 35% DBE goal cannot be met, and which documents are required.

Answer: NOLA-PS will divide the Proposer's DBE Percentage by the 35% DBE Goal, then multiply the result by the total points available for the DBE Participation rubric category.

60. Question: Could you also provide the official RFP, current addenda and pre-proposal meeting materials? The download link redirects to login. Finally, please clarify the evaluation weights: the criteria total 80 rather than 100, and the cost weights conflict.

Answer: Please be advised that there are no pre-proposal meeting materials. The link below will direct you to the website where all the RFP and addenda can be found.

<https://nolapublicschools.com/community/business-resources/solicitations>

61. Question: To help us prepare the most appropriate and competitive proposal, could you please share whether there is a budget ceiling or a not-to-exceed amount established for this RFP?

Answer: NOLA Public Schools has not established a published budget range or not-to-exceed amount for the initial assessment. Proposers should submit a cost proposal reflective of their recommended approach, level of effort, staffing, and deliverables. Funding sources will be determined in accordance with available District resources and applicable funding requirements.

62. Question: Please confirm whether Appendix B's documented good-faith-effort route applies when the 35% DBE goal cannot be met, and which documents are required.

Answer: The prescribed DBE documentation required from this solicitation shall suffice.

63. Question: Approximately how many departments and stakeholders do NOLA-PS anticipate participating in interviews, workshops, and/or workflow observations?

Answer: NOLA Public Schools has not established a predetermined number of departments or individual stakeholders. The District anticipates participation from relevant central-office departments and functional areas whose work intersects with the processes, systems, and workflows being assessed. Proposers should recommend an appropriate stakeholder engagement approach based on their methodology and the scope of the assessment. The final stakeholder engagement plan will be developed collaboratively with the selected consultant at project initiation.

64. Question: Could you also provide the official RFP, current addenda and pre-proposal meeting materials? The download link redirects to login. Finally, please clarify the evaluation weights: the criteria total 80 rather than 100, and the cost weights conflict. Evaluation scoring: The criteria in Section 6.0 total 80 points, but the table states 100. Please clarify the remaining 20 points and the full weighting.

Answer: Please see Responses for Question Nos. 30 and 60..

- 65. Question:** Cost weighting: Section 1.1 states cost is 10% of total points; the Section 6.0 table assigns 15 points. Which is correct?

Answer: Please see Response to Question No. 30.

- 66. Question:** DBE: Will DBE certifications from other states or agencies (e.g., federal SBA, other state UCPs) be counted toward the 35% goal, or only LAUCP and SLDBE certifications?

Answer: The City of New Orleans DBE Program and the LAUCP DBE certifications are recognized.

- 67. Question:** DBE: If the Prime is a certified DBE will the team receive full credit? Or is it required for the prime DBE to subcontract with another DBE?

Answer: If the Prime is a certified DBE the team shall receive full credit.

- 68. Question:** Page limit: Does the 20-page limit include the cover letter, resumes, required forms, DBE documents, and appendices, or only Tabs 2–10 ?

Answer: The twenty(20) page limit does not include TABS 9-12.

- 69. Question:** Budget and funding: Is there an estimated budget or not-to-exceed amount? Will federal funds be used?

Answer: NOLA Public Schools has not established a published budget range or not-to-exceed amount for the initial assessment. Proposers should submit a cost proposal reflective of their recommended approach, level of effort, staffing, and deliverables. Funding sources will be determined in accordance with available District resources and applicable funding requirements.

- 70. Question:** Fee structure: The Cost Form requests a "total ANNUAL fee." Since this is an assessment with optional renewal years, should proposers price the Year 1 assessment only, or also price implementation support for renewal years?

Answer: Proposers should provide a clearly defined total fee for completing the initial assessment and delivering the required transformation roadmap. Any proposed services or pricing for optional renewal periods should be clearly distinguished from the initial assessment fee.

- 71. Question:** Timeline: What is the anticipated start date and the expected duration of the assessment? Is there a target date for final deliverables?

Answer: The anticipated start date is immediately following contract finalization. NOLA Public Schools has not established a fixed duration or target completion date. Proposers

should recommend a realistic timeline based on their proposed methodology, level of effort, stakeholder engagement approach, and deliverables.

- 72. Question:** Scope boundaries: Is the assessment limited to central office operations, or does it include interactions with the 65 charter schools and secure-care programs?

Answer: The primary focus is NOLA Public Schools' central-office operations, systems, governance, and administrative processes. The assessment should also consider how these operations interface with charter schools and other entities served or overseen by the District. Comprehensive operational assessments of individual charter schools are not anticipated.

- 73. Question:** Scale: Approximately how many central office staff and departments are in scope?

Answer: NOLA Public Schools has not established a predetermined number of departments or individual stakeholders. The District anticipates participation from relevant central-office departments and functional areas whose work intersects with the processes, systems, and workflows being assessed. Proposers should recommend an appropriate stakeholder engagement approach based on their methodology and the scope of the assessment.

- 74. Question:** About how many workflows does the district expect to be mapped and shadowed ?

