

**NAVAJO NATION
DEPARTMENT FOR SELF RELIANCE
(DSR)**

**REQUEST FOR PROPOSAL
PHONE SYSTEM UPGRADE**

**DIVISION OF FINANCE –
PURCHASING**

BID 18-12-1977VJ

REQUEST FOR PROPOSAL
BID #18-12-1977VJ

PROJECT TITLE: The Department for Self Reliance (DSR) Phone System Upgrade

PROPOSAL DUE DATE: January 25, 2019

PROPOSAL: All interested parties are invited to review and respond to this Request for Proposal (RFP) at their discretion. All questions pertaining to the contents of this RFP, respondents are instructed to contact Mr. Jonathan Harrison, DSR Principal Accountant, via email at jonathan.harrison@nntanf.org. For technical questions, please contact Chris Wright, Project Manager, via email at chris.wright@nntanf.org.

All parties responding to this BID #18-12-1977VJ are instructed to submit or send their proposal to the following address:

Mailing Address:

Navajo Nation Office of the Controller
Purchasing Department
P.O. Box 9000
Window Rock, AZ 86515
ATTN: Victor Joe, Buyer

Physical Address:

Navajo Nation Office of the Controller
Purchasing Department
2559 Window Rock Blvd.
Administration Bldg. #1
Window Rock, AZ 86515
ATTN: Victor Joe, Buyer

Responses to this Bid shall be sent in a sealed envelope, including a return address, and clearly marked on the outside of the envelope the following:

BID #18-12-1977VJ - DSR Phone System Upgrade
DO NOT OPEN
BID PROPOSAL

GUIDELINES FOR THE REQUEST FOR PROPOSAL

I. DESCRIPTION OF THE ORGANIZATION

The Navajo Nation is the largest federally recognized Indian Tribe, occupies a land base of approximately 27,000 square miles, and extends into three states: Arizona, New Mexico and Utah. On August 22, 1996, Public Law (P.L.) 104-193, "The Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996" was signed into law. This law ended the Administration to Families with Dependent Children (AFDC) Programs. Under P.L. 104-193, the new law created block grants to States, and authorized Indian Tribes to apply for and administer their own Temporary Assistance to Needy Families (TANF) Program.

II. SCOPE OF CONTRACT

DSR uses a phone system that is out of date and no longer supported by the manufacturer. Currently in place are two call managers running CUCM 8.6 and Unity. The hardware is End of Life and End of Service Life, and will no longer be supported by Cisco. In addition, the current CUCM version is 12.0. The phones in use by DSR will reach their published End of Life date within the year.

DSR is looking to replace the existing call managers, unity, and all of the existing phones with the most recent hardware and software available. With this order, DSR is looking to achieve:

- A. Better reliability
- B. Better security
- C. Consolidation of services
- D. Enhanced mobility
- E. Scalability
- F. More efficient communications
- G. Unified messaging
- H. Multi-media options

By purchasing new hardware, DSR will be able to replace the old hardware in a manner that will provide for the least amount of downtime possible. By running both the old and new systems in parallel, the rollout will have minimal impact on business operations. Because of this, the proposed hardware must be compatible with existing Cisco networking and Cisco voice systems.

III. RESPONDENT REQUIREMENTS

All respondents must have the capabilities listed herein, including the respondent, must provide sufficient detailed information to the respondent's experience and expertise in meeting the following requirements:

- A. The respondent must be a GSA qualified vendor able to offer GSA schedule pricing.
- B. The respondent must be able to provide all hardware necessary without using sub-vendors or multiple sources of hardware.
- C. The respondent must be a Cisco partner to facilitate ordering and support related services directly with Cisco.

IV. SCOPE OF WORK

DSR is seeking a Cisco phone vendor that can provide the following hardware for a complete phone system replacement:

