OPERATIONAL SERVICES REQUEST FOR PROPOSALS: Questions & Answers

RFP ISSUE DATE: November 14, 2025

PROPOSALS DUE: December 15, 2025 by 11:59 PM Central Time

(Late proposals will not be accepted)

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Maintenance Services

1. We are interested in the Maintenance Services RFP. Can we schedule a meeting to view the properties included in this proposal?

Build EBR will not be scheduling site visits or guided tours of individual properties for this solicitation.
However, we have provided all interested vendors with a spreadsheet of property addresses included in the Maintenance Services scope at https://build-baton-rouge.webflow.io/procurement/rfp-for-maintenance-services.

You may review this lists and corresponding sites independently and assess the level of effort for your proposal.

Office Cleaning Services

Information Technology Services

1. Project Initiation & IT Assessment

1.1 Can you provide an up-to-date asset inventory?
Build EBR will provide the full asset inventory (hardware, software, cloud services, and documentation) to the selected vendor after contract award as part of the initial IT assessment.
At a high level, our environment includes:

- 13 computers (5 older models, the remainder 2023 or newer)

- 1 large printer and 3 smaller printers

- 1 Meeting Owl and 1 large display monitor

- 9 additional monitors

- Microsoft 365 (Teams, SharePoint, OneDrive)

- Adobe Acrobat Suite

- QuickBooks Online

1.2 Can you provide details on the approximate number of users?
Build EBR currently supports 6 employees, with anticipated growth to 10 users over the next year.

1.3 How many locations would be covered under this contract?
This RFP covers one primary office location.

1.4 What is the expected timeline for completing the initial IT assessment?
The assessment timeline will be set collaboratively with the selected vendor. Build EBR expects it to occur early in the contract period and will make staff and system access available as needed.

1.5 How does Build EBR define "vulnerabilities or compliance gaps"?
These refer to issues identified through best practices related to data security, access controls, system configuration, backup practices, public records requirements, and federal grant compliance (2 CFR 200).
There are no known grant-related or public records compliance issues that would restrict this work.

1.6 What is the current IT support model?
Build EBR uses a hybrid model with limited internal capacity and some contracted support.

1.7 Are there existing policies for cybersecurity, disaster recovery, access control, or data governance?

Build EBR has limited formalized documentation in these areas. Developing or updating these policies will be part of the selected vendor's scope.

1.8 What are the current pain points or priorities?

Key priorities include improving cybersecurity, strengthening device management, ensuring strong backup and recovery, establishing reliable helpdesk response, and supporting staff with routine IT needs.

1.9 Is there a preferred assessment framework?

Build EBR does not mandate a specific framework. Vendors may propose one such as NIST CSF or CIS Controls.

1.10 What level of detail is expected for maintenance schedules and SLAs?

Vendors should propose reasonable detail, including maintenance schedules, escalation procedures, ticket workflows, and transparent response-time expectations. SLAs may be refined after award.

2. Network, Systems & Equipment Management

2.1 What equipment and platforms are currently deployed?

See Section 1.1 for the high-level overview. A complete inventory will be shared after award.

2.2 Are there legacy systems to maintain?

Aside from a few older computers, there are no significant legacy systems.

2.3 Preferred vendors or procurement constraints?

Build EBR has no required hardware brands. Vendors may recommend equipment and tools that balance cost, security, and long-term value.

2.4 Uptime expectations or SLAs?

Build EBR does not have preset uptime requirements. Vendors should propose industry-standard targets appropriate for our environment.

2.5 Is an RMM system in place? Should the vendor provide one?

Build EBR does not currently use a comprehensive RMM platform. Vendors should propose recommended tools or specify if they will provide one.

2.6 Is the consultant responsible for licensing management?
Yes. Responsibilities include tracking OS and software licenses, managing renewals, overseeing security tools, and cloud license coordination.

2.7 Does the scope include remote device management?
Yes. Remote monitoring, patching, troubleshooting, and deployment support are expected.

3. Cybersecurity, Data Management & Compliance

3.1 Which compliance standards apply?
Build EBR must comply with Louisiana public records and data security laws, as well as applicable federal grant requirements, including 2 CFR 200. We do not currently require compliance with systems such as HIPAA or CJIS.

