

**NAVAJO NATION
DIVISION OF SOCIAL SERVICES
(DSS)**

**REQUEST FOR PROPOSAL
COVID TELEWORK AND
HARDWARE REFIT**

**DIVISION OF FINANCE –
PURCHASING**

BID # 20-07-2325LE

REQUEST FOR PROPOSAL
BID # **20-07-2325LE**

PROJECT TITLE: The Division of Social Services (DSS) COVID Telework and Hardware Refit

PROPOSAL DUE DATE: August 07, 2020

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 Brenda Tsosie, DSS Principal Accountant via email at btosie@navajonnsn.gov. For technical questions, please contact Chris Wright, Project Manager, via email at chris.wright@nntanf.org.

All parties responding to this BID # **20-07-2325LE** 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: Jeremy Ben, Accounting Manager

Physical Address:

Navajo Nation Office of the Controller
Purchasing Department
2559 Window Rock Blvd.
Administration Bldg. #1
Window Rock, AZ 86515
ATTN: Jeremy Ben, Accounting Manager

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 # 20-07-2325LE
DSS COVID Telework and Hardware Refit
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 January 8, 2020, the Division of Social Services amended the Plan of Operation. This amended included the Office of the Executive Administration, Department of Child Care and Development, Department of Family Services, Department for Self Reliance, Navajo Developmental Disabilities Program, Navajo Indian Child Welfare Act Program, and Navajo Children for Childrens and Their Families. This Plan of Operation is to ensure essential, high quality, comprehensive and culturally relevant human services and social services are accessible and provided on and near the Nation, where mandated by applicable laws, statutes and regulations.

II. SCOPE OF CONTRACT

Recent world events such as the current COVID pandemic have highlighted the need for a modern data network infrastructure capable of supporting teleworkers and remote workers. To meet the goal of having a flexible information technology infrastructure that can adapt to changing circumstances and natural disasters, NNDSS is proposing to replace the infrastructure of each site and implement necessary upgrades that will enable each location to support state-of-the-art information technology (IT) (voice, data, and video). This includes the ability to have facility-wide information sharing, files, databases, applications, reporting, printing capability, VOIP telephony, and electronic mail connectivity. It also includes enterprise-wide resource sharing, security, and intranet, and Internet access. Video teleconferencing must also be included to facilitate remote work during the COVID pandemic.

To support all of the networking and systems updates, NNDSS will utilize a central data center that will be accessible from all office locations and remote workers. The datacenter will include networking security, switching, virtualized server infrastructure, power, monitoring, and all necessary licensing to support those services.

By purchasing new hardware, DSS will be able to replace the old equipment 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 and software must be compatible with existing 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.
- D. The respondent must be a Microsoft partner to facilitate ordering and support related services directly with Microsoft.
- E. The respondent must be able to meet all the requirements of the request for proposal without using third parties to deliver hardware or provide support services.
- F. The respondent must be certified to resell and support every hardware or software vendor included in their proposal.

IV. SCOPE OF WORK

DSS is seeking a vendor that can provide the following hardware and software:

- A. To better facilitate a mobile workforce, DSS is seeking a vendor to provide a quote for 430 tablets that meet the following requirements:
 - i. 10th Generation i7 quad-core processor
 - ii. 16GB RAM
 - iii. 12.x touch screen
 - iv. NVME storage of at least 256GB
 - v. Integrated LTE modem
 - vi. To include the following tablet branded accessories:
 - 1. Backpack or case
 - 2. Thunderbolt dock
 - 3. 27 Inch monitor
 - 4. Stereo headset with microphone
 - 5. Wired keyboard and mouse combo
 - 6. Type Cover keyboard
 - 7. Ruggedized tablet case
- B. 430 Mobile All-In-One printer/copier/scanner with an internal battery.
- C. 490 under desk battery backup or sinewave inverter units of at least 865 watts.
- D. 430 desktop highspeed duplexing scanners with 65 ppm USB 3.1 and network connectivity.
- E. 60 desktop computers for computer labs that meet the following requirements:
 - i. 10th Generation i7 processor
 - ii. 16 GB of Ram
 - iii. NVME storage of at least 256GB
 - iv. 27 Inch monitor
 - v. Wired keyboard and mouse combo
- F. DSS is seeking a hyperconverged virtualization infrastructure to support its planned virtual server requirements. The solution provided must include redundancy, expandability, and performance. The proposed data center server

infrastructure should include all components and licensing necessary. A single point of contact for support on compute, storage, networking, and software is required. Networking between server nodes should be 25Gb or better. Storage capacity (after redundancy loss) should be at least 12TB and include caching for performance.

