



**THE NAVAJO NATION
OFFICE OF THE CONTROLLER**

REQUEST FOR STATEMENT OF QUALIFICATIONS

GOVERNMENTAL ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM

RSQ NO 23-08-3108SB

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INTRODUCTION

The Navajo Nation is located in northeastern Arizona, northwestern New Mexico, and southeastern Utah; at roughly 17,544,500 acres (71,000 square kilometers; 27,413 square miles), the Navajo Nation is the largest land area held by a Native American tribe in the U.S., larger than ten U.S. states. As of May 2023, the reservation was home to 214,750 out of 410,698 Navajo tribal members; the remaining 195,948 tribal members live outside the reservation. The seat of government is located in Window Rock, Arizona.

The Navajo Nation Office of the Controller (“NNOOC”) in conjunction with the Division of Human Resources, Department of Personnel Management (“DPM”), the Navajo Office of Vital Records & Identification (“NOVRI”), and the Office of Management and Budget (“OMB”) is seeking Statements of Qualifications from qualified consultants to implement a new governmental enterprise resource planning (“ERP”) system and to upgrade our existing accounting, budgeting, human resources management, vital statistics, and other processes and technology to improve efficiency, enhance financial and budget reporting capabilities, core human resource modules, and employee benefits management, and ensure compliance with regulatory requirements. We are committed to modernizing our accounting processes, enhancing efficiency, and improving financial reporting capabilities.

With the addition of Human Resource Management System functions, to implement process flow management, automations, Employee & Manager Self Service, applicant tracking system, benefits management, Multifactor Authentication solution, role management and HRM compliance with Payment Card Industry Data Security Standard, Health Insurance Portability and Accounting Act of 1996, Sarbanes-Oxley Act, Service Organizational Control, International Organization of standardization (ISO) ** Information Security Standard, Federal Risk and Authorization Management Program, Federal Information Security Modernization Act, Patient Protection Affordable Care Act (PPACA), Employee Retirement Income Security Act (ERISA), Internal Revenue Code IRC 403(c).

Including Tribal Enrollment functions, the system is to document and determine Navajo tribal membership based on requirements found in Navajo Nation Code. NOVRI maintains the 1940 BIA Navajo Census Base Roll by updating member information.

The NNOOC is a vital administrative entity within the Navajo Nation government, responsible for overseeing and managing the financial operations of the Navajo Nation. As the primary financial regulatory body, the NNOOC plays a critical role in ensuring the effective and efficient utilization of the Navajo Nation's financial resources.

The NNOOC operates under the guidance and direction of the Navajo Nation Controller, who is appointed by the President of the Navajo Nation to lead the office. The NNOOC is committed to

upholding the highest standards of financial integrity, transparency, and accountability while supporting the overall financial well-being of the Navajo Nation.

Key Responsibilities of the Navajo Nation Office of the Controller

Financial Management: The NNOOC is responsible for managing the Navajo Nation's financial resources, including budgeting, revenue collection, expenditure control, and financial reporting. The Office establishes policies and procedures to promote sound financial management practices and compliance with regulatory requirements.

Accounting and Financial Reporting: The NNOOC oversees the accounting functions of the Navajo Nation, ensuring accurate recording, reporting, and reconciliation of financial transactions. This includes maintaining the general ledger, preparing financial statements, and facilitating audits to ensure transparency and accountability.

Budget Development and Execution: The NNOOC works closely with the OMB and other Navajo Nation departments and programs to assist Navajo Nation leadership to develop the annual comprehensive budget. The Office reviews funding requests, assesses financial feasibility, and provides guidance on budget allocation to support effective program implementation and resource allocation.

Grant Management: The NNOOC manages the financial aspects of grants received by the Navajo Nation. This involves working with the Contracts and Grants Section of the OMB to monitor compliance with grant requirements, ensure proper utilization of funds, and facilitate grant reporting to funding agencies.

Internal Controls and Compliance: The NNOOC establishes and enforces internal controls to safeguard the Navajo Nation's financial assets by implementing policies and procedures to prevent fraud, ensure compliance with relevant laws and regulations, and regularly assessing the effectiveness of internal control systems.

Financial Systems and Technology: The NNOOC oversees the implementation and maintenance of financial systems and technology infrastructure to support efficient financial operations and reporting. The Office also evaluates and leverages technology solutions to enhance financial management capabilities and data integrity.

Financial Planning and Analysis: The NNOOC, together with the OMB provides financial planning and analysis services to support strategic decision-making, conducting financial analyses, performing cost-benefit assessments, and offering recommendations for improving financial performance and resource utilization.