3.2 Are specific cybersecurity audits required?
Not at this time. The vendor may need to support audit readiness if future grants require it.

3.3 Existing cybersecurity tools?
Build EBR uses standard endpoint protection. Full details will be shared post-award.

3.4 Retention requirements?
Retention must follow Louisiana public records guidelines and federal grant record retention rules. The vendor will help refine practices.

3.5 What cloud platforms are used?
Microsoft 365 (SharePoint and OneDrive) are our primary cloud platforms.

3.6 RTO/RPO expectations?
Build EBR does not have preset targets. Vendors should recommend suitable RTO/RPO values.

3.7 Any restrictions on cloud backup locations?
Data should be stored in U.S.-based cloud environments unless otherwise approved.

3.8 Expectations for cybersecurity awareness training?
Vendors may provide links to annual training modules or offer optional add-on services with itemized pricing.

3.9 Cyber insurance requirements?
Build EBR's cyber insurance does not impose additional controls on day-to-day IT operations at this time.

3.10 Incident response expectations?

Initial triage and coordination are expected. Formal forensic investigations, if needed, may be handled by a specialized third-party.

4. Technical Support & Helpdesk Services

4.1 How many staff and devices require support?

Support includes 6 current staff (growing to 10), 13 computers, printers, and peripherals listed above.

4.2 What response-time expectations apply?

Vendors should clearly outline response times, ticket routing, escalation processes, and service levels in their proposal.

4.3 Is there a ticketing system in place?

Build EBR does not currently use a formal ticketing platform. Vendors may propose a tool or include one in their service model.

4.4 Is onsite support required?

Onsite support may occasionally be needed, but most support can be delivered remotely.

4.5 Special support needs?

Occasional support for board meetings or public events may be requested with advance notice.

4.6 Expected volume of helpdesk tickets?

Build EBR typically sees only a few helpdesk tickets per month.

4.7 After-hours support?

Generally not required but may be requested for special events.

4.8 Criteria for recommending technology upgrades?

Recommendations should consider cost-effectiveness, security improvements, operational efficiency, and long-term value.

5. Planning, Coordination & Reporting

5.1 Coordination with finance, legal, and audit vendors?

Coordination may be required around data security, system integrations, access controls, and internal controls and audit readiness.

5.2 Districts requiring support?

Currently one district (CCEDD). Additional districts may be added in the future.

5.3 Data shared with districts?

This varies by district and will be reviewed with the selected vendor.

5.4 Expectations for the annual IT performance report?

Reports should be high-level and include services performed, key issues resolved, and recommendations for the coming year.

5.5 Topics for the annual planning session?

Sessions typically cover anticipated needs for the coming year, potential upgrades, and recommendations based on emerging risks or opportunities.

5.6 Role in budget planning?

The vendor may provide recommendations. Formal budget decisions remain with Build EBR.

5.7 Points of contact and cadence?

The primary contact will be Build EBR's COO. Additional coordination will occur as needed.

6. Deliverables & Documentation Requirements

6.1 Are templates available?

Build EBR does not currently have templates. Vendors may propose their own.

6.2 What tool should be used to maintain the IT inventory?

Vendors may recommend an appropriate tool, including Excel or a vendor-provided system.

6.3 Backup and recovery metrics?

These will be established with the selected vendor during the initial assessment.

6.4 Level of detail expected for incident response documentation?

A high-level summary is typically sufficient unless a grantor or insurer requires additional detail.

6.5 Documentation required for audit or grant standards?

Documentation must meet generally accepted IT practices and federal grant compliance requirements.

7. Contractual, Operational & Oversight Requirements

7.1 Contract type?
Build EBR anticipates a fixed-fee contract with optional hourly rates for special projects.

7.2 Budget boundaries or funding cycles?
Build EBR cannot release budget information during procurement but expects competitive and reasonable pricing.

7.3 Background checks or clearances?
Background checks may be required for onsite access.

7.4 Data residency requirements?
Data should be stored in U.S.-based cloud environments unless otherwise approved.

7.5 Will the vendor manage third-party vendors?
Yes. This is included in the scope.

Legal Services

Financial and Accounting Services

1. Will you please share the number of in-house finance personnel employed by Build EBR and their related duties?

Build EBR currently operates with limited in-house finance personnel, as much of our day-to-day accounting and financial management is outsourced.

