North Weld County Water District



Request for Proposal

For Customer Information System (CIS) and Implementation Services

Attachment A – Bidder Questionnaire and Forms

Issue Date: Monday, November 24th, 2025

Closing Date: Tuesday, January 6th, 2026 @ 4:00 PM MDT

Table of Contents

[1 Minimum Criteria 2](#_Toc1096063406)

[2 Company Background Form 3](#_Toc1240119550)

[3 Functionality Questionnaire 5](#_Toc1535215142)

[4 Technical and Vendor Hosting Requirements Questionnaire 7](#_Toc738743032)

[Hosting and Usage 8](#_Toc1740400213)

[Data Conversion 8](#_Toc1542277106)

[System Performance 9](#_Toc2550804)

[Security 9](#_Toc1607507941)

[5 Report Development Questionnaire 12](#_Toc307393129)

[6 Integrations 13](#_Toc898722712)

[7 Implementation Approach Form 14](#_Toc377950979)

[8 Stakeholder collaboration 16](#_Toc1324770795)

[9 Ongoing Support Services Questionnaire 18](#_Toc1737203034)

[Support and Maintenance 19](#_Toc1796932048)

[Software Updates and Distribution 19](#_Toc1598164607)

[10 Client Reference Questionnaire 20](#_Toc858504522)

[11 Required Forms and Attachments 23](#_Toc1892218258)

[Submission Signature Form 24](#_Toc439829967)

[Non-Collusion Affidavit 24](#_Toc1038148607)

[Subscription and Maintenance Agreement 25](#_Toc2002449710)

[12 Addenda 25](#_Toc1340199388)

# Minimum Criteria

As noted in the RFP, proposed solutions **MUST** meet all the following requirements. **Submissions not meeting these requirements will be rejected.** Vendors should acknowledge acceptance of these terms and include the following checklist in their RFP response.

|  |  |
| --- | --- |
| **Minimum Criteria** | **Yes/No** |
| Minimum Client Software Installations  Software Vendor and/or integrator combined must have provided software for at least three water districts or public sector organizations of similar size and complexity within the past five years. | Yes |
| RFP Response  RFP response is submitted by the due date and time. | Yes |
| Response Authorization  The RFP response is signed by an authorized company officer. | Yes |
| Response Completeness  The Vendor complied with all instructions in the RFP and responded to all items requested with sufficient detail, which provides for the response to be properly evaluated. Any deficiencies in this regard will be determined at the sole discretion of the Client to be either a defect that will be waived or that the response can be sufficiently modified to meet the requirements of the RFP. | Yes |

# Company Background Form

If the bidder is proposing subcontractors for this project, provide a response to the Company Background Form for each subcontractor, the subcontractor’s relationship with that firm, and the specific services and/or products that the subcontractor will be providing on the project. A complete list of subcontractors is required. The District has the right to approve all sub-contractors of the vendor at any time.

|  |  |  |
| --- | --- | --- |
| **Company Name** |  | |
| **Software Brand Name** |  | |
| **Software Version Proposed (years in production)** |  | |
| **Years selling software to public sector** |  | |
| **Is this company the prime contractor?** | Yes | No |

1. What are the top three differentiators of your company and its proposed solution?

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1. What is your preferred customer size (quantified in terms of budget, customers, population, etc.)?

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1. How many fully operational customer installations of the version proposed in this RFP, currently in production, has the vendor completed?

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| --- | --- | --- |
|  | **Colorado** | **United States** |
| **Special Districts** |  |  |
| **Other public sector** |  |  |
| **Other non-public sector** |  |  |
| **Overall** |  |  |

1. How many fully operational customer installations, in total, has the vendor completed?

|  |  |  |
| --- | --- | --- |
|  | **Colorado** | **United States** |
| **Special Districts** |  |  |
| **Other public sector** |  |  |
| **Other non-public sector** |  |  |
| **Overall** |  |  |

1. How many current system implementations of your solution are in process?

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|  | **In-process Implementations** |
| **Colorado** |  |
| **United States** |  |

1. Please list the vendor’s sales in the previous three years:

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| --- | --- |
| **Year** | **Sales** |
| **2025** |  |
| **2024** |  |
| **2023** |  |

1. Please disclose any outstanding litigation against your company that is material to your proposal.

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1. Please list any third-party vendors you’re partnering with and proposing as part of your response, as well as the products and versions proposed, and the scope areas/functionality they will be providing.