Collaboration and Stakeholder Engagement: The NNOOC collaborates with various stakeholders, including Navajo Nation departments; programs; tribal enterprises; and external auditors,

providing guidance, training, and support on financial matters and actively engaging with stakeholders to ensure transparency and accountability.

The NNOOC plays a crucial role in upholding financial stewardship and promoting the economic well-being of the Navajo Nation. Through diligent efforts, the Office strives to enhance financial management practices, strengthen internal controls, and ensure the responsible use of financial resources for the benefit of the Navajo people.

Key Responsibilities of the Office of Management and Budget

Budget Development: The OMB oversees the budgeting functions of the Navajo Nation. The OMB works closely with the NNOOC and other Navajo Nation departments and programs to assist Navajo Nation leadership to develop the annual comprehensive budget. The OMB reviews funding requests and budgets, provides technical assistance to Navajo Nation programs on the budget process, and provides guidance to Navajo Nation leadership on appropriations and budgeting in the comprehensive budget and in supplemental appropriations.

Budget Implementation: The OMB is responsible for implementing budgets once funding is appropriated or allocated, including assigning business units, entering budgets into the ERP system, and authorizing use of the budget through a budget transmission.

Budget Reporting: The OMB is responsible for generating budget reports such as program performance measures reports, progress reports, budget to actual reports, and budget expenditure reports on external contracts and grants.

Grant Management: Pursuant to the OMB's Plan of Operation, the Contracts and Grants Section (CGS) of the OMB is responsible to coordinate the external contracts and grants administration process for the Navajo Nation government. The CGS reviews and approves Navajo Nation applications for federal and state contracts and grants funding, and reviews subsequent funding awards, and modifications to funding agreements. The CGS works collaboratively with the NNOOC, to monitor compliance with grant requirements, ensure proper utilization of funds, and facilitate grant reporting to funding agencies. The CGS also plays a critical role in the Single Audit of externally funded Navajo Nation programs. The CGS is the Navajo Nation's designated point of contact for federal and state funding agencies when there are issues with contracts and grants.

Key Responsibilities of the Department of Personnel Management

Recruitment: In general, the Navajo Nation employment process will ensure competitive practices in recruitment, selection, and placement of qualified applicants for employment with the Nation. The employment process shall comply with applicable laws of the Navajo Nation including the Navajo Preference in Employment and Personnel Policies Manual.

Classification & Pay: The role of the Classification & Pay Section is to provide efficient services in establishing and maintaining a viable classification plan and administering an equitable compensation/pay program. This section conducts salary surveys, job evaluations and assigns pay grades with recommendations of general wage adjustments (GWA). Additionally, the Classification & Pay Section administers the performance management program by reviewing and maintaining employee appraisals.

Employee Relations: The role of the Employee Relations Section is to provide an employee relations program that effectively addresses and resolves employee grievances and management concerns through the interpretation and application of the Navajo Nation Personnel Policies Manual (NNPPM), procedures, and Navajo Preference in Employment Act (NPEA).

Budgeting & Position Management: The DPM Position Control Analyst is responsible for ensuring positions are adequately budgeted for all personnel changes. Maintains budget status for position details and calculates encumbered personnel expenses. Assists with the Navajo Nation budget projections, allocations, and personnel listings for budget process for external, general and other funds.

Onboarding: The role of the Support Services Section is to provide an employment process that facilitates the employment of qualified individuals in a timely manner. This section works closely with the OMB, the NNOOC Contract Accounting and General Accounting, and all Navajo Nation Programs to maximize the utilization of the Human Resources Information System (HRIS) to facilitate the recruitment, selection, and employment process of the Navajo Nation.

Data Management: The DPM IT manages all HR related data, prepares reports, and systems development/maintenance. Manages the HRMS data and processes in conjunction with the NNOOC and others as needed.

Records Management: The Records Management Section is responsible for storage and retrieval of the Navajo Nation Executive and Legislative Branch employee records. Information in an employee's personnel file is considered confidential. However, the information may be disclosed in compliance with a lawful investigation or subpoena. Access to and release of information contained in the personnel records shall be limited to only those persons who have a legally recognized need to know.

The DPM is responsible for ensuring compliance with the NNPPM and other NN laws, regulations, and policies, and are agents for all fiduciary Human Resource management responsibilities.