Answer: The District has not established a predetermined number of workflows that must be documented at a detailed process-map level. Proposers should recommend an appropriate methodology for identifying, prioritizing, and documenting the workflows most critical to the assessment. Detailed process mapping should focus on high-impact, high-volume, high-risk, cross-functional, or otherwise significant workflows where documentation is necessary to identify inefficiencies and support actionable recommendations

- 75. Question:** On-site expectations: What portion of interviews and workflow shadowing must be on-site in New Orleans versus virtual?

Answer: NOLA Public Schools is flexible regarding the mix of virtual and in-person activities. However, the District anticipates at least one to two days of onsite engagement to allow the selected consultant to observe selected workflows and operating practices firsthand. Proposers may recommend additional onsite engagement where they believe it would materially improve the quality of the assessment.

- 76. Question:** Does the district have an existing AI policy, governance structure, or current AI tools in use that the assessment should build on?

Answer: The District expects the assessment to evaluate existing AI practices, tools, and governance structures, where applicable, and identify opportunities for responsible AI adoption and automation. The district does not have current AI policies.

- 77. Question:** Prior work: Have any prior operational, ERP, or technology assessments been completed in the last three years that will be shared with the selected firm?

Answer: NOLA Public Schools will make relevant existing documentation and prior assessment materials available to the selected consultant to the extent such documentation exists and is appropriate for the engagement. The District recognizes that documentation may vary in completeness across functional areas.

78. Question: If a company has a DBE certificate in Texas, do they need to apply for one in Louisiana, or is that sufficient?

Answer: A company certified as a DBE outside of the State of Louisiana must obtain a letter of reciprocity from one of the certifying DBE Agencies within Louisiana.

79. Question: Also, what if that company has a Louisiana DBE certification application in progress?

Answer: If the Proposer's Firm is in the process of applying for DBE Certification, and has not received approval, the Proposer will not receive points towards their evaluation. In addition, the Proposer is still responsible for partnering with certified DBE firms.

80. Question: The RFP requires three references from school districts related to Title IV services. Will NOLA consider references from firms that demonstrate directly relevant experience in strategic roadmap development, technology and organizational capability assessments, AI readiness/assessment, and related advisory services, but whose comparable engagements were performed for public-sector or other regulated organizations rather than school districts or specifically under Title IV?

Answer: Please see Response to Question No. 1.

81. Question: If so, please clarify what types of alternative references or comparable experience the District would consider acceptable in satisfying this requirement.

Answer: Please see Responses to Question Nos. 15, 32, 48, 50, 57, and 58.

82. Question: What is the expectation for on-site presence of resources during the engagement?

Answer: NOLA Public Schools is flexible regarding the mix of virtual and in-person activities. However, the District anticipates at least one to two days of onsite engagement to allow the selected consultant to observe selected workflows and operating practices firsthand. Proposers may recommend additional onsite engagement where they believe it would materially improve the quality of the assessment.

83. Question: Are there any on-site meetings, or could everything be conducted remotely?

Answer: NOLA Public Schools is flexible regarding the mix of virtual and in-person activities. However, the District anticipates at least one to two days of onsite engagement to allow the selected consultant to observe selected workflows and operating practices firsthand. Proposers may recommend additional onsite engagement where they believe it would materially improve the quality of the assessment.

84. Question: The DBE goal is 35% and carries 10 of the 100 evaluation points. Is that scoring proportional to the DBE percentage committed, or all-or-nothing at 35%?

Answer: NOLA-PS will divide the Proposer's DBE Percentage by the 35% DBE Goal, then multiply the result by the total points available for the DBE Participation rubric category.

85. Question: Where a proposer cannot reach 35% DBE participation, what good-faith-effort documentation should accompany the DBE forms, and how does it affect scoring?

Answer: Proposers shall submit: DBE Responsiveness Form 1, DBE Responsiveness Form 2 and the Verification of DBE Certification Form.

86. Question: Section 7.1 requires client references from school districts showing evidence of past Title IV Services. What qualifies as Title IV Services for this requirement?

Answer: Please see Responses to Question No. 1.

87. Question: "Vendor-independent expertise" is a scored criterion. Do prior implementation or reseller relationships with ERP vendors need to be disclosed, and do they disqualify under this criterion?

Answer: Proposers should disclose relevant relationships with software vendors, including reseller, implementation, referral, or other commercial arrangements that could influence their recommendations. Such relationships do not automatically disqualify a proposer. The District will consider the proposer's ability to provide unbiased analysis and recommendations based on organizational needs, system capabilities, total cost of ownership, and long-term operational effectiveness.

88. Question: Will the District publish a written addendum summarizing the conference before the October 13 addendum cutoff?

Answer: No, there will be no addendum to summarize conference.

89. Question: Does the 20-page proposal limit include the required forms and appendices (DBE forms, certification letters, reference forms), or are those outside the count?

Answer: Please see Response to question No. 68.

90. Question: Is there a budget or not-to-exceed amount for the assessment that the District can share?

Answer: NOLA Public Schools has not established a published budget range or not-to-exceed amount for the initial assessment. Proposers should submit a cost proposal reflective of their recommended approach, level of effort, staffing, and deliverables.