- G. DSS is requesting an enterprise agreement with Microsoft for licensing its Microsoft software requirements. An enterprise agreement is requested to provide flexibility over time and access to upgrades and updates as they are released. Included in the enterprise agreement should be 490 Office 365 E5 licenses with hybrid (bridge) capability and 490 workstation licenses. The agreement should include an on-premise Exchange license, 490 Remote Desktop CALs, 8 SQL server core licenses, 64 Windows Server Core Licenses, 10 Office project, and 10 Office Visio licenses.
- H. DSS requests respondents include a proposal for an enterprise backup infrastructure. The backup software or hardware must be capable of application-aware processing, guest indexing, whole-VM backups, and individual file or email recovery. The system must be able to create archival backups for retention and have the capability to copy backup jobs to offsite locations for a 3-2-1 backup strategy. The proposed system must integrate with VMWare virtual infrastructure seamlessly and be licensed to backup the data center core and all remote site server nodes.
- I. DSS is requesting network and systems monitoring software that is capable of monitoring the network infrastructure with netflow diagnostics, server infrastructure, switching infrastructure, and phone system infrastructure. The software will need to be capable of producing useful reports and send alerts to technical support staff of issues on the network.
- J. DSS is requesting a vendor to provide edge security for email and web traffic. The proposed solution should integrate with Office 365 and on-premise Exchange servers, providing email protection from spam, viruses, phishing, malware, and all other forms of email-borne attacks. The proposal should also include a web filtering appliance that can block malicious URLs at the gateway for all users on the network while also providing reports to administrators regarding surfing and potential security issues.
- K. DSS is requesting a vendor to supply networking firewalls for the datacenter. The firewalls must be able to provide intrusion prevention, VPN tunneling, and be highly redundant.
- L. DSS is requesting a power redundancy solution for the office server rooms and datacenter. The solution must include battery backups rated at 1500VA or better with a compact, rack-mountable design. Each remote location (46) should have environmental monitoring with door, leak, and motion detection. The various UPS units and environmental monitors should be monitored and controlled from a central server or appliance with reporting and alerting capabilities.
- M. DSS is requesting a wireless solution for all of its locations. The proposed system should use a centrally located wireless LAN controller that can be run as a virtual server. The access points (84 total) should be Wave 2 (WiFi 6) capable and include both 2.4Ghz and 5Ghz radios and utilize Orthogonal Frequency-Division

Multiple Access (OFDMA) and Multiuser Multiple Input, Multiple Output (MU-MIMO) for performance.

- N. DSS is requesting 46 routers be provided that are capable of providing voice services and SRST for phone in the event of a WAN outage. The routers should have POTS line networking modules for utilizing the routers as voice gateways to the local PSTN. The routers should be capable of central management and licensing.
- O. DSS is requesting the vendor provide a central console server that can manage the networking devices and provide integration with wireless services and licensing, an example might be Cisco DNA/ISE appliances. The server must be specced in a manner that will provide enough performance for the number of managed devices on the network.
- P. DSS is requesting a vendor provide a NAS appliance for offsite backups. The appliance should have at least 25TB of usable space, 10Gig networking capability, SSD caching, and be desktop mounted.
- Q. DSS is requesting 46 downstream servers to host virtual machines at each location. These servers should include:
 - i. Minimum 6 TB redundant spindle and 1 TB redundant solid-state disk arrays
 - ii. 64 GB RAM
 - iii. Latest generation Intel Xeon CPU
 - iv. VMWare licenses
- R. DSS is requesting a vendor provide phone system hardware for voice over IP. The phone system should use redundant central call managers and include the capability for presence, chat, and other collaboration options. The vendor should supply 450 phones with 46 additional key expansion module for receptionist desks. The vendor should also provide 46 conferencing phones for large rooms. The phone system proposal should be compatible with the existing Cisco Call Manager hardware that will run in parallel to the new system for an unknown amount of time. All licensing and support should be included to provide a functional enterprise phone system.
- S. DSS is requesting an access switch to be used within the datacenter for devices that need to operate at 1Gigabit speeds. The switch needs to have the ability to reverse airflow for hot/cold aisle deployment, include 48 1Gb ports, and at least two 10Gigabit or faster uplink ports to interface with the datacenter server fabric switches.

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 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 Division of Social Services
COVID Telework and Hardware Refit – BID # **20-07-2325LE**

- 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 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 DSS using the following criteria (maximum points listed):

- i. Proposal Content and Organization5 points
- ii. Methodology and timelines to complete the Scope of Contract.....50 points
- iii. Qualifications, Credentials and Work experience in working with Tribal Programs..... 15 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 DSS 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

DSS 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 DSS 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 DSS 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 # **20-07-2325LE**, Division of Social Services- COVID Telework and Hardware Refit 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. The proposal shall be received on or before 4:00 PM on August 07, 2020. Proposals received after 4:00 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 DSS will make a reasonable effort to execute an agreement by selecting the proposal that best meets the needs and requirements of the DSS. The Agreement shall be signed by the contractor and returned to DSS 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 DSS may award the contract to the next qualifying organization that responded to the bid.