Key Responsibilities of the Navajo Office of Vital Records & Identification

Tribal Enrollment and Vital Records: Services include the compilation and documentation of tribal membership and enrollment pursuant to membership requirements found in the Navajo Nation

Code. NOVRI also issues marriage licenses and verifies tribal enrollment to determine eligibility to receive governmental benefits and to participate in governmental programs.

Tribal Identification Cards: NOVRI is to develop a photo tribal identification card in lieu of the current Certificate of Indian Blood and if in compliance with applicable federal security standards, this card may be used for international travel.

Recording Services: NOVRI makes changes to family status resulting from births, deaths, marriages, divorces, annulments, adoptions, guardianships, relinquishments, and court actions including paternity and validation of marriage decrees.

PROJECT OVERVIEW

The Navajo Nation is seeking Statements of Qualifications from qualified consultants to update its Enterprise Resource Planning (“ERP”) System to improve communication, transparency, and financial reporting.

The Request for Statement of Qualifications may be followed by a Request for Proposals (“RFP”). Pursuant to the Navajo Nation Procurement Rules and Regulations at Section IV(3)(c), only those vendors responding to the Request for Statement of Qualifications will be allowed the opportunity to offer on any subsequent Request for Proposals issued under the Request for Statement of Qualifications.

Following the RSQ and subsequent RFP selection process, the selected consultant will need to come to the NNOOC worksite in Window Rock for an initial meeting following execution of a contract with the Navajo Nation and may also be required to attend other onsite meetings during the term of any executed contract.

Scope of Work:

The Request for Statement of Qualifications shall include, but is not limited to the following:

1. System Requirements:
 - a. General ledger management
 - b. Accounts payable management, storage of vendor information, accounting for NN Sales tax recovery, processing 1099s
 - c. and Purchase Card management
 - d. Accounts receivable management and collections processing
 - e. Procurement, contracting, processing and storage of procurement and contract files
 - f. Budgeting and forecasting
 - g. Fixed asset management

- h. Financial reporting and analysis
- i. Cash management
- j. Cost Accounting
- k. Inventory and property management
- l. Financial and budget reporting
- m. Fund management, including all NN internal and external funds and investments
- n. Budget development and implementation
- o. External funding contract and grant management
- p. Audit trail and internal controls
- q. Human resources management and integration
 - i. Core HR
 - 1. Enterprise Structure/Database Management
 - 2. Reporting/Compliance
 - 3. Compensation
 - 4. Employee Relations
 - 5. Organization Structure/Charts
 - ii. Recruitment & Applicant Management
 - iii. Onboarding
 - iv. Employee Self-Service
 - v. Manager Self-Service
 - vi. Performance Management
 - vii. Training & Development
 - viii. Benefits
 - 1. Open Enrollment
 - 2. COBRA
 - 3. Flexible Spending Accounts (FSA) or Health Savings Account (HSA)
 - 4. Premium collection from NN Branches, Enterprises & Chapters
 - 5. Life Events
 - 6. Financial reporting, accept electronic transfer file (EFT)
 - 7. Deductions Benefits & Accruals (DBAs)
 - 8. Retirement
 - a. Defined Contribution | 401K
 - b. Audits
 - c. Investments
 - d. Defined Benefits
 - e. Deferred Compensation
 - ix. History/Records Management
 - x. Payroll
 - 1. General Payroll Requirements
 - 2. Earnings

3. Deductions/Benefits
 4. Calculating Pay
 5. Taxes
 6. Payroll Processing and Payroll Time Entry
 7. Labor Allocation
 8. General Ledger
 - xi. Time & Attendance
 - xii. Leave Administration
 1. Annual Leave & Sick Leave or Paid Time Off (PTO)
 2. Donation of Sick Leave
 3. Admin Leave
 4. Holiday Leave
 5. FMLA
 6. OT/Comp Time
 - xiii. Compliance and Safety
 1. Navajo OSHA
 2. Risk Management/Safety Loss
 - a. Premium collection from NN Branches, Enterprises & Chapters
 3. Workers' Compensation
 - a. Premium collection from NN Branches, Enterprises & Chapters
 - ii. APIs and Database Syncing
 - r. Tribal Enrollment Management
 - iii. Eligibility and Enrollment
 - iv. Verification of Enrollment
 - v. Relinquishment of Membership
 - vi. Correction of Records
 - vii. Affidavit of Birth
 - viii. Marriage License Issuance
 - ix. Tribal Identification Cards
 - s. Integration with existing systems (as applicable)
 - t. Workflow
4. Planning and Analysis
 - a. Conduct a thorough analysis of our current accounting system and processes to identify gaps, limitations, and areas for improvement.
 5. Solution Design:
 - a. Design a comprehensive ERP system that meets the Navajo Nation's specific requirements, including Core HR, general ledger management, accounts payable and receivable, financial reporting, budgeting, budget monitoring and reporting, fixed asset management, and any additional modules or functionalities necessary

for operations. The system must allow for automatic rather than manual importing of data from different modules.