91. Question: Should the cost proposal be a firm fixed price for the full assessment, a price per

deliverable, or hourly rates with an estimate?

Answer: Proposers should provide a clearly defined total fee for completing the initial assessment and delivering the required transformation roadmap. The proposal should include a breakdown of costs by major project phase or deliverable, as well as the proposed staffing and level of effort.

92. Question: Section 1 lists cost at 10% and the evaluation table lists it at 15 points. Which weighting applies?

**Answer: DELETE ON PAGE 7:
COMPUTED COST SCORE:**

The cost evaluation shall constitute ten (10%) of the total points assigned and will be based upon standard cost rates submitted by the proposers. The proposer with the lowest cost shall receive the highest cost evaluation score. Other proposers will receive a cost score computed as follows:

$$\text{CSF} = (\text{LPC}/\text{PC} \times \text{X})$$

CSF = Cost Scoring Formula
LPC = Lowest proposed cost
PC = Proposer's cost
X = n% of the total number of points assigned

**REPLACE WITH:
COMPUTED COST SCORE:**

The cost evaluation shall constitute fifteen (15%) of the total points assigned and will be based upon standard cost rates submitted by the proposers. The proposer with the lowest cost shall receive the highest cost evaluation score. Other proposers will receive a cost score computed as follows:

$$\text{CSF} = (\text{LPC}/\text{PC} \times \text{X})$$

CSF = Cost Scoring Formula
LPC = Lowest proposed cost
PC = Proposer's cost
X = n% of the total number of points assigned

93. Question: Roughly how many central-office staff and departments should we plan to interview and shadow, and is on-site work in New Orleans expected for all of it or can some be virtual?

Answer: NOLA Public Schools has not established a predetermined number of departments or individual stakeholders. Proposers should recommend an appropriate stakeholder engagement methodology based on the scope of the assessment. Interviews and workshops may be conducted remotely where appropriate. However, the District anticipates at least one to two days of onsite engagement to observe selected workflows

and operating practices firsthand.

- 94. Question:** Which Munis (Tyler) modules and version does the District run, and will the selected firm have read access to system configuration, workflow and usage reports during the current-state review?

Answer: The District anticipates providing the selected consultant with appropriate access to available system documentation, configuration information, reports, and subject-matter experts necessary to complete the assessment, subject to applicable security, confidentiality, and data-access requirements. Specific Munis modules and version information will be confirmed with the District's technology and finance teams.

- 95. Question:** Does the District have an existing AI or data governance policy, or a list of AI and automation tools already piloted, that the assessment should build on?

Answer: The District expects the assessment to evaluate existing AI practices, tools, and governance structures, where applicable, and identify opportunities for responsible AI adoption and automation. The district does not have current AI policies.

- 96. Question:** Would a firm that also offers software be eligible to be considered for any implementation work that follows the assessment, or would it be excluded? How will "vendor-independent" be evaluated?

Answer: Proposers should disclose relevant relationships with software vendors, including reseller, implementation, referral, or other commercial arrangements that could influence their recommendations. Such relationships do not automatically disqualify a proposer. The District will consider the proposer's ability to provide unbiased analysis and recommendations. Any subsequent implementation services would be subject to District needs, available funding, contractual authority, and applicable procurement requirements

- 97. Question:** References: must they be from school districts, or may they be from other large public-sector organizations, as evaluation criterion 1 suggests?

Answer: Please see Responses to Question Nos. 15, 32,48, 50, 57, and 58.

- 98. Question:** Does the 20-page limit exclude resumes, the required Appendix A and B forms, the org chart and the cover letter?

Answer: Please see Response to Question No. 68.

- 99. Question:** If a proposer self-performs the work and documents good faith efforts toward the 35% DBE goal, is the proposal still responsive, with only the DBE points affected?

Answer: Yes, the proposal would be responsive and only DBE pointes would be affected.

- 100. Question:** What is the target start date and the expected duration of the assessment through the final roadmap?

Answer: The anticipated start date is immediately following contract finalization. NOLA Public Schools has not established a fixed duration or target completion date. Proposers should recommend a realistic timeline based on their proposed methodology, level of effort, stakeholder engagement approach, and deliverables.

101.Question: Will the presentation slides or recording from the October 2 pre-proposal conference be posted?

Answer: No, presentation slides or recording from October 2 pre-proposal conference will not be posted.

102.Question: Reference requirements — Sections 6.0, 7.1, and 7.2: Section 7.1 requests school-district references demonstrating past Title IV Services, while Sections 6.0 and 7.2 address comparable public-sector experience and projects of similar scope. Please clarify whether Title IV experience is required or whether references for comparable enterprise operational and digital transformation assessments are acceptable.

Answer: Please see Response to Question No. 1.

103.Question: Evaluation of team experience: Please clarify whether qualifying experience and references are evaluated at the prime-firm level or across the proposed team, including key personnel and subcontractors. May relevant experience gained by proposed personnel while employed by other organizations satisfy these requirements?

