

REQUEST FOR PROPOSAL
Navajo Nation Department of Child Support Services
Principal Business Analyst
RFP #23-07-3092LE

Date: August 10, 2023

Project Title: Automated IV-D System (ATLAS) Replacement Project – Navajo Nation
Department of Child Support Services and Arizona Department of Economic Security – Principal
Business Analyst

Project Schedule:

Advertisement of RFP	August 11 & 12, 2023
Requests for Information Due Date	August 17, 2023 @ 5:00pm MST
Bid Due Date	August 18, 2023 @ 5:00pm MST

Proposal:

All interested parties are invited to review and respond to this Request for Proposal at their discretion. All questions pertaining to the contents of this RFP as a respondent can contact via email Judy Platero, Program Manager at jplatero@css.navajo-nsn.gov

All parties responding to this bid are instructed to submit or send four (4) proposals (1 original and 3 copies) to the following address:

The Navajo Nation
Division of Finance – Purchasing
Attention: Lorita Etsitty, Buyer I
Administration Building #1
Window Rock Blvd
Window Rock, Arizona

All responses to this bid shall be sent in a sealed envelope, including a return address, and vendor name clearly marked on the outside of the envelope; indicate the following:

RFP #23-07-3092LE
AUTOMATED IV-D SYSTEM REPLACEMENT (AZ & NAVAJO NATION)
PRINCIPAL BUSINESS ANALYST
DO NOT OPEN-BID PROPOSAL

GENERAL INFORMATION AND GUIDELINES FOR THIS RFP

I. DESCRIPTION OF THE ORGANIZATION

The Navajo Nation Department of Child Support Services (DCSS) is a federally funded program operating child support services to the Navajo population through an automated child support system performing case management including financial management of child support payments. throughout the Navajo Nation.

II. SCOPE OF THE CONTRACT

The Navajo Nation intends to enter into a professional services contract with one (1) responsive, qualified, and independent consultant/organization to complete all work as described in the attached scope of work.

III. RESPONDENT REQUIREMENTS All respondents must have the capabilities listed herein, including sufficient detailed information with regard to experience and expertise in meeting the following requirements:

- a. A legitimate and credible vendor with experience and history with providing the described services to provide subject-area knowledge
- b. Extensive Background and knowledge of database development for Automated Child Support System with case management activities, financial management and automation and generation of documents
- c. Vendor must be able to operate independently in providing described services for the program.
- d. The Navajo Business Opportunity Act 5 NNC § 201, 205 may apply.
- e. Federal requirements, if applicable

IV. SCOPE OF WORK (See Attached)

V. REQUIREMENTS The respondent will furnish all requested information as specified in the RFP.

VI. PROPOSAL CONTENT AND REQUIRED INFORMATION Please utilize the outline described below with four (4) copies.

- a. 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.
- b. Organization qualifications and subject-area experience. Include references.
- c. Scope of Work detailing your proposed methodology and framework
- d. Schedule and proposed time frame of services
- e. Copies of licenses, certifications, insurance certificates, and other relevant documents.
- f. Costs to be submitted in a separate sealed envelope. (Detailed breakdown of all associated and applicable costs)
- g. Compliance: Any proposal that does not adhere to this format and does not address each specification, requirement, or scope of work as outlined, may be deemed nonresponsive and rejected on that basis.

VII. EVALUATION PROCESS (pre-qualifying process)

1. Evaluation Criteria

- a. Proposal Content and Organization: (10 points)
- b. Methodology and schedule to complete the scope of work. (35 points)
- c. Qualifications, credentials, and work experience. (25 points)
- d. Navajo Preference. (10 points)
- e. Cost (separate sealed envelope). (20 points)

2. Applicable Federal Requirements

3. The Navajo Nation Department of Child Support Services reserve the right to interview respondents if deemed necessary due to tied scores or other legitimate matters.

- a. This may entail a presentation from the respondent for clarification and/or details on products or other requirements. The presentation will be scheduled to be present in St. Michaels, AZ (if necessary).

VIII. TYPE OF CONTRACT

The Navajo Nation will utilize a standard Professional Services Contract for the procurement of goods and services for this project OR if only one bid is received, it will be a Sole Source Contract.

IX. PERIOD OF PERFORMANCE

The period of performance will be determined and negotiated based on the schedule proposed by the respondent and the contract implementation date.

X. TECHNICAL DIRECTION

The Navajo Nation DCSS point of contact is Judy Platero, Program Manager for inquiries related to the project and other matters. Questions and answers will be shared with all respondents. Ms. Platero's email address is jplatero@css.navajo-nsn.gov

XI. PAYMENT AND SUBMISSION OF INVOICES

The Navajo Nation Professional Services Contract or Sole Source Contract will describe this section.