6. Data Migration:
 - a. Develop a detailed plan for migrating data from the existing legacy system to the new accounting system, ensuring accuracy and integrity during the transition.
 - b. Can the HRM System perform data migration from the existing HR system to the new system:
 - i. Vital Records - Progeny
 - ii. Personnel – uses Alchemy, DocRecords, FileMaker Pro (SQL)
 - iii. OBI – uses FileMaker Pro for applicant & PAF tracking (SQL)
 - iv. Risk Management Data – file share server
 - v. Retirement Data – DocRecords, file share
 - vi. Insurance Services - RiskConnect & files on workstations
 - vii. Employee Benefits data – RiskConnect & files on workstations
 - viii. Worker’s Comp data – file share server
 - ix. Staff Development and Training - files on workstations
 - x. Other data - TBD by HR for full functioning HR system.
7. Implementation and Configuration:
 - a. Project management and timeline
 - b. Data migration from the existing system
 - c. Develop a detailed plan for migrating data from the existing legacy system to the new accounting system, ensuring accuracy and integrity during the transition.
 - d. Configuration and customization
8. User training and support:
 - a. Implement and configure the new accounting system based on the NN’s requirements, including any necessary customizations, integrations with existing systems, and user interface design.
9. User Training and Change Management:
 - a. Provide comprehensive training to NN staff members on how to effectively use the new ERP system and manage the change associated with the implementation.
10. Testing and Quality Assurance:
 - a. Conduct rigorous testing to ensure the new accounting system functions accurately and reliably, identifying and addressing any issues or bugs.
11. Go-Live and Support:
 - a. Develop a detailed go-live plan, including a smooth transition from the old system to the new system, and provide ongoing technical support and maintenance post-implementation.
12. Ongoing Support:
 - a. Maintenance and technical support
 - b. Upgrades and updates

c. Help desk service

Legal Considerations

All applicable Navajo Nation laws and regulations shall govern this procurement, including the eligibility of any interested entity under consideration for a contract award. All interested entities, any awardee, and contracting party shall comply with all applicable Navajo laws, regulations, and policies governing procurement, administration, performance, payment, reporting, and any other matters related to this Request for Statement of Qualifications. Applicable laws and regulations include, but are not limited to:

- The Navajo Sovereign Immunity Act, 1 N.N.C. § 551 *et seq.*
- Title 2 of the Navajo Nation Code, related to contracts.
- The Navajo Nation Privacy Act, 2 N.N.C. § 81 *et seq.*
- The Navajo Nation Ethics in Government Law, 2 N.N.C. § 3741 *et seq.*
- The Navajo Business Opportunity Act, 5 N.N.C. § 201 *et seq.*
- The Navajo Nation Procurement Act, 12 N.N.C. § 301 *et seq.*
- The Navajo Nation Procurement Rules and Regulations, resolution BFMY-07-23, adopted by the Budget & Finance Committee of the Navajo Nation Council.
- The Navajo Business and Procurement Act, 12 N.N.C. § 1501 *et seq.* and
- The Navajo Preference in Employment Act, 15 N.N.C. § 601 *et seq.*

Ownership of Documents

All documents and materials contained in this Request for Statement of Qualifications are the property of the Navajo Nation. All documents submitted to the Navajo Nation by an interested entity in relation to this Request for Statement of Qualifications shall become the property of the Navajo Nation and shall not be returned to the submitting entity. All proprietary information submitted to the Navajo Nation should be marked as such, and shall be treated with confidentiality in accordance with the Navajo Nation Privacy Act, 2 N.N.C. § 81 *et seq.*

Acceptance of Navajo Nation Requirements

Submission of a response to this Request for Statement of Qualifications shall constitute the submitting entity's acknowledgement and acceptance of all requirements and conditions governing this RSQ, including all Navajo Nation laws, regulations, and policies as described above; that any and all disputes arising under, related to, or in connection with this RSQ, subsequent RFP, and any resulting contract will be resolved under laws of the Navajo Nation; and that a submitting entity agrees to be subject to the jurisdiction of Navajo Nation courts and tribunals.