Answer: NOLA Public Schools prefers that the prime proposer demonstrate relevant experience through engagements performed directly by the prime. However, the District will consider relevant experience from proposed subcontractors, teaming partners, and key personnel as part of the overall qualifications of the proposed team. Proposers should clearly identify the entity and key personnel responsible for each referenced engagement and describe their specific roles and the relevance of that experience to the scope of this RFP. The experience of key personnel will be considered as part of the evaluation of the proposed team's overall qualifications and capacity to successfully perform the work.

104.Question: Insurance documentation — Section 11.0: Must certificates of insurance and required endorsements accompany the proposal, or may the selected proposer furnish them before contract execution or commencement of services?

Answer: Please see response to Question No. 7

105.Question: Vendor registration — Section 16.0: Must vendor registration be completed and approved before proposal submission, or is inclusion of the completed vendor registration form and W-9 sufficient?

Answer: The completion of the Vendor registration form contained in the RFP is sufficient.

106.Question: DBE documentation — Appendix B: Please identify the Appendix B documents required from all proposers versus those required only from certified DBE firms, including how to complete fields that are not applicable. Please clarify how documented good-faith efforts are evaluated when the full 35% participation goal is not achieved.

1. **Notarization requirements — Appendix B:** May required notarized forms be executed before a notary commissioned outside Louisiana, with the notarial venue adjusted accordingly?

Answer: Yes, required notarized forms can be executed before a notary commissioned outside Louisiana, with the notarial venue adjusted accordingly. Proposers shall submit: DBE Responsiveness Form 1, DBE Responsiveness Form 2 and the Verification of DBE Certification Form.

107.Question: Proposal page limit — Section 7.2: Does the 20-page limit include mandatory forms, cost forms, DBE documents, résumés, and other appendices?

Answer: Please see Response to Question No.68.

108.Question: Out-of-state business authorization — Section 18.0: At what stage must an out-of-state proposer obtain any required Louisiana business registration or authorization: proposal submission, contract execution, or commencement of services?

Answer: Out-of-state proposer must have required Louisiana business registration or authorization prior to submitting proposal.

109.Question: Subcontractor approval — Section 18.0: What is the approval process for subcontractors identified in the proposal? Does approval occur through contract award, or is separate written authorization required?

Answer: Subcontractors that are submitted with proposal are approved during initial review of RFP submission.

110.Question: Pre-proposal meeting materials: Please provide a link to any available recording, presentation materials, meeting minutes, or questions and answers from the October 2 pre-proposal meeting, and confirm whether attendance was required for proposal eligibility.

Answer: Please be advised that there is no pre-proposal recording. Any questions or answers from the October 2 pre-proposal meeting are contained in this addendum. Attendance at the pre-proposal meeting was not mandatory.

111.Question: Assessment boundaries — Sections 1.2, 2.0, and 4.0: Please confirm whether the assessment is limited to NOLA-PS/OPSB central-office departments, processes, and systems, or also includes individual schools and charter management organizations. If school-level participation is required, please identify the number and types of entities involved, expected interviews or site visits, and whether separate school-level assessments

or deliverables are required.

Answer: The primary focus of the assessment is NOLA Public Schools' central-office operations, systems, governance, and administrative processes. The assessment should also consider how these operations interface with charter schools, school leaders, and other entities served or overseen by the District. The District is not requesting separate comprehensive operational assessments of each charter school or charter management organization. Proposers may recommend targeted school-level stakeholder engagement where necessary to understand systemwide processes and service delivery.

112.Question: Process documentation standards — Sections 2.0 and 4.0: Please identify any required standards for current-state process maps and future-state operating-model documentation, including notation, level of detail, deliverable formats, and editable source files. Will existing process documentation or templates be provided?

Answer: The District expects current-state and future-state process documentation to be clear, actionable, and sufficiently detailed to support implementation planning. Proposers should identify their proposed documentation standards, process-mapping methodology, and deliverable formats. Final process maps and related documentation should be provided in accessible, editable formats. Existing documentation will be made available to the extent it exists and is appropriate for the engagement.

113.Question: Software and data-handling requirements: Please identify any District policies or contractual requirements governing consultant-selected software used to analyze project materials and prepare deliverables, including restrictions on third-party or cloud-hosted platforms, data storage and retention, and any required approval process.

Answer: Any software or platforms proposed for use during the engagement must comply with applicable District security, confidentiality, privacy, and data-handling requirements. Proposers should identify any third-party or cloud-hosted platforms they intend to use, including their proposed methods for storing, processing, protecting, retaining, and disposing of District information. Use of such platforms will be subject to District review and approval as appropriate.

114.Question: Background-check requirements: Please clarify which proposed personnel are subject to the background-check requirements, including subcontractors and personnel working remotely, and whether checks must be completed before proposal submission, contract execution, or commencement of services.

Answer: Background-check requirements will be administered in accordance with applicable District policies and contractual requirements. Specific applicability to subcontractors, remote personnel, and the timing of required checks will be confirmed by the appropriate District departments.

