

**REQUEST FOR INFORMATION
NAVAJO POLICE DEPARTMENT
SOFTWARE FOR HUMAN RESOURCES
20-06-2323LE**

I. PURPOSE OF REQUEST.

The Navajo Police Department (NPD) is issuing this Request for Information (“RFI”) to seek a human resources software solution to include all services needed to implement, configure, support the system, train users and achieve NPD’s unique human resource requirements. It is imperative to find a partner who’s product is easy for new users to navigate and understand. Extensive training or large instruction manuals should not be required to complete basic input, output and reporting tasks.

This RFI will be used for gathering information from potential vendors for the purpose of understanding the current opportunities in the market for the software system and for our team to meet potential vendors and their teams in exploring this project. This information will be used to educate the NPD in current capabilities of potential vendors by calibrating the NPD’s ability to plan, design and create the eventual software solution. This information may be used for preparing a Request for Qualification (“RFQ”) or a Request for Proposal (“RFP”). The NPD’s needs are outlined in this RFI.

II. SCHEDULE.

It is the NPD’s intent to follow the following process and timetable, resulting in the assessment of the written information and demonstrations provided by potential vendors. At the NPD’s discretion, it may change the estimated dates and the process set forth below as it deems necessary including but not limited to any interviews.

No.	EVENT	Key Date
1.	Request for Information Issued	July 6, 2020
2.	Video Conference Registration for Questions & Clarification	July 24, 2020 by 1200 hours Mountain Time
3.	Video Conference for Clarification	July 29, 2020 at 1330 hours Mountain
4.	RFI Submissions Due	August 14, 2020 at 1700 hours Mountain
5.	Evaluation, Demonstrations, Calibration for an RFP	August 17-September 4, 2020
6.	Issuing the RFP (Estimated Date)	September 28, 2020 Estimated

III. INSTRUCTION FOR SUBMITTERS.

A. All submissions must be addressed to:

Delivery: Leonard Redhorse III, Police Captain
USP / FedEx Navajo Police Department
Office of the Chief of Police
Building 2516
Window Rock Boulevard
Window Rock, Arizona 86515

Mailing: Leonard Redhorse III, Police Captain
Navajo Police Department
Office of the Chief of Police
Post Office Box 3360
Window Rock, Arizona 86515

B. Any questions, inquiries and registration regarding the RFI should be brought to the attention of

Leonard Redhorse III, Police Captain
Navajo Police Department
Office of the Chief of Police
928-871-7531 (direct)
928-871-6363 (switch)
505-793-0357 (cell)
lredhorse@navajo-nsn.gov

C. All submissions must be in a sealed envelope and clearly marked "**NPD HR SOFTWARE**". The name and address of the submitting business must be shown on the face of the envelope.

D. All submissions must be received by 5:00PM on Friday, August 14, 2020. Submissions will not be accepted after this deadline. We ask for two copies of your response to be enclosed. Because of COVID-19 concerns, we will accept electronic submissions to the email listed above. No facsimile or telephone submissions will be accepted.

E. Submissions should be prepared simply and economically, providing a straight forward, concise description of submitter capabilities to satisfy the requirements of the request. Emphasis should be on completeness and clarity of content. Please refer to Submission Organization and Format section.

IV. SCOPE OF INFORMATION.

The scope of information requested are attached herein as Exhibit A.

V. TERMS AND CONDITIONS.

- A. Responses, demonstrations and any subsequent participation in a meet and greet are voluntary.
- B. This RFI is for planning purposes only and should not be construed as a solicitation or as an obligation on the part of the NPD or the Navajo Nation.
- C. The NPD reserves the right to reject any and all submissions, and to waive minor irregularities in any submission.
- D. The NPD reserves the right to request clarification of information submitted, and to request additional information from any submitter.
- E. The NPD shall not be responsible for any costs incurred by the submitter in preparing, submitting or presenting its response to this RFI.
- F. The information submitted will be analyzed and may be shared internally, appear in reports or be reflected in future solicitations, as appropriate and at the NPD's discretion. Proprietary, classified, confidential, or sensitive information should not be included in your response. The NPD reserves the right to use any non-proprietary information in any resultant solicitation(s) or other activities. No basis for claims against the NPD shall arise as a result of a response to this RFI or from the NPD's use of such information.
- G. Nothing in the RFI is intended to or shall have the effect of waiving any privileges or immunities afforded the Navajo Nation including, but not limited to, sovereign immunity or official immunity and it is expressly agreed that the Navajo Nation retains such privileges.