The Navajo Nation Procurement Act, the Navajo Nation Procurement Rules and Regulations, and the Navajo Business Opportunity Act will be followed; therefore, submitting entities must clearly

mark on the outside of their statements any current priority status under the Navajo Nation Business Opportunity Act, and whether the statement contains any proprietary information.

The Navajo Nation is not bound to enter into a contract under this RSQ or subsequent RFP.

The Navajo Nation is a sovereign government and all contracts entered into as a result of this RSQ or subsequent RFP shall comply with Navajo Nation laws, rules, and regulations, and applicable federal laws, rules, and regulations.

Project Expectations

All reports, data, and other documents prepared by the selected consultant according to an executed Navajo Nation Professional Services Contract. A standard form version of this Contract can be found at https://nndoj.navajo-nsn.gov/Portals/0/Request%20for%20Services/Professional%20Services%20Contract_20190904_Master%20File.pdf. Some Contract terms may be negotiable.

The resulting work products of the Consultant pursuant to this solicitation shall become property of the Navajo Nation.

Nothing herein shall in any way be construed to relieve the selected consultant of responsibility for technical adequacy or operate as a waiver of any of the Navajo Nation's rights under any Contract executed pursuant to this RSQ or subsequent RFP. The selected consultant shall remain liable to the Navajo Nation as applicable under Navajo laws, regulations, and any professional standards applicable to the consultant.

STATEMENT OF QUALIFICATIONS SUBMISSION

To be considered for a contract in relation to this solicitation, a statement must be prepared in accordance with the instructions herein. The statement should be prepared simply and economically, providing a straightforward description of the individual or firm's capabilities according to the instructions.

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

Statements may be submitted in hard copy or electronic format.

Questions Prior to Submission

- All questions must be submitted by the deadline to the Accounting Manager at rwillie@nnooc.org.

Question Titling Format

- Each email submitting a question must be titled using the following email subject naming convention: “RSQ No. 23-08-3108SB.”

Submissions Timeline:

- Questions due: August 17, 2023
- Statement of Qualifications Submission Deadline: September 6, 2023
- Vendor Presentations and Demonstrations: September 18, 2023-September 20, 2023
- Final Vendor Selections to advance to RFP process: September 22, 2023

Pursuant to the Navajo Nation Procurement Rules and Regulations at Section IV(3)(c), only those vendors responding to the Request for Statement of Qualifications will be allowed the opportunity to offer on any subsequent Request for Proposals issued under the Request for Statement of Qualifications.

Navajo Business Opportunity Act Preference

If a submitting entity is claiming NBOA preference, a currently valid NBOA preference certificate, issued by the Business Regulatory Department of the Navajo Division of Economic Development, must be included in the response submission package.

The certificate must be current as of the submission deadline listed above. Submission of an out-of-date certificate, or omission of a certificate in a submitted response claiming NBOA priority shall result in that statement being treated as a non-NBOA priority submission.

If a Joint Venture is claiming NBOA preference, the currently valid NBOA Certificate submitted must be in the Joint Venture’s name.

Submission Components

The following is a list of information that submitting entities should include in their response submissions:

- Organizational Letter expressing your interest and a brief description of your qualifications. Do not reveal or refer to the proposed cost in this letter.
- Summary of Entity Background:
 - Submitting entity’s name(s)
 - Submitting entity’s physical and mailing address.
 - Submitting entity’s contact information and preferred method of communication.
 - Submitting entity’s legal form (e.g., sole proprietor, partnership, corporation, LLC).
 - Submitting entity’s date and legal place of formation.

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- Description of the submitting entity's structure in terms of size, range and types of services offered, and clientele.
- List of the submitting entity's principal officers (e.g., President, Chairman, Vice President(s), Secretary, Chief Operating Officer, Chief Financial Officer, General Manager(s)), and length of time of each officer has performed in their field of expertise.
- Evidence of the submitting entity's legal authority to conduct business on the Navajo Nation, evidenced by registration with the Navajo Nation Business Regulatory Department as a domestic or foreign business.
- Evidence of the submitting entity's established track record for providing the services that are the subject of this RSQ; and
- Any certifications and licenses of the submitting entity relevant to the project.
- A minimum of three references of entities of similar size and scope of services as sought by Navajo Nation.
 - Contact information for each reference must be current and complete.
- Current Client list:
 - Provide a list of clients of similar size and scope of services provided.
- Current or Past Client list:
 - Provide a list of clients with 15 or more years of demonstrated experience in ERP/Implementations
 - Demonstrated experience HR Core functions for 7,000 or more users with support.
 - Demonstrated longevity for system support/maintenance at a minimum of 10 years.
- Current and Significant Past Litigated and Legal Matters
 - Specify whether the company is or is not involved in any current litigation related to the products and services it provides. If so, please describe/explain.
 - Specify whether the company has been involved in any previous litigation related to the products and services it provides. If so, please describe/explain.
- Specify if the company has had any instances of data breaches within the last 10 years and explain the outcome.
- Viability Statements:
 - Whether the submitting entity, or its parent company (if any), has ever received any sanctions or is currently under investigation by any regulatory or governmental body; and
 - Whether the submitting entity, or its parent company (if any), has ever had a contract cancelled for cause.