115.Question: Approximately how many departments and stakeholders do NOLA-PS anticipate participating in interviews, workshops, and/or workflow observations? Section 7.1 asks for

school-district references demonstrating Title IV Services. Does this apply to the operational assessment, or may references cover comparable enterprise workflow and systems-assessment engagements?

Answer: Please see Responses to Questions No. 1 and 63.

116.Question: Section 7.1 asks for school-district references demonstrating Title IV Services. Does this apply to the operational assessment, or may references cover comparable enterprise workflow and systems-assessment engagements?

Answer: Please see Response to Question No.1.

117.Question: May proposed personnel substantiate their experience through engagements performed at previous firms, with their individual roles clearly attributed?

Answer: Yes. Relevant experience gained by proposed personnel while employed by other organizations may be considered as part of the evaluation of the proposed team's overall qualifications. Proposers should clearly identify the individual's role, responsibilities, and contributions to each referenced engagement.

118.Question: Is a remote-first assessment acceptable, with agreed on-site observation sessions?

Answer: NOLA Public Schools is flexible regarding the mix of virtual and in-person activities. However, the District anticipates at least one to two days of onsite engagement to allow the selected consultant to observe selected workflows and operating practices firsthand. Proposers may recommend additional onsite engagement where they believe it would materially improve the quality of the assessment.

119.Question: Is a minimum on-site commitment required?

Answer: The District anticipates at least one to two days of onsite engagement to observe selected workflows and operating practices firsthand. Proposers may recommend additional onsite engagement where they believe it would materially improve the quality of the assessment.

120.Question: What payment milestones and invoice terms are contemplated for the assessment?

Answer: Proposers should recommend a payment structure aligned with clearly defined project phases, milestones, and deliverables. Final payment terms will be established during contract negotiations and must comply with applicable District procurement and financial requirements.

121.Question: The submission method (portal/email) and required forms or vendor registrations.

Answer: Electronic Responses to Request for Proposal relative to the above will be received via email submission to the Procurement Department for the Orleans Parish School Board (“OPSB” or “the District”) at 2401 Westbend Parkway, Suite 5055, New Orleans, Louisiana 70114 until **10:00 A.M. (CST) on Tuesday, October 20, 2026**. Please see Response to Question No.67.

122.Question: Whether any addenda or Q&A responses have been issued, and the question deadline ?

Answer: This is the only addenda issued for this project. Below please see project timeline which include question deadline..

Pre-Proposal Meeting (via Virtual)	Friday	October 2, 2026 @ 10:00 A.M.
Last Day for Questions@ 4:00 P.M. (CST)	Wednesday	October 7, 2026
Last Day for Addendum	Tuesday	October 13, 2026
PROPOSAL SUBMISSION DEADLINE no later than 10:00 A.M.		October 20, 2026
Oral Presentations (if applicable)		October 28 – October 29, 2026
Evaluation Committee Meeting		October 28 – October 29, 2026
Award Notification (approximate)		TBD
Execution of Agreement (approximate)		TBD

123.Question: The anticipated evaluation timeline and contract start?

Answer: The anticipated evaluation timeline and contract start is to be determined

124.Question: Any local or small-business preference programs applicable to this award?

Answer: Yes, a 35 % DBE Goal has been established for this project.

125.Question:. Out-of-State Proposers (Section 18.0(A), p. 37): Section 18.0(A) requires proposers to warrant compliance with Louisiana law regarding foreign (non-Louisiana) entities. Please clarify whether an out-of-state firm must be registered with the Louisiana Secretary of State at the time of proposal submission or only upon contract award.

Answer: The Respondent shall adhere to Out-of-State Proposers (Section 18.0(A), p. 37): Section 18.0(A).

126.Question:. Multiple Awards (Selection, p. 6; Section 3.9, pp. 12–13): The RFP reserves the right to award to one or multiple firms. Please clarify whether NOLA-PS anticipates dividing the scope among multiple firms (for example, separating the process and

governance assessment from the technology, ERP, and AI assessment), and whether proposers may submit a response for a portion of the scope.

Answer: The District's objective is to obtain a comprehensive assessment covering organizational operations, business processes, technology systems, ERP modernization, governance, and digital transformation. Proposers may identify qualified subcontractors or teaming partners to address specialized components of the scope. Any determination regarding multiple awards or partial-scope proposals will be made in accordance with the RFP and applicable procurement requirements.

127.Question: DBE Certification (Appendix B, Section III.A, p. 47): Please clarify whether NOLA-PS will accept DBE certifications issued outside the State of Louisiana (for example, by other state Unified Certification Programs or the U.S. Small Business Administration) toward DBE participation.

Answer: A company certified as a DBE outside of the State of Louisiana must obtain a letter of reciprocity from one of the certifying DBE Agencies within Louisiana.

128.Question: DBE Goal (Section 6.0, Criterion 6, p. 20; Appendix B, Section III.I, p. 51): Please confirm that the DBE participation goal for this RFP is 35%.

Answer: The DBE participation goal for this RFP is 35%.

