

# REQUEST FOR PROPOSALS

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PROPOSAL DUE DATE : **4:00 p.m. MDST October 06, 2023**

DESCRIPTION : The Navajo Nation Department of Information Technology (NNDIT) under the Division of General Services is requesting proposals for Backup System for Microsoft 365 G3 Suite for 4 years located in Window Rock, AZ.

Advertisements: <https://www.nnooc.org/request-for-proposals/>

BID NUMBER : **23-09-3122SB ADDENDUM #1**

CONTACT PERSON : Kevin Smith  
Programmer Analyst Supervisor  
Phone Number: (928) 871-6017  
Email: [kevinsmith@navajo-nsn.gov](mailto:kevinsmith@navajo-nsn.gov)  
Fax Number: (928) 871-7737

DELIVER TO : The Navajo Nation  
Department of Information  
Technology  
~~P.O. Box 5970~~  
Tribal Hill Drive, Building No. W008-076  
Window Rock, AZ 86515  
Attn: Kevin Smith  
**BID** : 23-09-3122SB  
ADDENDM #1

**Please Submit Four (4) sets of your Proposal**

**REQUEST FOR PROPOSAL**  
**Backup System for Microsoft 365 G3 Suite**  
**BID 23-09-3122SB ADDENDUM #1**

**SECTION I**

- A. **ISSUING OFFICE:** This Request for Proposal (RFP) is issued by the Navajo Nation Department of Information Technology (NNDIT), Division of General Services, Navajo Nation, P.O. Box 5970, Window Rock, Arizona. The contact person for this RFP is Mr. Kevin Smith, Programmer Analyst Supervisor, NNDIT.
- B. **PURPOSE:** This RFP provides prospective respondents with sufficient information to enable them to prepare and submit a 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 <http://www.navajobusiness.com/doingBusiness/Registration/CertReg.htm> All applicable rules, regulations, and laws shall also be followed. Prospective Vendors shall familiarize themselves with Navajo Nation Procurement Rules and Regulations (BFD-192-03) prior to submitting responses to this RFP, and may download a copy of the regulations from the Office of the Controller website at any time up to the Deadline for Proposals from the following link: [Purchasing Section \(nnooc.org\)](http://www.navajobusiness.com/doingBusiness/Registration/CertReg.htm)
- E. **SCHEDULE OF ACTIVITIES:** **DEADLINE:**  
**Proposal Due Date** **October 06, 2023**
- F. **INQUIRIES:** Prospective respondents shall make written questions concerning this RFP to obtain clarification of requirements through e-mail to Mr. Kevin Smith, Programmer Analyst Supervisor, NNDIT at [kevinsmith@navajo-nsn.gov](mailto:kevinsmith@navajo-nsn.gov) No inquiries will be accepted after the inquiry deadline listed in section E.
- 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., **October 06, 2023** (MDST). Respondents who are mailing their proposals should allow sufficient time for mail delivery to ensure 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 proposals. **Late proposal will not be accepted.**

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- I. **FOUR SETS OF PROPOSAL ARE REQUIRED:** Four sets of the proposal must be delivered in a sealed envelope. The outside of the main envelope should be clearly marked with the project name- **“Backup System for Microsoft 365 G3 Suite BID 23-09-3122SB”** –and the name and address of the firm submitting the proposal. **Proposal not clearly mark will not be accepted.**
- J. **REJECTION OF PROPOSALS:** NNDIT 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 NNDIT Department Director determines it is in the best interest of the Navajo Nation.
- K. **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”**.
- L. **RESPONSE MATERIAL OWNERSHIP:** All material submitted regarding this RFP shall become the property of The Navajo Nation and will not be returned to the respondent. Responses received will be retained by NNDIT and may be reviewed by any person after final selection has been made, subject to paragraph I above. NNDIT has the right to use any or all system ideas presented in reply to this RFP, subject to limitations in paragraph I above. Disqualification or non-selection of a respondent or proposal does not eliminate this right.
- M. **INCURRING COSTS:** NNDIT is not liable for any cost by the respondents prior to issuance of a contract.
- N. **ACCEPTANCE TIME:** NNDIT intends to make a vendor selection within four (4) working days after the closing date for receipt of proposals.
- O. **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 a notice to the Vendor shall effect such termination or reduction in scope. The NNDIT Department Director decision to terminate or reduce the scope due to insufficient appropriations shall be accepted as final by the Vendor.
- P. **JOINT PROPOSALS:** Nothing in this RFP shall be construed to prohibit vendors from entering into a consortium for the purpose of offering a proposal in response to this RFP. Parties to a consortium **will not be** permitted independent, individual proposals in response to this RFP.

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**Q. EVALUATION PROCEDURES AND CRITERIA.**

1. An evaluation team will judge the proposals received in accordance with the general criteria used herein. 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.
3. The sole objective of the review team will be to select the respondent who is most responsive to the needs of NNDIT. 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 NNDIT Department Director may elect to evaluate RFP solely.
4. Each bid must be accompanied by a letter of transmittal. The letter of transmittal must:
  1. Provide Statements of Qualifications.
  2. Identify the name of the person responding to the RFP.
  3. Identify the name, title, and telephone numbers of person authorized to negotiate on behalf of the organization.
  4. Identify the names, and telephone numbers of person to be contacted for clarification.
  5. Navajo Preference, Certificate of Eligibility issued by the Navajo Business Regulatory Department.
  6. Required insurance documents, i.e. Certificate of Liability Insurance
  7. Completed and signed W-9 Form
  8. Completed and Signed Navajo Nation Certification Regarding Debarment and Suspension
  9. Subcontractors List if any.
  10. Explicitly indicate acceptance of the conditions governing this procurement;
  11. Be signed by the person responding to the RFP; and
  12. Acknowledge receipt of any and all amendments to the RFP.