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# Functionality Questionnaire

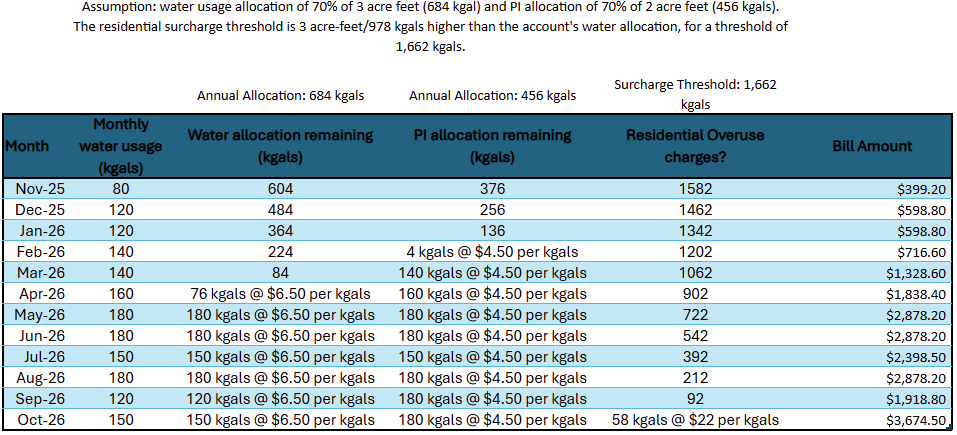
1. Please list any key differentiators that are not available in the current version of the software but will be made available in the next 12 months.

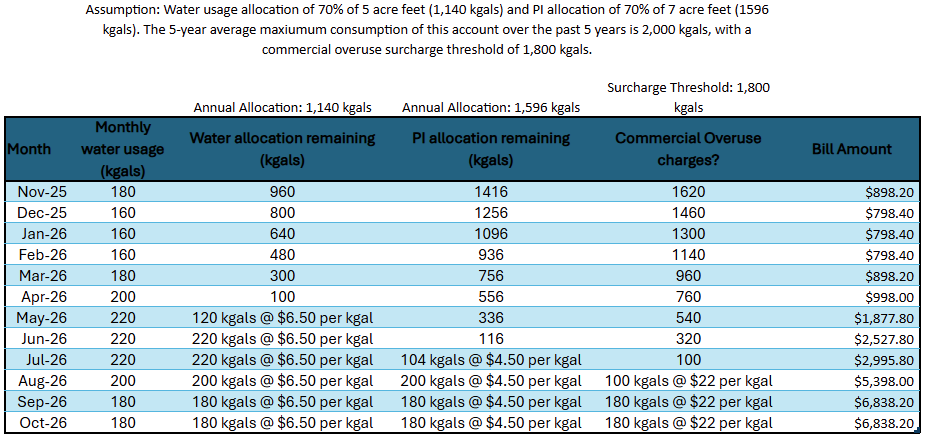
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1. How would you approach meeting the functionality required to calculate the below rate structures?

Rate Explanation: https://www.nwcwd.org/about-rates-charges

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# Technical and Vendor Hosting Requirements Questionnaire

## Hosting and Usage

1. Please describe your hosting model including use of external or internal data centers, shared application, database, and/or hardware, and any other information you wish to include relating to the hosting model.

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1. How do you track monthly usage for subscription-based services? Please explain any usage-based limitations or costs associated with your proposed software (e.g. user counts, transaction volume, storage capacity, etc.).

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1. Is your software available via modern evergreen browsers, with no client plug‑ins?

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1. Estimate the bandwidth that your solution will require based on users, application environment, and any other factors.

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1. How many environments (e.g. Production, Test, Development, etc.) are included during implementation and normal use?

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## Data Conversion

1. Please describe your organization’s recommended approach toward retention of legacy data and how your system supports converted data from a legacy system.

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1. Please describe any risks or issues you see (if any) with the District’s preferred data conversion scope and the ability to successfully convert that data into your system.

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## System Performance

1. How much notification will you give the District in advance of any scheduled downtime?

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1. What is your process for notifying the District and fixing bugs once they have been identified?

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1. What system/application availability, recovery point objective, and recovery time objective are included in your service level agreement? What are the District’s responsibilities to ensure this level of performance?

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## Security

1. Describe the identification and authorization capabilities of your proposed solution for users.

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1. Provide a list of compatible directory services and identity access management solutions.

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1. Confirm the ability to back up the data to an external third-party on-premise or cloud-based storage environment and the costs associated with exporting the data.

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1. Describe the services you provide around disaster recovery as part of the proposed solution.

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1. Indicate cybersecurity solutions that are in place to prevent, detect, contain, and recover from security threats such as malware injection, side-channel attacks, exploitation of API vulnerabilities, or distributed denial of service (DDoS) attacks.