- A. Call Manager hardware that will be physically and virtually redundant. The system should give employees a full range of collaboration tools: premium voice, video, messaging, instant messaging and presence, conferencing, video conferencing, contact center services, mobility capabilities, and more. The systems should boost productivity among employees and strengthen relationships with customers and business partners.
- B. Call Manager hardware must provide a fully integrated voicemail system with voicemail to email and transcription capabilities.
- C. Call Manager hardware must be rack mountable, have redundant power supplies and use some form of redundant disk technology like RAID.
- D. Call Manager hardware must be properly licensed for up to 285 endpoints, voicemail boxes, and unified communication clients.
- E. Licensing must allow for desktop and mobile communications in addition to physical phones.
- F. Vendor must provide 300 phone handsets that have the following features:
 - i. Ergonomic design
 - ii. Wideband audio for crystal clear voice communications
 - iii. “always-on” reliability
 - iv. Encrypted voice communications to enhance security
 - v. Digital color display
 - vi. Access to a comprehensive suite of unified communication features from on-premises and hosted infrastructure platforms.
- G. Vendor must provide 15 key expansion modules compatible with the proposed phones that provide 18 physical keys with access to 18 additional keys, using the page keys, for a total of 36 additional keys.
- H. Vendor must provide 10 conferencing phones that include enhanced people-centric collaboration by delivering easy-to-use audio conferencing with astounding voice quality and clarity.
- I. Vendor must provide an option for an attendant console that gives corporate operators and receptionists the tools they need to professionally handle incoming calls with ease.
- J. Vendor must provide 3 years of 8x5xNBD support on all products proposed (call managers, phones, modules, software licensing).
- K. Contract will include no installation or labor.

V. REQUIREMENTS

The respondent will furnish a comprehensive proposal that meets the requirements found in the Scope of Work, Scope of Contract, and Respondent Requirements sections of the this RFP.

VI. PROPOSAL CONTENT AND REQUIRED INFORMATION

In order to facilitate the evaluation of the proposals and allow for the best comparisons each proposal must include the following content as presented in the order indicated below. The proposal format should be typewritten on standard 8½ x11 paper, Times New Roman (size 12) font, and placed in a 1” binder with tabs delineating each section.

- A. **TITLE PAGE** –Identify your organization or business, mailing address, telephone number(s), facsimile number(s), email, name of a contact person(s) and the name of the person with the authority to sign agreements. Include the date of your proposal and use the following title:

Request for Proposal – Department for Self Reliance
Phone System Upgrade – BID #18-12-1977VJ

- B. **COVER LETTER** – Provide a one to two page letter summarizing your understanding of the work to be completed with a positive commitment in performing the work within the period required. **DO NOT** reveal or refer to the cost in this letter.
- C. **TABLE OF CONTENTS** –The proposal should contain a clear identification of each section with page numbers and any attachments, exhibits, etc.
- D. **PROFILE** – Identify the physical location and mailing address of your business or organization, identification of partners, managers, supervisors, and other key personnel, including all subcontractors, that will perform the Scope of Work, as outlined in the RFP.
- E. **QUALIFICATIONS AND EXPERIENCE** – Explain the experience your company has in meeting the requirements found in this RFP.
- F. **APPROACH** – Describe the approach and method to be utilized in performing the Scope of Work.
- i. **Organization and Management:** Please state tasks to be performed and identify the person(s) or the project team that will complete the tasks. If subcontractors are used, please state the work they will perform.

- ii. Schedule: Please state the amount of time needed to complete the project in days, months (as appropriate to the size of the project) and provide a timeline chart showing tasks and dates of anticipated completion. Time preparation and submission of reports should be included.

G. SPECIALIZED OR SPECIFIC QUALIFICATION AND EXPERIENCE – State your organization’s professional experience relevant to meeting the requirements of the RFP. Special consideration will be given to those organizations that have proven experience working with Tribal TANF Programs.

H. COST – In a separate sealed envelope to be included in the proposal envelope, please identify the total cost for completing the project.

I. COMPLIANCE – Any proposal that does not adhere to this format and does not address each specification, requirement and the Scope of Work, as outlined in the RFP, may be deemed non-responsive and rejected.

VII. EVALUATION PROCEDURES

A. Evaluation Criteria

Proposals will be evaluated by DSR using the following criteria (maximum points listed):

- i. Proposal Content and Organization5 points
- ii. Methodology and timelines to complete the Scope of Work50 points
- iii. Qualifications, Credentials and Work experience in working with Tribal TANF Programs15 points
- iv. Navajo Preference, Indian Preference, Minority firms.....10 points
- v. Cost breakdown (in a separate sealed envelope)20 points
- Possible Total Points..... 100 points**

B. Applicable Federal Requirements

In the acceptance of Federal Funds, the DSR is required to comply with all Federal and Tribal Laws and Regulations, including 45 Code of Federal Regulations Part 92, Uniform Administrative Requirements for Grants and Cooperative Agreements to States, and Local and Tribal Governments; Section 92.36 (e), (1) requiring the grantee to take all necessary affirmative steps to assure minority firms, women businesses and labor surplus area firms are used when possible, including complying with the Navajo Nation’s Business Opportunity Act, 5 N.N.C., Subsection 201-215 and the Navajo Nation’s Procurement Rules and Regulations.

