



The Navajo Nation Gaming Regulatory Office

Request for Proposal

Licensing Software

Bid No. 23-06-3044LE

The Navajo Nation Gaming Regulatory Office is requesting proposals from qualified firms to procure a tribal gaming licensing software that will assist NNGRO during the licensing phase of hiring personnel. In today's working environment, more processes are moving toward a paperless and cloud-based atmosphere. Developing a software and implementing into the NNGRO licensing process will shorten the paperwork delays and improve the system to hire employees at a quicker rate. The system will also ensure communication across various parties involved in the licensing/hiring process.

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Section I – General Information

Introduction

The Navajo Nation Gaming Regulatory Office (NNGRO) was established as an autonomous body on behalf of the Navajo Nation for the purposes of regulating Gaming activities on Navajo tribal land. The NNGRO is under the Executive Branch of the three-branch government with direct supervision from the Office of the President/Vice-President and Legislative Oversight by the Resources & Development Committee of the Navajo Nation Council. The NNGRO office was established in November 2005 with the main office located in Window Rock, Arizona. There are also offices located within the four (4) Navajo Nation Gaming Enterprise tribal casinos which compose of: Fire Rock Casino, Flowing Water Casino, Northern Edge Casino, and Twin Arrows Casino Resort.

The NNGRO regulates and enforces all Tribal, State, and Federal Gaming Laws in the Nation's gaming activities. The laws include (but are not limited to) the Navajo Nation Gaming Ordinance and Tribal Gaming Regulations, Arizona and New Mexico State Gaming Compacts, and the National Indian Gaming Commission Regulations.

The NNGRO carries out the Navajo Gaming Ordinance and Tribal Gaming Regulations in accomplishing the following purposes:

- Maintaining the highest standards of honesty and integrity in the operation of any and all gaming activities with the Navajo Nation;
- Maintaining public confidence and trust in the honesty and integrity of such gaming activities, and in the persons engaged in such activities;
- Ensuring that the maximum reasonable economic return to the Nation as the owner of gaming facilities within the Nation are consistent with the fair and reasonable expectations of patrons of such activities and assuring their safety and comfort in participating in gaming activities;
- That all of the Nation's establishments where gaming is conducted and all persons holding positions of responsibility with respect to any such activity, are licensed and their activities monitored, to assure that the public health, safety and general welfare of the inhabitants of the Nation and the patrons of its gaming facilities are fully protected and so as to assure the economic success of gaming activities within the Nation; and
- Compliance with all applicable laws of the Navajo Nation and the United States of America.

NNGRO is comprised of the following Departments:

1. Office of the Executive Director
2. Administration
3. Licensing
4. Gaming Enforcement

5. Surveillance

The Request for Proposal is intended to assist the Licensing Department with meeting the goals outlined in the Scope of Work. The duties and responsibilities of the Licensing department are outlined below:

- Responsible for the administration of and issuance of gaming licenses to prospective employees and vendor to the gaming operations
- Conduct background checks of all potential employees and vendors to the gaming operations
- Recommends suitability of potential licenses
- Investigates all complaints of alleged violations of the terms of a gaming licensee.

The current gaming license process is paper heavy and involves constant communication among various parties.

SECTION II– Scope of Work

The NNGRO is in need of a gaming licensing software manager to assist with the automation of the gaming licensing process. The licensing process will be applicable to new employees, renewals of current employees, and third-party vendors seeking to conduct business with the Navajo casinos and/or a licensed gaming operator. The proposal project will be a multi-year agreement given the uncertainty of software development and implementation. The responding party may budget according to their intent to complete the project.

The vendor must satisfy the following requirements as part of their contract and scope of work.

Requirements:

1) Provide Licensing Software Manager with the following capabilities:

- Adheres to all Tribal, State, and Federal Gaming Laws in the Nation's gaming activities. Such laws include (but are not limited to) the Navajo Nation Gaming Ordinance and Tribal Gaming Regulations, Arizona and New Mexico State Gaming Compacts, and the National Indian Gaming Commission (NIGC) Regulations.
- Automate the gaming license application forms and allows for the application process to flow through an online web-based process.
- Appropriately accounts for and tracks all applicant information and provides real-time progress reports viewable to selected individuals/parties.
- Automatically generates notifications and routes application through various departments/entities including the Arizona Department of Gaming, NIGC, the NNGRO background screening third-party company, and Navajo Nation Gaming Enterprise (NNGE) Human Resource platform.
- Provides reports with timestamps of application submission, completion, and any delays.

