

REQUEST FOR PROPOSALS

PROPOSAL DUE DATE : 4:00 p.m. MDST May 6, 2022

DESCRIPTION : The Navajo Nation Department of Information Technology under the Division of General Services is requesting proposals for Cisco DUO Multi-Factor Authentication located in Window Rock, AZ.

Advertisements: <http://www.nnooc.org/RFPs-Advertisements.html>

BID NUMBER : **22-04-2782LE**

CONTACT PERSON : Angelo James
Information Security Officer
Phone Number: (928) 871-6520 Email:
ajames@navajo-nsn.gov
Fax Number: (928) 871-7737

DELIVER TO : The Navajo Nation Department
of Information Technology
P.O. Box 5970
Tribal Hill Drive, Building No. W008-076
Window Rock, AZ 86515
Attn: Angelo James
Bid No. **22-04-2782LE**

Please Submit Four (4) sets of your Proposal

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Cisco DUO Multi-Factor Authentication
BID NO. 22-04-2782LE

SECTION I

- A. **ISSUING OFFICE:** This Request for Proposal (RFP) is issued by the Navajo Nation Department of Information Technology (NNDIT), Division of General Services, Navajo Nation, P.O. Box 5970, Window Rock, Arizona. The contact person for this RFP is Mr. Angelo James, Information Security Officer, NNDIT.
- B. **PURPOSE:** This RFP provides prospective respondents with sufficient information to enable them to prepare and submit a proposal for consideration.
- C. **SCOPE:** This RFP contains the instructions governing the proposal to be submitted and the material to be included therein; mandatory requirements which must be met to be eligible for consideration; and other requirements to be met by each proposal.
- D. **PROCUREMENT OF RFP:**

This procurement shall be conducted in accordance with all applicable Navajo Nation laws and regulations including the Navajo Business Opportunity Act <http://www.navajobusiness.com/doingBusiness/Registration/CertReg.htm>. All applicable rules, regulations, and laws shall also be followed. Prospective Vendors shall familiarize themselves with Navajo Nation regulations prior to submitting responses to this RFP and may request a copy of Navajo Nation procurement regulations from the NNDIT Information Security Officer at any time up to the Deadline for Proposals.

- E. **SCHEDULE OF ACTIVITIES:** **DEADLINE:**

1.	Public Advertisement	April 25, 2022
3.	Due date for proposal	May 6, 2022

- F. **INQUIRIES:** Prospective respondents shall make written questions concerning this RFP to obtain clarification of requirements through e-mail to Angelo James, Information Security Officer, NNDIT at ajames@navajo-nsn.gov. No inquiries will be accepted after the inquiry deadline listed in section E.
- G. **ADDENDUM OF SUPPLEMENT TO THIS REQUEST FOR PROPOSALS:** In the event that it becomes necessary to revise any part of this RFP, an addendum will be issued.
- H. **PROPOSAL SUBMISSION:** Proposal must be received on or before 4:00 p.m. May 6, 2022 (MDST). Respondents who are mailing their proposals should allow sufficient time for mail delivery to ensure receipt by the time specified. If mailed, it is recommended that proposals be sent by certified mail to the address indicated on the cover sheet of the RFP. No electronic proposals. **Late proposal will not be accepted.**
- I. **FOUR SETS OF PROPOSAL AND TWO COPIES OF COST PROPOSAL ARE REQUIRED:** Each Respondent must submit in a sealed envelope one (1) original Proposal, three (3) additional Proposal copies, and two (2) copies of the Cost Proposal in a

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SEPARATE sealed envelope marked “cost proposal contained within” respondent’s sealed proposal. The outside of the main ‘Certified Mail’ envelope should be clearly marked with the project name- **“Cisco DUO Multi-Factor Authentication” Proposal BID NO. 22-04-2782LE** and the name and address of the firm submitting the proposal. **Proposal not clearly mark will not be accepted**

The NNDIT will not be liable to any Respondent for any unforeseen circumstances, delivery, or postal delays. Postmarking on or before, May 6, 2022, by 4:00 p.m. (MST) will not substitute for receipt of the Proposal. Each Respondent is responsible for submission of their Proposal. Additional time will not be granted to a single Respondent. A proposal will be disqualified if:

1. The cost proposal is not contained within a separate sealed envelope.
2. The cost proposal is submitted as part of the digital copy. Provide cost proposal in hard copy only.