- Whether the submitting entity, or its parent company (if any), has ever been suspended or debarred from doing business with a federal, state, local, or tribal government.
- Credentials, Methodologies, Certificates, Key Staff Description
- Submitting entity credentials, and a list of previous accomplishments from other similar contracts completed including website addresses and address/contact information of business references.
- Methodologies and expected key staff for the overall project; and
- Subcontractor information, if applicable
- Contacts and affiliations with entities in a tribal, or relevant state, local, or federal government.
- Technical Vision and Approach
 - Product Platform (Computing Environment):
 - Clearly state which computing environment(s) your firm expects to propose:
 - A cloud-based SaaS ERP Solution
 - A Premise-based ERP Solution
 - Both
 - IMPORTANT: The SOQ should address all of the items listed in this section below (i.e. the remainder of this Technical Vision and Approach section) for each of the computing environments that the firm expects to propose. Stated otherwise, if you intend to propose both a cloud-based solution and a premise-based solution, you must address all of the items below for the cloud-based environment, and separately address all of them for the premise-based environment. If you intend to propose only one computing environment (i.e. cloud-based or premised based) then you should address the items listed in this section below only for the environment that you intend to propose. The NN wants to understand the differences between the computing environments if both are offered.
 - System architecture and operating requirements
 - Client Operating Environment (Hardware and Operating Platform)
 - Hardware Assumptions and Requirements
 - Data Communication and Connectivity Assumptions and Requirements
 - Software Licensing Structure and Licensing Requirements
 - Back-end databases used/supported
 - Guidance on data storage requirements
 - Guidance on printing architecture and print operations
 - Disaster Recovery and Business Continuity Plans with features and limitations of each
 - Any additional third-party software requirements

- Security features and capabilities:
 - Application Security
 - Data Security
 - Network Security
- Application Development Environment
- User interface methods and requirements (i.e., web-based, mobile devices, supported browsers, remote access capabilities, etc.).
- Integration with Microsoft and other common applications (i.e. Office, Office 365, SharePoint, Adobe Acrobat, Browsers, etc.).
- Provide an overview of the ERP System's Interface Capabilities.
- Describe the frequency/scheduling and methods for updating the ERP Applications/Modules and related systems.
- For cloud-based environments only – further describe the availability of the various type of cloud-based environment as follows:
 - Availability as a Public Cloud-based solution
 - Availability as Private Cloud-based solution
 - Availability as a Hybrid Cloud-based solution
- For cloud-based environments only – Describe the guaranteed uptimes afforded in the cloud-based environment.
- For firms who expect to propose both cloud-based and premise-based solutions – Please be aware that, if your firm is selected to participate in the Product/Service Demonstration step of the selection, then the NN will require your firm to present two separate demonstrations (i.e. one for cloud-based and, separately, one for premise-based).
- Functional Vision & Approach
 - Provide an overview of the ERP System's Workflow Capabilities
 - If your firm offers both Cloud-based ERP solutions and Premise-based ERP solutions, provide extensive information about the functional differences between the user functionality of the systems including, but not limited to:
 - Local client hardware requirements
 - Local client software requirements
 - Local client Connectivity requirements
 - Local printing
 - Mobile devices
 - Data query and data downloading with refresh capabilities.
 - Other significant differences that affect the user experience.
- Implementation and Training Vision and Approach
 - Provide overview of a typical Implementation Plan with major phases and milestones.

