

REQUEST FOR PROPOSAL
FOR IT CONSULTANT SERVICES, BID NO. 23-08-3107SB

SECTION I

INFORMATION ONLY, A RESPONSE TO THIS SECTION IS NOT REQUIRED

- A. **ISSUING OFFICE:** This Request for Proposal (RFP) is issued by the Navajo Nation Telecommunication & Utilities (NNTU), Division of General Services, Navajo Nation, P.O. Box 2928, Window Rock, Arizona. The contact person for this RFP is Ms. Veronica Laughter, Program Manager I, NNTU.
- B. **PURPOSE:** This RFP provides prospective respondents with sufficient information to enable them to prepare and submit 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. 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 NNTU Program Manager at any time up to the Deadline for Proposals.
- E. **SCHEDULE OF ACTIVITIES:**
- | | DEADLINE: |
|--|---------------------------------------|
| 1. Public Advertisement | August 10, 2023 |
| 2. Proposals will be sent to vendors on our current listing | August 10, 2023 |
| 3. Prospective respondent's written question deadline
(No questions accepted after this date) | August 16, 2023 |
| 4. Responses to questions | August 18, 2023 |
| 5. Due date for proposals | August 22, 2023
4 p.m. MDST |
| 6. Opening of proposals and evaluation by
Review Team or Program Manager | August 24, 2023 |
| 7. Award date for contract
Pending Legislative Review-164 process | September 15, 2023 |
- F. **INQUIRIES:** Prospective respondents shall make written questions concerning this RFP to obtain clarification of requirements through e-mail to Veronica Laughter, Program Manager I, NNTU at veronica.laughter@navajo-nsn.gov No inquiries will be accepted

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after the inquiry deadline listed in section E. NOTE: Inquires shall reference IT Consultant Services Bid Number No. 23-08-3107SB

- 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., August 16, 2023 (MDST). Respondents who are mailing their proposals should allow sufficient time for mail delivery to insure 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 submittals. Late proposal will not be accepted.
- I. **FOUR SETS OF PROPOSAL ARE REQUIRED:** Four sets of the proposal must be delivered in a sealed envelope. The outside of the envelope should be clearly marked with the project name- “IT Consultant Services Bid Number No. No. 23-08-3107SB” – and the name and address of the firm submitting the proposal.

Proposal Format:

Bidders shall provide information in the following format:

Part A. Written Proposal

- a. Section 1: Cover Letter and Bidder overview*
- b. Section 2: Company Credentials, Qualification and Staff Resume
- c. Section 3: IT Network Management Service Experience
- d. Section 4: List of similar services provided to other clients on Navajo Nation in proportion to requested services for the last five years.
- e. Section 5: Signed W-9 Form and Suspension/Debarment Form
- f. Section 6: Certification of Insurance

Part B. Cost Proposal (Sealed separately in envelope)

- g. Hourly Rates for Remote Support and On-site support for 1 year.

***Vendor must include a statement in Cover Letter (Section I) that they agree to terms of the sample Navajo Nation contract template (see attached).**

- J. **COST PROPOSAL:** Cost proposals shall be sealed separately. Only when respondents have met the minimum qualification will the cost proposals be opened. If respondent fails to submit cost separately from proposal will result in respondent deemed non-responsive.

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- K. **REJECTION OF PROPOSALS:** NNTU 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 NNTU Program Manager determines it is in the best interest of the Navajo Nation.
- L. **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”.
- M. **RESPONSE MATERIAL OWNERSHIP:** All material submitted regarding this RFP shall become property of The Navajo Nation and will not be returned to the respondent. Responses received will be retained by NNTU and may be reviewed by any person after final selection has been made, subject to paragraph L above. NNTU has the right to use any or all system ideas presented in reply to this RFP, subject to limitations in paragraph L above. Disqualification or non-selection of a respondent or proposal does not eliminate this right.
- N. **INCURRING COSTS:** NNTU is not liable for any cost by the respondents prior to issuance of a contract.
- O. **ACCEPTANCE TIME:** NNTU intends to make a vendor selection within five (5) working days after the closing date for receipt of proposals.
- P. **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 written notice to the Vendor shall effect such termination or reduction in scope. The NNTU Program Manager’s decision to terminate or reduce the scope due to insufficient appropriations shall be accepted as final by the Vendor.
- Q. **EVALUATION PROCEDURES AND CRITERIA.**
1. An evaluation team will judge the proposals received in accordance with the general criteria used herein. The team may request oral presentations by respondents. Respondents should be prepared to provide any 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.