129.Question: DBE Scoring (Section 6.0, Criterion 6, p. 20; Appendix B, Section III.C.1.e, p. 48): Please clarify how the 10 points assigned to the DBE goal will be awarded if a proposer commits to less than 35% DBE participation and submits documented Good Faith Efforts.

Answer: NOLA-PS will divide the Proposer's DBE Percentage by the 35% DBE Goal, then multiply the result by the total points available for the DBE Participation rubric category.

130.Question: Pre-Proposal Meeting Materials (Advertisement, p. 2; Appendix B, Section III.E.1.d, p. 49): Please clarify whether NOLA-PS will make the presentation, recording, and attendee list from the October 2, 2026 virtual pre-proposal meeting available to all proposers. Additionally, as Appendix B, Section III.E.1.d lists pre-proposal meeting attendance among Good Faith Efforts, please confirm whether other documented Good Faith Efforts will be considered equally valid.

Answer: There is no recoding of the Pre-Proposal Meeting and the slides were for illustrative purposes only.. Proposers shall submit: DBE Responsiveness Form 1, DBE Responsiveness Form 2 and the Verification of DBE Certification Form

131.Question: Notarized Forms (Appendix B, pp. 46 and 67): Please confirm whether scanned copies of notarized DBE forms will be accepted with the electronic submission.

Answer: Yes, scanned copies of notarized DBE forms will be accepted with the electronic submission.

132.Question: Subcontractor Approval (Section 18.0(C), p. 37; Appendix B, DBE Responsiveness Forms 1 and 2, pp. 56–57): Section 18.0(C) requires prior written permission from NOLA-PS to subcontract. Please clarify whether subcontractors and DBE subconsultants identified in the proposal, including on DBE Responsiveness Forms 1 and 2, will be considered approved upon contract award, or whether separate written approval is required. Please also confirm whether proposers may include non-DBE subcontractors as part of their team.

Answer: DBE Subcontractors/Subconsultants listed within the Respondent's DBE Responsiveness Forms 1 and 2, are only vetted for DBE participation related to the RFP. OPSB's contract is mutually exclusive with the awarded recipient. Nevertheless, all required DBE documents submitted by the Respondent related to this RFP are considered binding documents directly related to the contract.

133.Question: Subcontractor Requirements (Section 11.0, p. 28; Background Check, p. 5): Please clarify whether subcontractors and DBE subconsultants must independently meet the insurance requirements in Section 11.0 and the Louisiana Child Protection Act background check requirements, or whether these requirements are satisfied through the prime contractor's coverage and compliance.

Answer: Since there is no legally binding agreement between OPSB and the subcontractor(s) the insurance requirement are evaluated at the prime-proposer level.

134.Question: References (Section 7.1, Item 1, p. 21; Tab 9, p. 22; Section 10.0, p. 27): Section 7.1 requests three to five client references "from school districts to show evidence of past Title IV Services," while Tab 9 requests "three (3) to Five (5) References of similar scope." Please clarify whether references from comparable large public-sector or private-sector organizations will be accepted, and the meaning of "Title IV Services" in the context of this RFP.

Answer: Please response to Question No.1.

135.Question: Cost Scoring (Section 1.1, Computed Cost Score, p. 7; Section 6.0, p. 20): The Computed Cost Score provision states that cost "shall constitute ten (10%) of the total points," while Section 6.0 assigns 15 points to Costs. Please confirm the number of points assigned to cost.

Answer: Please see Response to Questions No.30 .

136.Question: Cost Form (Section 9.0, p. 26): The Cost Form requests "The total ANNUAL fee." Please clarify whether proposers should submit a fixed fee for the full assessment, and how pricing should be presented for the two optional renewal years described under Contract Term and Renewal (p. 8).

Answer: Proposers should provide a clearly defined total fee for completing the initial assessment and delivering the required transformation roadmap. The proposal should include a breakdown of costs by major project phase or deliverable, as well as the proposed staffing

and level of effort. Any proposed services or pricing for optional renewal periods should be clearly distinguished from the initial assessment fee.

137.Question: Budget (Section 9.0, p. 26): Please indicate whether NOLA-PS has established an estimated budget or not-to-exceed amount for this engagement.

Answer: NOLA Public Schools has not established a published budget range or not-to-exceed amount for the initial assessment. Proposers should submit a cost proposal reflective of their recommended approach, level of effort, staffing, and deliverables.

138.Question: Contract Term (Contract Term and Renewal, p. 8): Please describe the services anticipated during the two optional renewal years, such as implementation support for the roadmap.

Answer: The initial scope is focused on assessment, recommendations, prioritization, and development of the transformation roadmap. Any subsequent implementation services would be subject to the scope and terms of the resulting contract, District needs, available funding, satisfactory performance, and applicable procurement requirements. NOLA Public Schools does not guarantee that implementation services identified in the transformation roadmap will be awarded to the selected consultant under the renewal periods.