VIII. TYPE OF CONTRACT

In the award of the contract to the successful respondent, the Navajo Nation will utilize the standard Service Contract for the procurement of goods and services for this project.

IX. PERIOD OF PERFORMANCE

The period of performance will be determined and negotiated based on the timelines proposed by the respondent in completing the project.

X. TECHNICAL DIRECTION

DSR has designated Chris Wright, Project Manager, at chris.wright@nntanf.org

XI. PAYMENT AND SUBMISSION OF INVOICES

- A. Payment for work performed under this contract will not exceed the contract amount.
- B. A request to modify, amend or increase the contract amount must be submitted, in advance, in writing and must be agreed upon and signed by both parties.
- C. Payments will be made to the contractor upon receipt of an original invoice(s) with original signature(s) and date(s) with detailed supporting documentation of the amount to be paid.
- D. All correspondences and/or invoices to this project must refer to the Contract Number assigned.

XII. RIGHTS

- A. The DSR reserves the right to reject any and all proposals, in whole or in part.
- B. This RFP is not an agreement/contract or an obligation of funds and the DSR is not obligated or responsible for the cost of preparing the proposal.
- C. The respondent must submit one (1) original and three (3) copies of the proposal to the address identified on the cover of the proposal. The original proposal will serve as the official copy and the other three copies will be retained on file.
- D. The respondent must provide a current Certificate of Liability Insurance.
- E. Only written responses to the RFP will be accepted.
- F. Responses to the RFP shall be sent in a sealed envelope and clearly marked with RFP Title/Bid #18-12-1977VJ, Department for Self Reliance-Phone System Upgrade by registered, certified mail, overnight delivery with proof of delivery, or can be hand delivered to the name and address identified on the cover of the RFP.
- G. Proposal shall be received on or before 1:00 PM on January 25, 2019. Proposals received after 1:00 PM or late will not be accepted.
- H. Faxed proposals will not be accepted.

XIII. AGREEMENT TERMS AND CONDITIONS

The services requested will be provided under the Terms and Conditions set forth in the Navajo Nation's Standard Agreement. A copy of the Standard Agreement can be made available upon request. The Agreement contains the Standard Provisions and Special Provisions applicable to the services anticipated in this RFP. If the organization cannot agree to the terms and conditions set forth in the Agreement, the respondent must indicate the specific section(s) of the Agreement that is not acceptable and should submit alternative language explaining their change to that section. The Navajo Nation will consider the alternate language proposed by the respondent and the Navajo Nation will not be bound by the alternate language change received from the respondent. If the organization stipulates that the Navajo Nation be bound to the change of the language in the Agreement, the Agreement may not be considered or may be rejected.

The DSR will make a reasonable effort to execute an agreement by selecting the proposal that best meets the needs and requirements of the DSR. The Agreement shall be signed by the contractor and returned to DSR within five (5) working days from the receipt of the Agreement. The Agreement will not become effective until signed by a person holding the required authority for both parties.

Failure to execute the Agreement within the period identified above will be sufficient cause for voiding the award of the Agreement. If the successful bidder refuses or fails to accept the Agreement, the DSR may award the contract to the next qualifying organization that responded to the bid.

**NAVAJO NATION CERTIFICATION
Regarding Debarment and
Suspension**

Applicant acknowledges that to the best of his/her knowledge that their company and principal participants on this contract:

1. Are not debarred, suspended, or otherwise slated for debarment, ineligible and/or excluded from participation on Federal, State, and Tribal Government contracts etc.
2. Are not presently nor have been under criminal indictment or civilly charged by a governmental entity (Federal, State, and Tribal Government) for fraud, forgery, falsification, theft, bribery, destruction of records, receiving stolen property and other criminal offenses in the administration of a government contract.
3. Have not been terminated for cause or convenience by a governmental entity in the administration of a government contract (Federal, State, and Tribal Government).
4. If the Navajo Nation determines that the Certificate provided herein is not true, it will be grounds to terminate the contract and pursue other legal remedies.

Applicant's Address

Name & Signature of Applicant

Type or Print Name

Signature Date