- Provide an overview of the ability to migrate historical data from the multiple data systems currently in place with the NN to your firm's ERP system.
- Provide an overview of the plan and methods used to set-up and configure applications/modules.
- Provide an overview of the typical training methods used during Implementation.
- Provide quantities and availability of training staff for both client-site and virtual training during implementation.
- On-going Support, Maintenance, and Upgrades Vision and Approach
 - Describe the product support tools and offerings used by your firm to ensure best-of-class client support with issues arise and/or assistance is needed (i.e. web-based support requests including training, toll-free telephone system, etc.)
 - Describe your firm's Standard Operating Procedures and Guidelines for Prioritization and Escalation of Support Matters.
 - Describe your firm's staffing levels for Technical Support.
 - Describe your firm's staffing levels for User Support.
 - State the geographic locations of Support Personnel.
 - Describe the user training methods available following implementation.
 - Describe other methods available to assist the client and users in advancing their knowledge and skills related to the ERP system (i.e., on-line knowledge base, user support groups, user conferences, etc.).
 - Describe the company's Standard Operating Procedures for performing maintenance and applying upgrades on the ERP System.
 - Provide an overview of the current software development path (i.e. Road Map) for the ERP System.
 - Describe the firm's Standard Operating Procedures for handling product enhancement requests.
 - Explain whether and how the ERP system will allow for ease of implementation and development.

Page Limits

Each submitted statement is limited to a maximum of fifty (50) pages, including text and/or graphic material. A currently valid NBOA Certificate, cover email/letter accompanying each submission, a table of contents, and any divider pages are exempt from this page count.

Email Submissions

- Each interested party must submit one (1) complete copy of their response, attached to their cover email letter submission. The NN will not merge or otherwise manipulate any documents in a submitted statement.

- Any submitted statement not in conformance with the format outlined below may, at the sole discretion of the NN, be disqualified.
- All attachments to the email submission, excluding the cover letter in the body of the submitting email, must be delivered as a .pdf document.
- All submissions must be emailed by the deadline to the Accounting Manager at rwillie@nnooc.org.
- Each email must contain an attached document clearly labeled as the Statement of Qualifications and including the name of the submitting individual or entity's name respectively.
- Subject line of email must state the vendor's NBOA Preference status of Priority 1, or Priority 2, if any.
- The Navajo Nation reserves the right to waive any informalities or irregularities in the Statement of Qualifications or to reject any or all responses to the solicitation whenever such rejection is deemed in the best interest of the Navajo Nation.

Submission Titling Format

- Each email submitting a response must be titled using one of the following naming conventions, as applicable:
 - NBOA Priority xx (1 or 2, as applicable) – Submitting Entity Name, Statement for RSQ No. 23-08-3108SB,” if the submitting entity is claiming NBOA preference. To corroborate the submitting entity's claim of NBOA Preference, a copy of a currently valid NBOA Certificate must also be attached as a separate .pdf file, labeled with the following naming convention: “NBOA PRIORITY xx (1 or 2, as applicable) CERTIFICATE – Submitting Entity Name, RSQ No. 23-08-3108SB;”

OR

- Submitting Entity Name, Statement for RSQ No. 23-08-3108SB,” if the submitting entity is not claiming NBOA preference.
- All submitted statements must be accompanied by a cover email, and the body of the cover email should include the following information:
 - the submitting entity's identifying information – name, physical and mailing address, organizational structure type (corporation, individual, etc.).
 - If the submitting entity is a joint venture, all identifying information for each individual entity making up the joint venture must be provided; and the name, title, and signature of the person(s) duly authorized to execute a contract on the submitting entity's behalf.

Any statement that does not adhere to this format and does not address each specification, requirement, or the Scope of Work as outlined above, may be deemed non-responsive and rejected on that basis.

The Navajo Nation is a sovereign government and all contracts entered into as a result of this RSQ and subsequent RFP shall comply with Navajo Nation law, rules, and regulations, including but not limited to the Navajo Preference in Employment Act, the Navajo Nation Business Opportunity Act, the Navajo Nation Procurement Act, 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 its standard Professional Services Contract for the procurement of goods and services related to this project. This Professional Services Contract will provide all legal and contractual obligations, terms, and requirements, and a template can be found at https://nndoj.navajonnsn.gov/Portals/0/Request%20for%20Services/Professional%20Services%20Contract_20190904_Master%20File.pdf. Some contract terms may be negotiable. Please note that dispute resolutions can be negotiated and may require a waiver of 2/3 vote of the Navajo Nation Council.