VI. **SUBMISSION ORGANIZATION AND FORMAT**

A. Submissions should be submitted on 8.5” by 11” inch paper and bound to allow for scanning. Submissions must contain and be organized as shown below. Each section should be separated by numbered tabs.

1. Cover clearly displaying the title of the RFI
2. Tab 1: Table of Contents
3. Tab 2: Introductory letter, to include the name of firm and contact information for the primary contact with the firm.
4. Tab 3: Company biography and other information. Provide a brief company history including date founded, number of employees, company headquarters location and operating locations, and past projects and accomplishments. Submitters may also provide any other general information that the submitter believes is appropriate to assist the NPD in its evaluation.
5. Tab 4: Experience, Past Performance, and Capacity. Submitters must submit under this tab a concise description of its experience, past performance and capacity to deliver the outlined services. Statement of Qualifications.
6. Tab 5: General Provisions. An explanation of how the submitter would approach the project as outlined in the scope of information. Describe how the submitter would develop, deliver and evaluate the content according to the outline of the scope.
7. Tab 6: References: Provide three (3) references from similar government organizations with one required to be a law enforcement agency, that Submitter has provided with similar services.
8. Tab 7: Additional information: At the submitter’s discretion, please provide additional information under this section.

EXHIBIT A

SCOPE OF INFORMATION

Human Resources Software

GENERAL PROVISIONS FOR HUMAN RESOURCES SOFTWARE

The Navajo Police Department (NPD) issues this Request for Information for taking the initial steps to seek a replacement of our current method of processing human resource documents and managing the success of our staff. Currently, NPD uses applications in the Microsoft Suite (specifically Excel, Project and Word) and FileMaker Pro to serve our process for recruitment, onboarding, off boarding, document management, employee performance management, employee background and employee productivity for training. NPD desires to secure an easy to use turn key human resource management software system to provide electronic solutions for recruitment, onboarding, off boarding, document management, employee performance management, employee background and employee training. Additionally, the NPD desires to be made aware of any payroll and time attendance solutions that your solution may offer.

The Navajo Police Department is comprised of seven police districts, along with a headquarters, and a training/recruitment section. NPD provides law enforcement services for the entire Navajo Nation, twenty-four hours a day, seven days a week, three-hundred and sixty-five days a year. In addition to patrol duties, NPD has special programs for K-9, drug enforcement, gangs, sex offender registry, recruitment, dispatch, human resources, financial services, support services and information management services.

NPD has a total of 239 commissioned law enforcement officers with 56 public safety telecommunication operators. The budget for NPD is for 434 total staff. We are currently at 322 employed staff. There are 77 commissioned vacancies and 10 public safety telecommunication operator vacancies. There is one chief of police, one deputy chief of police, four police captains and seven police lieutenants. The NPD human resources section has two staff with an additional four background investigators to be hired and a background adjudicator.

NPD submits vacancy announcements to the Navajo Department of Personnel Management (NDPM). These announcements are then given a vacancy requisition for the advertisement (<http://www.dpm.navajo-nsn.gov/jobs.html>). All applications and assessments for minimum standards are conducted by NDPM and successful candidates are referred to NPD for interview. NDPM delegates hiring to the NPD. It is imperative that the NPD is able to track NDPM's vacancy requisitions in the system we eventually procure and the life cycle of **ALL** applicants to the eventual selected candidate for hire.