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1. Confirm (Yes/No) that detailed logs will be provided for forensic investigation of security incidents, that can aid in identifying the nature and extent of the effect, including the data that was exfiltrated or compromised.

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| Yes | No |

1. Indicate what support will be provided to carry out a forensic investigation of security incidents.

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1. Indicate if you comply or do not comply with the following:

| **Requirement** | **Compliance?** | |
| --- | --- | --- |
| The system shall be available 24 x 7 x 365 with a minimum of 99.95% uptime, measured on a monthly basis (excluding maintenance windows). | Yes | No |
| Data shall reside in the United States at all times. | Yes | No |
| All system data and files shall be regularly backed up to a secondary data center/disaster recovery site outside of the main data center’s same weather pattern and power grid. Backups shall occur such that the District loses no more than 2 hours of transactions due to an unexpected outage. | Yes | No |
| Hosting Providers/Respondents shall have a documented Security Incident Response Plan (SIRP) that addresses the Respondent’s plan for preventing, detecting, and responding to security breaches or cyberattacks in which the District’s data or operations may be compromised. | Yes | No |
| Hosting Providers/Respondents shall have a documented Disaster Recovery Plan (DRP) that addresses recovery and maintenance of system data and operations in response to hazard or emergency scenarios. This plan shall be tested regularly to ensure that it is both tangible and actionable. | Yes | No |
| Hosting Providers/Respondents shall have a documented Business Continuity Plan (BCP) that addresses localized or system outages that create an impact on one or more business functions. The BCP should account for the rapid restoration of services and redundancies in technology or processes. | Yes | No |
| Hosting Providers /Respondents shall undergo a SSAE 18 SOC2 Type 2 audit covering at a minimum the Security and Availability Principles on an annual basis and must have no unaddressed material concerns. Respondent shall provide a copy of their most recent audit report before contract award. | Yes | No |
| Hosting Providers/Respondents shall support and be compliant with all relevant regulations and requirements including, but not limited to:   * PCI-DSS | Yes | No |

# Report Development Questionnaire

1. What query tool, report writer, dashboards, and business intelligence tools are embedded in the proposed solution?

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1. It is expected that the system will provide the ability for end-user querying and reporting to be performed without impacting the performance of the transactional system. Does your submission meet this expectation?

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1. Describe your process for determining the scope of reports that need to be developed (not out of the box) and what effort will be required of the District to participate in development and testing of these reports.

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# Integrations

1. Describe your general experience in developing integrations from your solution to external systems. What types of system interfaces are most common or frequently established?

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1. What pre-built integrations do you offer with potential third-party systems? Please review the application environment information in the RFP document to see the integrations that the District wants in their future state environment.

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1. What integration tools exist within your system (e.g. file uploads, APIs, etc.)? Are these included with the software licenses or do integration tools such as API’s require additional licensing?

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1. Do you support integrations after implementation, or are they fully the responsibility of the client?

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# Implementation Approach Form

1. Describe your overall approach for implementing the software including stages of implementation (E.g. design, build, test, deploy, etc.), phased approach vs. big bang approach, and other key elements of your implementation methodology.

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1. What is your proposed duration of the implementation? Include the duration of each phase if using a phased approach.

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1. What percentage of time is the project manager dedicated to the project? If less than 100%, how many projects does a typical project manager work on concurrently?

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1. What percentage of time are the functional and technical consultants dedicated to the project? If less than 100%, how many projects does a typical consultant work on concurrently?

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1. Describe your use of onsite, remote and offshore resources (if applicable).

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1. How will you manage and share project documentation with stakeholders throughout the project?

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1. Briefly describe key lessons learned from previous clients and how your proposed methodology will build upon those lessons learned.

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1. Given the information provided in this RFP and your experience with other clients, describe any key risks you see with this implementation and your plan to mitigate these risks.

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1. Will you agree to deliverable/milestone-based payment structure for implementation services?

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| --- | --- |
| Yes | No |

# Stakeholder collaboration

1. Describe your approach for working with the District to align the system setup with the District’s requirements. Include your approach for balancing best practices with the District’s specific processes/requirements.

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1. Describe an example of where the system could not be configured as requested and how you worked with the client to develop a solution. What was the outcome of this approach?

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1. How will you work with the District to verify the system meets its requirements and complete testing of the system? What will be the responsibility of the District, and what will you be responsible for completing?

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1. How will you help the District manage change throughout the implementation? What steps will you take to maximize user adoption of the system?

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1. Describe your approach to training. Will you utilize train-the-trainer, direct end-user training, or a combination of both methods?