XII. RIGHTS

The Navajo Nation reserves the right to reject any and all proposals, in whole or in part based on the requirements set forth in this RFP.

XIII. AGREEMENT TERMS AND CONDITIONS

The Navajo Nation is not bound to enter a contract under the RFP and may issue a subsequent RFP for the same services, and

The Navajo Nation is a sovereign government and all contracts entered into as a result for the RFP shall comply with the Navajo Nation law, rules and regulations, including the Navajo Preference in Employment Act, and applicable federal law, rules, and regulations. This procurement and any RFP with respondents that may result shall be governed by the laws of the Navajo Nation and applicable federal law. Nothing herein shall be constructed as a waiver of the Navajo Nation's sovereign immunity. In addition, the Navajo Nation Business Opportunity Act will apply to the RFP.

The Navajo Nation Professional Services Contract or Sole Source Contract will provide all other legal and contractual obligations, terms, and requirements of this project.

SCOPE OF WORK

PRINCIPAL BUSINESS ANALYST

Navajo Nation Department of Child Support Services was established in December 1994 to provide child support services to the Navajo population accordance to the Navajo Nation Child Support Enforcement Act, 9 N.N.C.§ 1701 ET SEQ and charged with establishment of paternity, the establishment, modification and enforcement of child support obligations, collection and distribution of child support payments.

Contractor will coordinate solutions with Navajo Nation (NN) and Arizona Department of Economic Security (DES) for a large complex system and interfacing systems to ensure consistency with DES's Software Development Methodology (SOM) and applicable business policies and standards.

The contractor will provide complex business analogy and system design recommendations that accommodate NNDCSS with an automated case management system that complies with Navajo Nation Law. This includes ensuring the automated system provides for requirement for initiating child support cases in the system to perform case management activities in accordance to applicable NN law.

Contractor will effectively translate user requirements into business, functional and test scenarios for projects of various sizes and complexity. Develop and write technical documentation. Generating and executing User acceptance test. Organizing, attending and participating in Daily scrums, Agile sessions and other project related meetings. Ensuring project compliance with applicable regulations. Documenting and following up on important actions and decisions from meetings. Preparing necessary presentation materials for meetings and ensuring project deadlines are met, determining project changes, assess project risks and issues and provide solutions, ensure NNDCSS views are managed towards the best solution. Identify opportunities for use of solutions to improve efficiency with a customer-centric approach to problem solving.

The Contractor will provide subject matter expertise as a high-level technical resource, serve as a primary resource in the analysis, design, testing and implementation of major development projects, assess organizational systems, workflow, and procedures to develop solutions that will improve organizational efficiency.

Key Responsibilities:

- Effectively translate user requirements into business, functional and test scenarios for projects of various sizes and complexity. Develop and write technical documentation

- Generating and executing user acceptance test
- Organizing, attending and participating in Daily scrums, Agile sessions and other project related meetings
- Ensuring project compliance with applicable regulations
- Documenting and following up on important actions and decisions from meetings
- Preparing necessary presentation materials for meetings
- Ensuring project deadlines are met
- Determining project changes
- Undertaking project tasks are required
- Assess project risks and issues and provide solutions where applicable
- Ensure Stakeholder views are managed towards the best solution
- Chair and facilitate meetings where appropriate and distribute minutes to all project team members. Lead and Manage the development of teams by ensuring that tasks are in line with goals and objectives;
- Balance, prioritize and organize multiple tasks;
- Set goals and objectives;
- Meet deadlines and monitor projects with minimal oversight;
- Understand system capabilities
- Identify opportunities for use of solutions to improve efficiency and reduce waste;
- Work collaboratively in teams and across organizations. Build strong relationships inside and outside the organization;
- Mitigate conflict and communication problems;
- Synthesize feedback and adjust plans accordingly;
- Take a customer-centric approach to problem solving.

Skills and Knowledge:

- Leadership business analysis principles and practices. Lean government principles;
- Proficiency with Business Analysis Body of Knowledge (BABOK)
- Five years of experience with large scale system development and implantation projects for health and human services government agencies, especially child support programs. Five years of business analysis experience with child support program.
- Two years of experience with Agile Methodology
- Five years of system testing experience to include test case scenarios development and execution based on the defined system requirements and designs
- Execute and evaluate sample sets of manual or automated test cases, generate test results, report defects, and verify defect fixes. Strong interpersonal and communication skills
- Proficiency in MS Office, Excel, Word, PowerPoint, and Google Suites.