- J. **REJECTION OF PROPOSALS:** NNDIT reserves the right to reject any and all proposals. This RFP may be canceled at any time and all proposals may be rejected in whole or in part when the NNDIT Department Director determines it is in the best interest of the Navajo Nation.
- K. **PROPRIETARY INFORMATION:** Any restriction on the use of data contained within any proposals must be clearly stated in the proposal itself. Proprietary information submitted in response to this RFP will be handled in accordance with applicable purchasing procedures. Each and every page of the proprietary material **must be** labeled or identified with the word **“proprietary”**.
- L. **RESPONSE MATERIAL OWNERSHIP:** All material submitted regarding this RFP shall become the property of The Navajo Nation and will not be returned to the respondent. Responses received will be retained by NNDIT and may be reviewed by any person after final selection has been made, subject to paragraph I above. NNDIT has the right to use any or all system ideas presented in reply to this RFP, subject to limitations in paragraph I above. Disqualification or non-selection of a respondent or proposal does not eliminate this right.
- M. **INCURRING COSTS:** NNDIT is not liable for any cost by the respondents prior to issuance of a contract.
- N. **ACCEPTANCE TIME:** NNDIT intends to make a vendor selection within four (4) working days after the closing date for receipt of proposals.
- O. **SUFFICIENT APPROPRIATION:**
A contract awarded as a result of this RFP is contingent upon the availability of funds. A contract may be terminated or reduced in scope if sufficient funds do not exist. Sending a written notice to the Vendor shall affect such termination or reduction in scope. The NNDIT Department Director’s decision to terminate or reduce the scope due to insufficient appropriations shall be accepted as final by the Vendor.
- P. **EVALUATION PROCEDURES AND CRITERIA:**
1. An evaluation team will judge the proposals received in accordance with the general criteria used herein. Respondents should be prepared to provide any

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additional information the team feels necessary for the fair evaluation of proposals.

2. Failure of a respondent to provide any information requested in the RFP may result in disqualification of the proposal. All proposals must be endorsed with the signature of a responsible official having the authority to bind the respondent to the execution of a contract.
3. The sole objective of the review team will be to select the respondent who is most responsive to the needs of NNDIT. The specifications in this RFP represent the minimum performance necessary for a response. On the basis of the evaluation criteria established in this RFP, the review team will select and recommend the respondent who best meets this objective. If there is only one responsive bid, the NNDIT Department Director may elect to evaluate RFP solely.
4. Each bid must be accompanied by a letter of transmittal. The letter of transmittal must:
 1. Provide Statements of Qualifications
 2. Identify the name of the person responding to the RFP.
 3. Identify the name, title, and telephone numbers of person authorized to negotiate on behalf of the organization;
 4. Identify the names, and telephone numbers of person to be contacted for clarification;
 5. Navajo Preference, Certificate of Eligibility issued by the Navajo Business Regulatory Department
 6. Required insurance documents, i.e. Certificate of Liability Insurance
 7. Completed and signed W-9 Form
 8. Completed and Signed Navajo Nation Certification Regarding Debarment and Suspension
 9. Explicitly indicate acceptance of the conditions governing this procurement;
 10. Be signed by the person responding to the RFP; and
 11. Acknowledge receipt of any and all amendments to the RFP.

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5. Evaluation Criteria: The following criteria will be used by an ad-hoc committee in the selection process for contract award. Vendors and proposals will be evaluated to determine the best opportunity for NNDIT.

Initial Point Criteria:

Evaluation Criteria	
http://www.navajobusiness.com/doingBusiness/Registration/NBOA/Cert_process.htm Priority 1 or 2 vendor <ul style="list-style-type: none"> a. Priority One vendor (10 pts.) b. Priority Two vendor (5 pts.) c. Non-Priority vendor (0 pts.) 	10
Bid Organization <ul style="list-style-type: none"> a. Typed written on 8-1/2" X 11" paper b. Binding and indexing c. One original bid and 3 copies 	10
Letter of Transmittal <ul style="list-style-type: none"> a. Provide Statements of Qualifications. b. Identifying individual(s) as specified above. c. List of similar services provided to other business customers on Navajo Nation in proportion to requested Scope of work 	15
Proposed Workplan <ul style="list-style-type: none"> a. Provide a detailed and comprehensive description of how the Respondent intends to complete the SOW in this RFP. b. This discussion shall include, but not be limited to items requested in SOW including an overall construction schedule. 	30
Cost Proposal <ul style="list-style-type: none"> a. Include in a separate sealed envelope clearly marked "Cost Proposal Contained Within" b. The cost proposed must include in detailed all pricing of each line items of each hardware/software from table below of Cisco DUO, Travel, Lodging, Meals, Rentals, Installation, Labor, and Materials. 	25
Attachments <ul style="list-style-type: none"> a. High-level overview of MFA diagram of how it is going to tie in with our environment? b. Provide a sample report of users using MFA 	10
Total Score	100

Q. **STANDARD CONTRACT:** The Navajo Nation reserves the right to incorporate standard contract provision into any contract negotiations as a result of a proposal submitted in response to the RFP.