Optimally, NPD desires to secure a system that will allow us to provide support for the entire employee life cycle to include recruitment, onboarding, off boarding, document management, employee performance management, employee background and employee productivity for training. Our staff have stated the system should be intuitive and the interface should be easy for staff and candidates to learn and use. It is critical that the use of the potential solution is not training intensive or do not require large instruction manuals to complete basic input, output and reporting tasks. Additionally, our non HR

staff desire a system they can access for their benefit to participate in training, check on the status of Personnel Action Forms, print their personally accessible certificates, initiating processes electronically, etc.

Specifically, the system should allow for

- Applicant tracking via an automated system.
- Reports and dashboards to visualize the hiring process.
- Applicants who are successfully deemed as meeting minimum qualifications are referred to NPD for interviews and selection for hire.
- Ensure the applicant process is auditable and provides the necessary documentation to be legally defensible in grievance.
- Allows NPD to use an advertisement method to supplement the mandatory Navajo Nation Department of Personnel Management's on-line job vacancy announcement.
- Allow NPD to communicate with applicants via a portal where applicants can monitor their application process and for NPD can communicate directly.
- Ensure all documents required for a favorable background and adjudication are part of the applicant file.
- New hires can begin their onboarding paperwork, processes and training.
- New hires can be provided a checklist of responsibilities.
- Allow NPD to create forms that are unique to the Navajo Nation and NPD.
- Ensure workflows are integrated into the system while leveraging electronic documents and storing/archiving of the entire lifecycle of the employee or potential employee.
- Allow NPD to offboard employees.
- Leverage the process of automated distribution, submission, tracking and approval of HR forms.
- Processes should be initiated by the employee or automatic and alerts should be triggered based on ending dates for renewal or review (i.e. 5 year background, driving permit expiration, annual workplace sexual harassment training, yearly body camera policy review, yearly personal information sheet update, etc.)
- Allows NPD to perform annual, probationary, supervisory and other *Employee Performance Evaluations* using the Navajo Nation form. Must be an automated process.
- Allows NPD to provide continuous feedback and performance measurement of employees based on objectives outlined in the *Position Classification Questionnaire* and the *Navajo Nation Personnel Policies Manual*.
- Allows NPD to add confidential entries regularly on staff for use in annual EPEs.
- Allows the employee to acknowledge tasks, comments, reviews, etc.
- Creates a clear picture of employees needing development and additional training to optimize their success.
- Allows NPD to centralize most of our training programs into a central location. Employees shall be tracked for their attendance, participation, completion, progress and assessment for impact on risk management and employee growth.
- Allows NPD to centralize employee records, salary, leave, time and attendance and other information critical to the individual folder of an employee.
- Identifies how existing general ledgers for payroll can merge into the system.
- A time and attendance solution which is flexible for diverse shift patterns and rotation shifts.
- Employees to have their own accounts, with credentials, authentication and security.

- Employees must have user roles and controlling permissions to allow different levels of access of sensitive information.
- Support must include a kick off, work and paper flow process analysis, configuring of the system for the unique needs of NPD.
- Support must include a method to test the functionality, security and experience of navigating the process.
- A training process must be built into the deployment of the system.
- Identify how the solution manages customer data based on security, availability, processing integrity, confidentiality and privacy (SOC 2 Certification).
- Identify how the solution enhances the security and privacy control for federal information systems and organizations. Identifies the process for selecting controls to protect organizational operations (including mission, functions, image, and reputation), organizational assets, individuals, other organizations, and the Nation from a diverse set of threats including hostile cyber attacks, natural disasters, structural failures, and human errors (both intentional and unintentional) (NIST 800-53 Rev. 4).

NPD requests that you outline how the services and licensing would be billed. For instance, are the services and licensing based on a modal format or an all inclusive price? Does your entity allow for subscriptions based on a contract for up to three years?

The NPD desires the proposer to submit their boilerplate service agreement for review.

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