- Provides tracking on number of days outstanding.
 - Ensures protection and privacy of all confidential information on applicant's application for and ensures appropriate data system security controls.
- 2) Provide assistance in the implementation of the new Gaming Licensing Software, including but not limited to:
- Contacting various departments involved in the gaming license process to collaborate on how the systems will integrate with each other.
 - Work with the Nation to develop application forms, data migration, platform, and communicating the process to ensure all areas are implemented.
 - Test the software and report any issues that may arise. Address the issues in an immediate manner.
 - Assistance with scanning current files, uploading, and storing into the software system.
- 3) Provide training and on-going support, including, but not limited to:
- Provide training to NNGRO Staff on how to use new gaming license software.
 - As an on-going basis, assist with upload of new applications as needed.
- 4) Present a project approach and proposed schedule that meets the Nation's term of service and time for completion, including:
- Work shall be completed within an agreeable timeline between the NNGRO and the awarded company.
 - Services will commence immediately upon contract execution or on such other schedule as may be mutually agreed to with the NNGRO.
 - Commitment to meet all deadlines for all activities and documents. (Such deadlines will be provided to the awarded company).
 - Commitment to work closely with the NNGRO.
- 5) Provide a cost proposal that includes the following:
- For the gaming license software:
- Professional service fees to implement the new gaming license software. This includes, but is not limited to:
 - o Project management services
 - o Data migration services
 - o Conversion services
 - o Interface services
 - o Customization services
 - o Implementation and configuration services

o Training Services

- Proposed schedule for project completion
- Annual on-going software maintenance and support costs
- Continued on-going training and support costs
- Maximum annual percentage increase (if applicable)

In addition, all other required documents are outlined in Section IV under **Content and Required Information**.

SECTION III– Submission of Proposal

To be considered for the contract, the proposal must be prepared in accordance with the instructions herein. The proposal document should be prepared simply and economically, providing a straightforward description of the firm’s capabilities according to the instructions.

All interested parties are invited to review and respond to this Request for Proposal at their discretion.

All questions and inquiries pertaining to the contents of this RFP can contact the following individual:

Lisa Tsosie, Gaming Licensing Manager

Email: lftsosie@navajo-nsn.gov

Phone: (928) 871-6747

Closing Bid Date and Submissions:

Proposals may be received in either hard copy **or** electronic format.

Proposals must be received by **5:00 P.M (MST) on July 7, 2023**.

Hard copies can be mailed and delivered to the following address:

**Navajo Nation Office of the Controller - Purchasing
Administration Building #1
Window Rock Blvd.
Window Rock, AZ 86515**

Packages to this bid must be clearly marked on the outside of the package (including a return address) the following:

**BID 23-06-3044LE
NNGRO Licensing Software
DO NOT OPEN-BID PROPOSAL**

The proposal must be in a separate sealed envelope with the cost estimate in another separate sealed envelope.

Electronic submittals may be emailed to jeremy.ben@navajo-nsn.gov. Be sure to send two (2) separate emails (one for the proposal and another for the cost estimate). Each email should have labeled in the subject line **BID 23-06-3044LE** and either **PROPOSAL** or **COST ESTIMATE** to distinguish between the submittals.

Demos:

Any demonstrations of software may be requested by vendors prior to the bid closing date. Demonstrations do not waive the bid closing submission date therefore we advise demonstrations be scheduled in advance to ensure adequate submission time.

Bid Opening:

July 10, 2023 at 9:00 A.M (MST)

Window Rock, Arizona

Teleconference Via Zoom

The Navajo Nation reserves the right to waive any informalities or irregularities in the Request for Proposal or to reject any or all proposals whenever such rejection is deemed in the best interest of the Navajo Nation.

The Navajo Nation is a sovereign government and all contracts entered into as a result of this RFP shall comply with Navajo Nation law, rules and regulations, including the Navajo Preference in Employment Act, the Navajo Nation Business Opportunity Act, 5 N.N.C. § 201 et. Seq., Procurement Act, 12 N.N.C § 301, and applicable federal law, rules, and regulations. Nothing herein shall be construed as a waiver of the Navajo Nation Sovereign Immunity.