R. **TAX:**
 All appropriate taxes should be **included in the cost of services including the Navajo Sales Tax**. All work performed within the territorial jurisdiction of the Navajo Nation is subject to the Navajo Sales Tax of 6% (24 N.N.C. Section 601 et. seq.).

S. **TERM:** The term of this contract will be for a period of 5 years from the date of award.

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T. **SOVEREIGNTY:** The Navajo Nation will not relinquish any of its sovereignty rights.

U. **COMPLIANCE WITH LAWS AND REGULATIONS:**

The successful Vendor shall comply with all Federal, Tribal, State, and Local laws, regulations and Navajo Nation rules and policies pertaining to work under its charge, and shall, at its expense, procure any permits that may be required.

V. **INDEMNIFICATION:**

To the fullest extent permitted by law, or as otherwise defined in the Contract, the successful Vendor shall indemnify and hold harmless the Navajo Nation and its officials, employees and agents from and against all claims, liens or demands that result in losses, liabilities, defense costs and expenses (including but not limited to attorney's fees and costs of litigation) arising out of the term, conditions and performance under the contract. The Vendor further agrees to indemnify and hold harmless the Navajo Nation, its agents, or employees, against claims or liability arising from or based upon the violation of any federal, state, county, city, or other applicable laws, bylaws, ordinances, or regulations by the Vendor, its agents, associates, or employees.

The indemnification provided above shall obligate the Vendor to defend at its own expense or to provide for such defense, at the Navajo Nation's option, of any and all claims of liability and all suits and actions of every name and description that may be brought against the Navajo Nation which may result from the operations and activities under any Contract resulting from this RFP.

The award of this Contract to the Vendor shall obligate the Vendor to comply with the foregoing indemnity provision.

SECTION II

A. BACKGROUND

The Navajo Nation Department of Information Technology (NNDIT) within the Division of General Services is responsible for in Data Center located in Window Rock, AZ. NNDIT administering, managing, and planning for the Information Technology and activities for the Navajo Nation governmental offices.

B. SCOPE OF WORK:

The scope of this RFP is that, NNDIT is looking at procuring a Multi-Factor Authentication service contract to include the following:

1. Provide a certified project manager to oversee the project communications, resources, scheduling, coordination, and ensure project success.
2. Perform detailed discovery of existing on-premise Microsoft Active Directory, Exchange with Outlook client/Outlook Web Access, Palo Alto VPN, other public facing services regarding multifactor authentication integration with Duo MFA.
3. Deploy and configure Duo MFA and integrate with MS Active Directory and integrate Duo with the Applications below:
 - a. Active Directory Federated Services (ADFS)
 - b. Outlook Web Access to On-premise Exchange 2019.
 - c. Palo Alto Global Protect VPN for remote user
 - d. Remote Desktop administrator logins to Windows Servers
 - e. Other public facing services
4. Provide methodology and documentation for users to download and install Duo Mobile app on their smart mobile devices.
5. Install and configure Duo Hardware Tokens and provide to Customer for distribution.
6. Collaborate with Customer to test and verify Duo MFA authentication.
7. Provide as-built configuration documentation and basic administrator knowledge transfer to customer.
8. 1-year subscription Multi-Factor Authentication cost
9. Consultation costs

Part Number	Description	Qty
	Duo Hardware Tokens & Duo licensing 12-month term	
DUO-TOKEN-10PACK	Hardware tokens for use with a Cisco Duo subscription	10
DUO-TOKEN	A hardware token used with a Duo subscription	100
DUO-SUB	Cisco Duo subscription	1
DUO-MFA	Standard Cisco Duo MFA edition – 12 months	2800
SVS-DUO-SUP-B	Cisco Duo Basic Support	1
DUO-TLPHNY-1K	Increments of 1,000 telephony credits for any edition – 12 months	100
DUO-SUBACCT	A separate Cisco Duo child account linked to the main acct	1

C. Fixed Fee to include all Travel and Out-of-Pocket Expenses

Bidder must include in detail all travel, lodging, meals, materials, any incidentals, out-of-pocket, and other expenses as part of its price proposal. Bidder is to provide documentation substantiating the amount of the fixed fee attributable to travel, out-of-pocket and other expenses, including the estimated number of flights, hotel stay nights or other accommodations used by Bidder to develop the fixed fee.