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3. The sole objective of the review team will be to select the respondent who is most responsive to the needs of NNTU. 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 NNTU Program Manager may elect to evaluate RFP solely.
4. Evaluation Criteria: The following criteria will be used by an adhoc committee in the selection process for contract award. Vendors and proposals will be evaluated to determine the best opportunity for NNTU.

Qualifying Point Criteria:

- a. Company Credentials & qualifications in performing the services sought. 0-10 points
- b. Resume or other description of qualifications of relevant experience and knowledge. 0-15 points
- c. Responsiveness to Scope of Work 0-25 points
- d. List of similar services provided to other clients on Navajo Nation in proportion to requested services for the last five years. 0-10 points
- e. Navajo Nation vendor, Priority 1 or 2 0-10 points

Subtotal, possible points 70*

*Must obtain a minimum of 50 points to qualify for opening of cost proposal. Otherwise, respondent is disqualified.

Cost Point Criteria:

- f. Delivery of all services at a reasonable cost. 0-30 points

Total possible points=100

R. **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 (see attached contract template).

S. **TAX:**

All appropriate taxes should be included in 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.).

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T. **TERM:** The term of this contract will be for a period of one year from date of award.

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

V. **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.

W. **INDEMINIFICATION:**

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.

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SECTION II

A. BACKGROUND

The Navajo Nation Telecommunication & Utilities (NNTU) within the Division of General Services is responsible for administering, managing, and planning for the telecommunications and utility activities for the Navajo Nation governmental offices.

B. RESPONDENT REQUIREMENTS:

All respondents must have, as a minimum, the capabilities listed herein and the bid proposals submitted must reflect in detail the inclusion of these services as well as the degree of expertise in utilizing these capabilities.

C. INFORMATION TECHNOLOGY (IT) CONSULTANT SERVICES WILL CONSIST OF THE FOLLOWING:

Navajo Nation Telecommunications & Utilities is seeking bids in response to IT Consultant Services. NNTU utilizes a Local Area Network connected to the Navajo Nation Department of Information Technology (NDIT) Fiber optic Ring. NNTU has 2 separate offices located next to each other in Window Rock, AZ. NNTU utilizing a Window 11 Operating System Workstations. A network cabinet hosting network switching equipment with the server located at NDIT Data Center located in Window Rock, AZ.

IT Consultant shall Setup, Configure, Test, Deploy, and Migrate all current tasks associated with computer support on a need basis.

- IT Consultant shall provide internal IT Support to end users remotely and in-person on a case by case basis.
- IT Consultant shall provide internal VOIP end users remotely and in-person on a case by case basis
- IT Consultant shall assist in IT Planning for future projects and coordinate with IT team on mitigation tactics for any ongoing IT related issues.
- IT Consultant shall troubleshoot basic network issues as well as provide correction plans to any major outages.
- IT Consultant shall provide IT support for basic Windows Server troubleshooting.
- IT Consultant shall provide IT support for remote technologies (*WebEx, Teams, Connect, etc.*)
- IT Consultant shall provide web support and updates for the NNTU website as needed.
- IT Consultant shall attend IT Network planning and other IT related meeting in support of NNTU.

Cost for Services (**sealed separately**); Quote hourly rate for 290 hours plus 6% NN Sales Tax.