The Navajo Nation will utilize a standard Professional Services Contract for the procurement of good and services of this project. The Professional Services Contract will provide all other legal and contractual obligations, terms, and requirements of this project. The template can be found at <https://www.nnooc.org/PurchasingSection.html>.

Content and Required Information:

For hard copies, submit four (4) proposals (1 original and 3 copies).

Proposals should be outlined as described below:

- Organizational Letter expressing your interest and a brief description of your proposed services. Do not reveal or make reference to the cost in this letter.
- Organizational qualifications and technical experience. Include references.
- Scope of Work
- Proposed project timeline for completion and implementation.
- Contacts and affiliations with entities in a tribal, relevant State & Local governments and federal level of funding (if applicable).
- Copies of licenses, certifications, and other relevant documents.
- Subcontractor information (if applicable)
- Costs to be submitted in a separate sealed envelope. Detailed breakdown of costs:
Consulting and Software Fees. **Include** (6%) Navajo Nation Sales Tax for services incurred on the Nation and Consulting Expenses (per diem, lodging, etc.).

Any proposal that does not adhere to this format and does not address each specification, requirement, or scope of work as outlined, will be deemed non-responsive and rejected on that basis.

DETAILED SCHEDULE OF EVENTS

RFP Issue Date	June 8, 2023
Proposals Due	July 7, 2023 at 5:00 P.M (MST)
Proposal Opening	July 10, 2023
Review and Evaluation Period	July 10 – 12, 2023
Selection and Award Notification	July 12, 2023 (or sooner)

SECTION IV- Evaluation Process:

An evaluation committee will review and evaluate all proposals received in accordance with the general criteria as identified below:

1. Qualifications, credentials, and work experience. This includes the capabilities to provide all requested services in a technical manner.
2. Organization of proposal document submittal and providing required content above.
3. Response to the technical and functional questions (see below)
4. Cost (Separate Sealed Envelope)

SECTION V TECHNICAL CONSIDERATIONS		
		Comments / References / Links
1	Define the integration and interface tools you deliver with your system (data import/export, Web services, APIs, etc.).	
2	All data used within the system can be loaded via the provided interfaces or batch upload (initial load or mass updates).	
3	All such data can be loaded while production use of the system continues.	
4	Is your application cloud-based?	
5	Provide the architecture model/design for your solution.	
6	Describe your solution's ability to change and adapt the system to respond to changing organization needs (please include any features or functions that help users change or customize the system to adapt the way the system supports changing business process needs once the system has gone live).	
7	In which programming language(s) is the software and database currently maintained?	

8	Do you provide proof of operational service measures? If Yes, please describe.	
9	Email notification for key dates (i.e. renewals, expiration, etc.).	
10	Can the system support 24/7 operation with all data imports, exports and processing occurring simultaneously while users are active on the system?	
11	Other features/functionality that makes your product different from your competitors.	
12	Are you able to provide for access audits?	
13	Is system access recorded in an audit trail?	
14	Does the system have role based access functionality?	
15	Can the system restrict user access by allocation level? (i.e. specific departments can only view specific leases)	
16	How many licenses can be issued to users of the software?	
17	Are additional users added at an additional cost?	

18	Does the software support an optional read-only access for auditors or others who do not require the ability to edit or enter data?	
19	Does the software support an admin type user who can add and delete users and update user roles only?	
20	Describe your data protection policies and data encryption standards.	
21	Describe other security and/or access controls of your solution not identified above.	
22	Describe capabilities that exist within the system to minimize disruption and application downtime in the event of a system outage (RTO).	
23	What would you expect the application recovery time to be in the event of a system outage?	
24	How is system usage and performance monitored?	
25	Where are the data centers located?	
26	Where is data moved in the event of a disaster/recovery event?	
27	Are your data centers audited by a third party?	

28	Other disaster recovery considerations of your solution not identified above.	
29	Email notification for key dates (i.e. lease renewal options, expiration, payment changes, etc.).	
30	Document repository	

Information contained in this document as well as any additional information gathered in subsequent meetings or conversations related to this process, are proprietary to the Navajo Nation and must be treated by vendors as confidential. The information is to be used only for the purposes of preparing a response to this RFP. The information in this document may not be disclosed to other parties or to your employees or representatives except on a need-to-know basis for purposes of preparing a response to this RFP. The Navajo Nation reserves the right to accept or reject any or all vendor RFPs and reserves the right to negotiate a contractual agreement with the selected vendor.