139.Question: Project Duration (Section 4.0, Specifications, p. 18): Please indicate the anticipated duration for completing the assessment deliverables, as distinct from the 12-, 24-, and 36-month implementation roadmap

Answer: NOLA Public Schools has not established a fixed duration or target completion date for the initial assessment. The anticipated start date is as soon as practicable following contract execution. Proposers should recommend a realistic timeline based on their proposed methodology, level of effort, stakeholder engagement approach, and deliverables. The 12-, 24-, and 36-month roadmap represents the recommended phased implementation horizon, not the expected duration of the initial assessment.

140.Question: On-Site Work (Section 2.0, Scope of Services, p. 11): The scope requires stakeholder interviews and real-time observation ("shadowing") of key workflows. Please clarify what portion of this work is expected to be performed on-site in New Orleans, and whether interviews and observations may be conducted virtually.

Answer: NOLA Public Schools is flexible regarding the mix of virtual and in-person activities. However, the District anticipates at least one to two days of onsite engagement to allow the selected consultant to observe selected workflows and operating practices firsthand. Proposers may recommend additional onsite engagement where they believe it would materially improve the quality of the assessment.

141.Question: Systems Access (Section 2.0, Scope of Services, p. 11): Please confirm whether the selected consultant will be provided access to Munis, PowerSchool, Salesforce, and the other systems listed for assessment purposes.

Answer: Yes. NOLA Public Schools intends to provide the selected consultant with reasonable access to available system documentation, configuration information, reports, data, and appropriate subject-matter experts necessary to complete the assessment, subject to applicable District policies, security requirements, confidentiality requirements, data-privacy requirements, and system-access limitations.

142.Question: Page Limit (Section 7.2, p. 21): Please clarify whether the 20-page limit includes the Tab 1 Cover Letter, Tab 11 (DBE forms), and Tab 12 (NOLA-PS forms, resumes/CVs, and sample work), or applies only to Tabs 2 through 10.

Answer: Please see Response to Question No. 68..

143.Question: Proposer's Certification (Section 14.0, Item 3, p. 33): Item 3 references "consulting services for collections." Please confirm that this reference should read Enterprise Operational Excellence & Digital Transformation Assessment services.(

Answer: Item 3 references "consulting services for collections." That statement is correct as written.

144.Question: Background Checks (Background Check, p. 5): Please clarify whether the Louisiana Child Protection Act (La. R.S. 15:587.1) background check requirements apply to consultant staff who will not have direct contact with students.

Answer: Louisiana's Child Protection Act (R.S. 15:587.1) and related administrative rules require fingerprint-based criminal background checks for:

All employees of public schools

All contractors or volunteers with supervisory or disciplinary authority over children

All individuals with direct contact with children in school-related settings

This includes teachers, substitute teachers, bus drivers, janitors, and other staff "who might reasonably be expected to be placed in a position of supervisory or disciplinary authority over school children"

Specific for Non-child-contact contractors - If a contractor does not have supervisory, disciplinary, or direct contact with children —Louisiana law does not require a fingerprint-based background check for that role.

However: Public school districts may still require background checks as part of their own hiring or vendor policies, even for non-child-contact roles, to meet internal safety or insurance requirements. Charter schools and other approved educational facilities must comply with R.S. 17:15 "Criminal History Review" for all employees, but the statute's scope is tied to positions involving children Private contractors must follow any contractual or policy requirements set by the school district or agency they work for.

145.Question: Section 6.0's evaluation points add to 80, but the total shown is 100, and Section 1.1 states cost is 10% of total points while the table assigns 15 points. Please confirm the point values and the total.

Answer: Please see response to Question No.30.

146.Question: Section 7.1.1 asks for school-district references showing "past Title IV Services". Please confirm the intended wording, and whether references from large public-sector organizations of similar scope (as in evaluation factor 1) are acceptable on Form 10.0.

Answer: Please see responses to Question Nos 15,32, 48, 50, 57, and 58

147.Question: Does the 20-page limit exclude the cover sheet, Appendix A and B forms, the cost form, resumes and the organizational chart?

Answer : Please see Response to Question No. 68.

148.Question: Form 9.0 requests a total annual fee, while Section 1.1 scores "standard cost rates". Should proposers submit a fixed total for the assessment, an hourly rate schedule, or both? Are prices for the renewal years required?

Answer: Please see Response to Question No. 136.

149.Question: May the DBE Professional Services Compliance Certification Checklist be notarized by a notary outside Louisiana? How are DBE points awarded when a proposer commits to less than 35% and documents good faith efforts?

Answer : Yes, the DBE Professional Services Compliance Certification Checklist can be notarized out of Louisiana. NOLA-PS will divide the Proposer's DBE Percentage by the 35% DBE Goal, then multiply the result by the total points available for the DBE Participation rubric category.

150.Question: Is this contract expected to be funded in whole or part with federal grant funds?

Answer: NOLA Public Schools has not finalized the funding source for this engagement. Funding may include available District resources and/or eligible federal grant funds, subject to applicable funding requirements, allowable uses, and availability.

151.Question: What on-site presence does NOLA-PS expect for interviews and workflow observation, and what is the expected start date and duration of the assessment?

