

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

**REQUEST FOR PROPOSAL
Managed Services Agreement for Tier 1
Computer Technicians**

**DIVISION OF FINANCE –
PURCHASING**

BID# 23-06-3056LE

REQUEST FOR PROPOSAL
BID #23-06-3056LE

PROJECT TITLE: The Division of Social Services (DSS) Managed Services Agreement for Level One Computer Technicians

PROPOSAL DUE DATE: June 30, 2023

PROPOSAL: All interested parties are invited to review and respond to this Request for Proposal (RFP) at their discretion. Respondents are instructed to contact Brenda Tsosie, DSS Principal Accountant, via email at btosie@navajo-nsn.gov for all questions about this RFP's contents. For technical questions, please email Chris Wright, Project Manager, at chris.wright@nntanf.org.

All parties responding to this BID# 23-06-3056LE 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: Lorita Etsitty, Buyer

Physical Address:

Navajo Nation Office of the Controller
Purchasing Department
2559 Window Rock Blvd.
Administration Bldg. #1
Window Rock, AZ 86515
ATTN: Lorita Etsitty, 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#23-06-3056LE- Managed Services Agreement for Tier 1 Computer Technicians
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, the Division of Social Services....

II. SCOPE OF CONTRACT

The Navajo Nation Division of Social Services seeks a managed services provider (MSP) to supply tier 1 support technicians to work with an in-place information technology engineering team. The MSP-provided tier 1 technicians will be required to:

IT Support and Maintenance

- Provide first-level contact and convey resolutions to customer issues.
- Appropriately escalate unresolved issues to the next level of support.
- Track, route, and redirect problems to correct resources.
- Update customer data and produce activity reports.
- Walk customers through problem-solving processes.
- Follow up with customers, provide feedback, and see issues through to resolution.
- Inventory logging through the helpdesk system.
- Break-fix hardware troubleshooting and replacement, submit vendor RMA requests and track repaired or replaced hardware inventory.
- Resolves problems or provides "how-to" instructions using a variety of diagnostic software tools, reference manuals, on-the-job experience, or coordination of vendor support
- Identifies training needs on supported user applications and operating systems. Work with internal departments in the organization and facilitate end-user training as required; this includes new employee orientation/ onboarding training, training on changes, new features, and refresher training as needed.

Network and Hardware

- Monitor and respond quickly and effectively to requests received through the IT helpdesk.
- Monitor the helpdesk for tickets assigned to the queue and process first-in, first-out based on priority.
- Modify configurations, utilities, software default settings, etc., for the local workstation.
- Install, test, and configure new workstations, peripheral equipment, and software.
- Use Windows Deployment Services to install updated system images.
- Maintain inventory of all equipment, software, and software licenses.

- Manage PC setup and deployment for new employees using standard hardware, images, and software.

Software and Security

Perform timely workstation hardware and software upgrades as required or assigned by tier 2 or 3 engineers.

Assist in training staff on troubleshooting and diagnosing problems related to desktop software use, including but not limited to:

- Microsoft Office Applications
- Specialty programs
- Communications applications, Teams, softphones, etc

Reporting and Deliverables

- Daily reports on IT support activities, including identified, resolved, and escalated issues. These will be submitted in the form of weekly synopsis reports.
- An up-to-date inventory of all equipment and software.
- Document procedures and solutions for common problems for future reference.
- The MSP technicians will take direction from division staff and the existing information technology engineering contractor. Work will be assigned primarily through the helpdesk system already in place. Advanced issues must be escalated to the engineering contractor.
- Daily meetings will be held to discuss ongoing issues and for planning purposes between the chosen MSP and the in-place information technology engineering contractor.

III. RESPONDENT REQUIREMENTS

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

1. Respondents must have a local presence on the Navajo Nation reservation. The NNDSS division has locations throughout the reservation, with headquarters in Window Rock, AZ.
2. Respondents must be able to demonstrate knowledge of current technology in place at NNDSS with references or certifications proving their ability to work on the systems in place, which include:
 - a. Windows 10/11 enterprise
 - b. Office 365 / Office on-premises
 - c. Windows Server 2022
 - d. Active Directory
 - e. Windows Deployment Services / Imaging

- f. Enterprise phone systems
- g. Networking infrastructure
3. Respondents must have staff available to fill the positions described in section IV, or be able to add staff to meet the requirements within 30 days of the RFP award.

IV. SCOPE OF WORK

The managed services provider (MSP) must provide the following services:

1. Three (3) tier 1 full-time helpdesk support technicians who will work a minimum of 40 hours per week to match the current work schedule of NNDSS.
2. The tier 1 technicians must meet the requirements in section III for experience and qualifications.
3. The tier 1 technicians must be able to pass a background check with the Division of Social Services and the Navajo Nation if requested.
4. Tier 1 support technicians will work at assigned NNDSS locations based on their assigned department.
5. Tier 1 support technicians will be required to travel extensively to multiple Navajo Nation locations to field support tickets and must have reliable transportation.
6. The duration of the support contract for all three technicians will be three (3) years from contract start date.
7. MSP must have liability insurance insurance and cyber security insurance as applicable.
8. The tier 1 technicians must be able to work odd hours and on weekends as needed to fix issues or maintain systems during maintenance windows.

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 x 11 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

Managed Services Agreement for Tier 1 Computer Technicians
BID#23-06-3056LE

- 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. Selection Criteria

NNDSS will use the criteria outlined in VII (A) in its evaluation and comparison of proposals submitted. The order in which they appear is not intended to indicate their relative importance.

NNDSS shall not be obligated to accept the lowest-priced proposal but shall make an award to the most responsible and responsive proposer whose proposal is most advantageous to and best serves the needs of the NNDSS and the Navajo Nation taking into consideration price and the evaluation factors set forth.

C. 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. DSS reserves the right to request clarification of information submitted, and to request additional information from any proposer.
- C. DSS reserves the right to award all or a portion of the required services to more than one proposer at DSS's sole discretion.
- D. 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.
- E. 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.
- F. The respondent must provide a current Certificate of Liability Insurance.
- G. Only written responses to the RFP will be accepted.
- H. Responses to the RFP shall be sent in a sealed envelope and clearly marked with **RFP Title/Bid#23-06-3056LE** Division of Social Services- Managed Services Agreement for Tier 1 Computer Technicians 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.

- I. The proposal shall be received on or before 1:00 PM on June 30, 2023 Proposals received after 4:00 PM or late will not be accepted.
- J. Faxed or emailed 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.