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5. Evaluation Criteria: The following criteria will be used by an ad-hoc committee in the selection process for contract award. Vendors and proposals will be evaluated to determine the best opportunity for NNDIT.

Initial Point Criteria:

<b>Evaluation Criteria</b>	
<a href="http://www.navajobusiness.com/doingBusiness/Registration/NBOA/Cert_process.htm">http://www.navajobusiness.com/doingBusiness/Registration/NBOA/Cert_process.htm</a>	5
Priority 1 or 2 vendor a. Priority One vendor (10 pts.) b. Priority Two vendor ( 5 pts.) c. Non-Priority vendor ( 0 pts.)	
Bid Organization a. Typed written on 8-1/2" X 11" paper b. Binding and indexing c. One original bid and 3 copies	5
Letter of Transmittal a. Provide Statements of Qualifications. b. Identifying individual(s) as specified above. c. List of similar services provided to other business customers on Navajo Nation in proportion to requested Scope of work	20
Proposed Cost a. Provide annual detailed cost of PM, emergency and after hour services. (include estimate cost of emergency services) b. Provide annual detailed cost of Fixed Fees. c. Provide qualification credentials. d. Provide warranty, if applicable. e. Provide an example of reports on completed services.	70
	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.
- S. **TAX:**  
 All appropriate taxes should be **included in the 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.).
- T. **TERM:** The term of this contract will be for a period of **4 years** from the 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.

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**W. INDEMNIFICATION:**

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.

## SECTION II

### A. BACKGROUND

The Navajo Nation Department of Information Technology (NNDIT) within the Division of General Services is responsible for implementing Microsoft 365 G3 Suite to the entire Navajo Nation government offices. This is a cloud based system that will include Microsoft Exchange, SharePoint, Teams, One Drive, etc. The current backup system only for on-premise hardware and software.

### B. SCOPE OF WORK

NNDIT is soliciting proposals to perform backup services for 5 years.

Service Description – The Professional Services for M365 backup ensures your organization has firsthand expertise during the design and deployment of the backup solution tailored specifically to your organization. Professional Services to complete required backup system and configure environment for additional subscriptions / enrollment.

- Design and planning services for backup to include networking and infrastructure validation.
- Plans and designs the data protection as required for SaaS applications, endpoints, and hybrid workload.
- Enroll customer and create initial tenant space.
- Configure security and MFA.
- Determine governance polices and business objectives.
- Select appropriate service plan.
- Set storage region.
- Determine encryption requirements.
- Determine appropriate FW requirements, customer responsible for FW modifications.
- Activate appropriate backup product.
- Configure up to (5) backup policies as per option(s) below.
- Conducts a basic Knowledge Transfer.
  
- Onboard / register M365 tenant.
- Enable KMS for key management.
- Configure backup for Exchange Online and OneDrive.
- Configure backup for Teams, Groups, SharePoint, and Public Folder.
- Onboard up to (2500) O365 mailboxes.
- Tests restore up to (1) O365 mailbox and (1) Word, Excel, PowerPoint document and or associated documents.
- Includes remediation services for up to (10) O365 mailboxes depending on customers environment.

### **O365 backup requirements – no exceptions will be considered**

- Fed Ramp certified data center and SaaS offering
- Ability to add legal holds/retention by a license upgrade by the manufacturer. No 3<sup>rd</sup> party add

on solutions will be considered

- All inclusive solution with storage and backup software for a true fully SaaS based offering. Solutions requiring 3<sup>rd</sup> party cloud provider portals and subscriptions (AWS, Azure) or hardware will not be considered. Single dashboard for all is required.

**1. Fixed Fee to include all Travel and Out-of-Pocket Expenses**

Bidder must include all travel, living, meals, materials, incidentals, out-of-pocket, and other expenses as part of its price proposal. Bidder is to provide documentation substantiating the amount of the fixed fee attributable to travel, out-of-pocket, and other expenses, including the estimated number of flights, hotel stay nights, or other accommodations used by Bidder to develop the fixed fee.

**2. Submittal Requirements:**

Responses to this RFP must include the following:

- A narrative outlining the maintenance approach and repair and troubleshooting
- Qualifications, and current workload capability
- A list of past projects completed on the Navajo Nation
- A list of three references and phone numbers for recent clients
- Copy of license and insurance certifications

**3. Contact Person**

Any inquiries or requests regarding this procurement should be submitted in writing to designated contact person listed below. All responses will be in writing via email.

Kevin Smith, Programmer Analyst Supervisor email: [kevinsmith@navajo-nsn.gov](mailto:kevinsmith@navajo-nsn.gov)

Department of Information, General Service

Tribal Hill Drive

PO Box 5970

Window Rock, Arizona 86515

**4. Advertisement date for the proposal**

- Advertisement Date: September 19, 2023
- Proposal Due-Date by 4 pm. October 06, 2023