Contact Information:

Questions and submissions should be directed in writing to:

Robert Willie
Accounting Manager
Navajo Nation Office of the Controller
rwillie@nnooc.org

EVALUATION FACTORS

Statements of Qualifications will be evaluated based on the following criteria, but not necessarily in the following order:

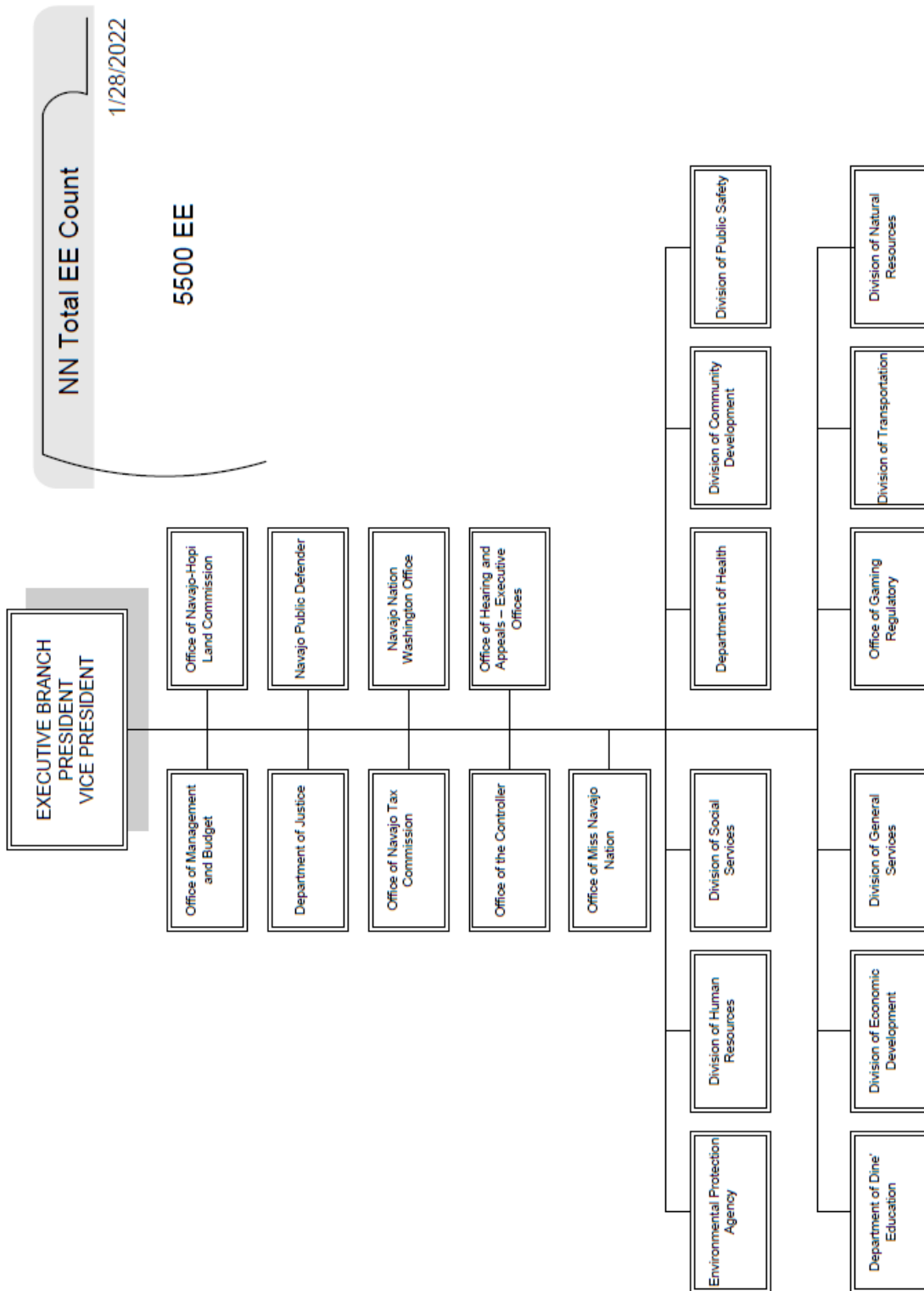
- Solution comprehensiveness and alignment with the Navajo Nation's requirements
- Implementation approach, timeline, and project management capabilities
- Vendor's track record, experience, and references
- Security measures and compliance features
- Quality of ongoing support and maintenance services
- Navajo or Native preference

USE AND DISCLOSURE

Information contained in this document, as well as any additional information gathered in subsequent communications related to this process are proprietary to the Navajo Nation and must be treated by interested parties and responding entities as confidential. The information is to be used only for the purposes of preparing a response to this solicitation. 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 the purposes of preparing a response to this solicitation.

We look forward to receiving your response statement and learning more about your ERP system. Thank you for your interest in partnering with the Navajo Nation.

REQUEST FOR STATEMENT OF QUALIFICATIONS
 GOVERNMENTAL ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM
 RSQ No. 23-08-3108SB



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