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1. Describe your approach to developing documentation such as test scripts, training guides, and support guides. What will you provide for the District? Will the documentation you provide be tailored to the District’s specific processes and system design, or will it be generic documentation for your system?

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1. How will you transition from implementation to steady-state operations? Include a description of your approach to support go-live and the time period following go-live to stabilize the system and confirm it is working as intended. How will you support the move from implementation services to on-going support after the implementation and initial post implementation support has ended?

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# Ongoing Support Services Questionnaire

## Support and Maintenance

1. Provide the minimum, maximum, and average response times (hours) provided as part of the basic support agreement and the average response time for the past twelve (12) months.

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1. Describe Help Desk services for technical support and end users. Specify days and hours and any escalation options.

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1. Identify the party or business unit that is responsible for the support options provided above.

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1. Describe the types of support needed to keep the product under current support and to keep the product enhanced.

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## Software Updates and Distribution

1. Describe the product release cycle including:
   1. Frequency of upgrades/enhancements or new versions (major and minor version releases) and the typical contents of each type of release.

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* 1. How long releases take to install.

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* 1. Use of release notes including ability to review them in advance of the release

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* 1. Backward version compatibility and support of older versions. Discuss timeframe/policy on moving to new versions including ability to choose when they are applied.

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* 1. How are local configurations maintained when installing new releases of the vendor’s software? Describe the level of support that the vendor provides to the Client for identifying, validating, and testing scripts related to the latest software release.

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* 1. Other information

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# Client Reference Questionnaire

The District requests at least three (3) client references of similar size, scope, and governance within the past five years. Please provide these references in the charts below.

|  |  |
| --- | --- |
| **Vendor name:** |  |
| **Customer organization:** |  |
| **Customer contact:** |  |
| **Customer phone or email address (please use preferred)** |  |
| **System which the solution replaced** |  |
| **Describe the phasing approach, nature of the project, dates/timeline, and the services provided to this client:** | |
|  | |
| **Modules implemented, including versions:** | |
|  | |

|  |  |
| --- | --- |
| **Vendor name:** |  |
| **Customer organization:** |  |
| **Customer contact:** |  |
| **Customer phone or email address (please use preferred)** |  |
| **System which the solution replaced** |  |
| **Describe the phasing approach, nature of the project, dates/timeline, and the services provided to this client:** | |
|  | |
| **Modules implemented, including versions:** | |
|  | |

|  |  |
| --- | --- |
| **Vendor name:** |  |
| **Customer organization:** |  |
| **Customer contact:** |  |
| **Customer phone or email address (please use preferred)** |  |
| **System which the solution replaced** |  |
| **Describe the phasing approach, nature of the project, dates/timeline, and the services provided to this client:** | |
|  | |
| **Modules implemented, including versions:** | |
|  | |

# Required Forms and Attachments

This section contains various forms for submission with the vendor’s submission. The intent of providing such forms is to ensure comparability between submissions. Included in this section are the following forms:

* Submission Signature Form
* Non-Collusion Affidavit
* Addenda

## Submission Signature Form

The undersigned, as authorized submission responder, declares that he/she has carefully examined all the items of the Specifications and Instructions herein that he/she fully understands and accepts the requirements of the same, and he/she agrees to furnish the specified items and will accept, in full payment therefore, the amount specified below. The submission responder will identify below its business entity as an individual, DBA, partnership, or corporation (foreign or domestic), and will indicate the official title of the person(s) executing this submission.

Submissions shall include installation services, and the successful respondent shall obtain all required permits and pay the fees required.

* State payment terms:
* State term submission is held firm for:

## Non-Collusion Affidavit

THE AFFIDAVIT SET FORTH BELOW MUST BE EXECUTED ON BEHALF OF THE VENDOR AND FURNISHED WITH EVERY SUBMISSION

NON-COLLUSION AFFIDAVIT

STATE OF: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

DISTRICT OF: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

TAX ID NUMBER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_, being duly sworn, deposes and says he/she is the \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Name) (Title)

Of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the submission responder that has (Company)

submitted to the Client a submission for a ERP System and Implementation Services all as fully set forth in the said submission and that except as specified below, the aforementioned submission responder constitutes the only person, firm, or corporation having any interest in the said submission or in any contract, benefit, or profit which may, might or could accrue as a result of said submission, said exceptions being as follows:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(If no exceptions, state)

The vendor further states that said submission is, in all respects, fair and is submitted without collusion or fraud; and that no member of the District is directly or indirectly interested in said submission.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Affiant)

## Subscription and Maintenance Agreement

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

# Addenda

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