Answer : NOLA Public Schools is flexible regarding the mix of virtual and in-person activities and invites proposers to recommend an approach that supports an effective and efficient assessment. However, the District anticipates that at least one to two days of onsite engagement will be necessary to observe selected workflows and operating practices firsthand. Additional onsite activities may be proposed where the consultant believes they would materially improve the quality of the assessment.

152.Question: May a prime proposer use subcontractors or specialist teaming partners for bounded portions of the work such as process mapping, workflow documentation, public-source benchmarking/research, or technology-assessment support?

Answer : Yes, a prime proposer may use subcontractors or specialist teaming partners for bounded portions of the work such as process mapping, workflow documentation, public-source benchmarking/research, or technology-assessment support?

153.Question: If so, may those bounded subcontracted workstreams be performed remotely/virtually, and are subcontractors individually required to satisfy the same insurance, experience, and DBE documentation requirements as the prime, or does the prime remain responsible for those requirement?

Answer: The prime contractor is responsible for maintaining all required insurances.

154.Question: The RFP requests three to five client references from school districts and separately evaluates K-12 district experience. Will NOLA-PS consider comparable references involving complex multi-system enterprise operations, CRM/workflow transformation, education technology, or other public/nonprofit environments, or must all submitted references be school districts?

Answer: Please see Responses to Question Nos 15,32,48,50,57, and 58.

155.Question: May a proposer use a teaming/subcontractor arrangement to supplement K-12 district experience or specialized ERP/SIS expertise, provided the prime contractor remains fully accountable for the engagement and clearly identifies each party's role in the proposal?

Answer: Please see Responses to Question Nos 15,32,48,50,57, and 58 .

156.Question: References: The RFP requests three to five school-district client references. For a prime consultant proposing a team that includes specialist subcontractors, may relevant K-12 references from named subcontractors/key personnel satisfy or contribute to this requirement, or must all references be contracts performed by the prime firm itself?

Answer: Please see Responses to Question Nos 15,32,48,50,57, and 58 .

157.Question: DBE participation: For a non-DBE prime, is the 35% DBE participation figure a mandatory minimum for responsiveness, an evaluation goal, or a good-faith-efforts goal? If the full 35% cannot be achieved, what documentation of good-faith efforts is required with the proposal?

Answer: Per OPSB Board Policy regarding DBE participation, It shall be the policy of the Orleans Parish School Board (OPSB) to ensure every opportunity is made available to include disadvantaged business concerns in its letting of contracts and purchases, by providing bidders for each contract or purchase being bid. Moreover, the ability or desire of the Consultant/Prime Contractor to perform the work of a contract with its own organization does not relieve the Consultant/Prime Contractor's responsibility to meet or exceed the District's DBE contract goal. Proposers shall submit: DBE Responsiveness Form 1, DBE Responsiveness Form 2 and the Verification of DBE Certification Form.

158.Question: Insurance: Must proposers provide certificates evidencing all stated insurance limits with the proposal, or is proof of coverage required only from the selected contractor before contract execution?

Answer: Please see Response to Question No.7.

159.Question: . Pre-proposal meeting: Was attendance at the October 2 virtual pre-proposal meeting mandatory for proposal eligibility?

Answer: No, attendance at the pre-proposal meeting was not mandatory.

160.Question: Delivery model: Is NOLA-PS open to an out-of-state prime consultant using a hybrid delivery model, with stakeholder interviews and analysis performed remotely and onsite workflow observation scheduled as needed in New Orleans?

Answer : Yes. NOLA Public Schools is open to out-of-state consultants and a hybrid delivery model. Stakeholder interviews, workshops, and analysis may be conducted remotely. However, the District anticipates at least one to two days of onsite engagement to observe selected workflows and operating practices firsthand. Proposers may recommend additional onsite engagement where they believe it would materially improve the quality of the assessment.

161.Question: Please confirm whether a principal-led small consulting firm may self-perform the engagement without a minimum team-size requirement?

Answer : NOLA Public Schools has not established a minimum team-size requirement. Proposers should demonstrate that their proposed staffing structure, qualifications, expertise, and capacity are sufficient to successfully complete all components of the assessment and deliver the required outcomes. A principal-led consulting firm may propose to self-perform the engagement, provided it can demonstrate the necessary qualifications and capacity to fulfill the scope of work.

162.Question: I'd also appreciate clarification on whether the required client references must be public-sector or K-12 engagements, or whether directly comparable enterprise process, systems, finance, and digital-transformation work may be used.

Answer: Public-sector or K-12 engagements, and directly comparable enterprise process, systems, finance, and digital-transformation work is acceptable

163.Question: Please provide the complete current RFP documents, required forms and issued addenda, or the approved vendor access procedure.

Answer: Please see Response to Question No. 60.

164.Question: Please identify the designated procurement contact for each RFP and confirm the submission deadline and time zone, question deadline, required submission method, and any mandatory conference or attendance requirement affecting eligibility. If a conference has

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already occurred, please confirm whether an offeror that did not attend may submit

Answer: Please see Response to Question No 30, 122, and 123.

End of Addendum No.1