However, Build EBR is in the process of expanding internal financial capacity. We are actively hiring a Director of Finance, who will lead budgeting, internal controls, audit coordination, grant compliance, and financial reporting for the agency. This role will work closely with both internal staff and our outsourced financial services vendor to strengthen Build EBR's financial systems and ensure readiness for audit support.

The selected Audit Services vendor will work directly with the Director of Finance once hired, as well as with existing staff and our outsourced finance team.

2. Is the finance and accounting function presently outsourced? If so, what is the existing scope of work and the related annual professional fees?

Yes. Build EBR's finance and accounting functions are currently outsourced and the original contract outlining the scope of work for our current vendor has been included at https://build-baton-rouge.webflow.io/procurement/rfp-for-financial-and-accounting-services for your review.

Please note that contract terms and fees may have changed over time as the agency's needs have evolved.

3. Does Build EBR currently have an in-house accounting software system? If so, which one?

Yes. Build EBR currently uses QuickBooks Online for accounting, payroll, and financial management.
We recognize that as our operations expand, we may need to migrate to a more robust system that better supports fund accounting, grant tracking, and district-level reporting.

4. Will Build EBR allow the selected finance/accounting firm to recommend or select the accounting software used to perform the scope of work?

Yes. Build EBR is open to reviewing recommended systems from the selected vendor. Any transition to a new accounting software would be evaluated with the Director of Finance and aligned with audit, compliance, and reporting needs.

5. In managing the accounting function, will responsibilities include accounts payable, check preparation, payroll coordination, etc.? May the vendor use Paychex, ADP, or similar platforms?

Yes. The requested scope of services may include:

- Accounts payable processing

- Check preparation

- Payroll coordination

- Timekeeping review

- Payroll tax calculations and remittances

Build EBR is open to the use of third-party payroll providers such as Paychex or ADP under the direction of the selected firm. Sub-vendors or software platforms may be used as long as they support compliance and performance standards.

6. What is the approximate number of grantor agencies requiring quarterly expenditure reports?

This number varies based on active grants. In 2025, Build EBR managed approximately 5–10 grants and funding sources at any given time.

Additionally:

- The Build EBR Board of Commissioners requires monthly financial reports

- The Cortana Corridor Economic Development District (EDD), which we administer, requires reports every other month

Additional reporting requirements may arise as new grants or districts come online.

Audit Services

1. We understand that you are going out for bid. Are there any drivers to change firms or is this a formality at the end of the audit term? What qualities do you value from your current firm?

Build EBR is re-procuring audit services as part of a best-practice auditor rotation cycle, which generally recommends reviewing and refreshing audit engagements every five years. This solicitation reflects that practice.

There are no issues with our current auditors. We value firms that provide:

- Timely and clear communication

- High-quality technical accuracy

- Professionalism and reliability

- A constructive, solutions-oriented approach that supports the agency in strengthening internal controls and compliance

These strengths will continue to be important as Build EBR grows.

2. In what ways could an audit firm raise the bar in the level of service provided to Build EBR?

As Build EBR expands its work, we benefit from audit firms that go beyond identifying findings and instead support us in:

- Strengthening internal controls

- Improving financial policies and procedures

- Understanding compliance requirements

- Building systems that help prevent repeat findings

We appreciate firms that take an educational, solutions-oriented approach.

3. What is the expected timing of the audit – both interim and final fieldwork? When will the final trial balance and schedules be available for planning purposes?

Build EBR is subject to the reporting timelines of the Louisiana Legislative Auditor (LLA) and the City Parish.
Generally:

- Audit planning and interim work begin in mid-spring

- Fieldwork continues through the summer and must be completed by June 30th.

- Presentation to the Board of Commissioners typically occurs in August

Trial balances and required schedules will be provided to the selected firm in alignment with this schedule.

4. What is the nature and magnitude of any audit adjustments for the FY 2024 audit?

Build EBR will publish its most recent audit on the procurement webpage for reference. Vendors may review the publicly available report to assess the nature of any prior-year audit adjustments.

5. Has the audit been performed on-site, remote, or hybrid in the past? Does Build EBR have a preference?

Recent audits have been completed using a hybrid approach. This format has worked well for our team, and Build EBR is open to continuing a hybrid model that balances efficiency with the need for occasional on-site work.