

NNDIT 2.0 – Plan of Operations Support Services

RFP #: 25-05-3703SB

Start Date: June 3, 2025

End Date: June 13, 2025, 4:30 PM MST

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SECTION II – SCOPE OF WORK

A. BACKGROUND

The Navajo Nation Department of Information Technology (NNDIT) is responsible for centralizing various Information Technology services and infrastructure.

B. SCOPE OF WORK

As a services organization, NNDIT regards all Navajo Nation Divisions and Departments as our customers and strives to achieve excellence in providing highly available, reliable, and secure IT infrastructure and services.

As technology evolves and governmental operations become more complex while the application base expands, our customers are increasingly reliant on NNDIT to support their technology initiatives, not just from an operational support perspective but also to strategize, design, and implement solutions that leverage emerging technologies and service models while enhancing reliability, security, and compliance.

NNDIT is seeking a consulting organization with an excellent track record of long-term involvement and understanding of the Navajo Nation. The scope of the three-year contract includes, but is not limited to, the main requirements outlined below. Vendors should present a detailed scope based on their proven experience with the Navajo Nation, NNDIT, and similar service organizations:

1. Evaluate the current status of NNDIT from technical, operational, and service perspectives.
2. Provide suggestions for a reference architecture that meets NNDIT needs.
3. Offer suggestions to achieve excellence as a tribal IT services organization
4. Assist in executing the recommendations (primarily in an advisory, verification, and validation capacity)
5. Perform a risk assessment that considers all potential risks from the government's perspective and provide recommendations.

6. Write, review, and revise policies as necessary; assist NNDIT in securing appropriate representation before legislative and judicial authorities.
7. Support NNDIT in assessing and potentially establishing an internal service cost recovery model (IT tariff) to sustain infrastructure operations through interdepartmental budget transfers. Assist in developing a governance structure to oversee service rates, resolve disputes, and align funding with strategic initiatives.
8. Assist NNDIT in formalizing a Data Stewardship Framework across departments to support compliance with PL 93-638 and internal data governance responsibilities. This includes identifying the roles, responsibilities, and training requirements for data stewards at the division, department, or project level.
9. Develop crucial success indicators (e.g., SLA compliance, resolution time, uptime) and propose a measurement framework for operational effectiveness and reporting. Provide recommendations for tools, reporting formats, and integration with executive planning processes.
10. Strengthen, sustain, and support NNDIT in executing a dynamic and evolving 3-Year Operations Plan that includes initiatives, verification and validation, budgets, improvements, revisions, executive alignment, training, management, capacity planning, cybersecurity, governance, business intelligence, emerging technologies (AI, Cloud, Zero Trust, etc.), new service models, tools, streamlining, efficiencies, productivity, results measurement, consolidation, inter-organizational collaboration, onboarding, service level agreements, sustainability, ongoing funding, service desk operations, processes and procedures, social media outreach and promotion, inter- and intra-departmental communications, and risk mitigation.
11. Offer guidance on interdepartmental communications, internal awareness, and external outreach to promote NNDIT's services and strategic initiatives. Support awareness campaigns, stakeholder engagement efforts, and internal marketing strategies.
12. NNDIT's primary goal is to attain organizational excellence and ensure the satisfaction of the tribal government entities we serve.

Vendors must also submit a completed W-9 Form and a signed Debarment & Suspension Certification with their proposal. These are required as part of the submission package.

13. The fixed fee includes all travel and expenses of any kind. While some work may be performed remotely, NNDIT requires consulting teams to be present in Window Rock to the greatest extent possible.

C. CONSULTANT QUALIFICATIONS

- **Project Lead:** A minimum of Master's Degree in Information Systems Design and Management and 25 years of experience in systems analysis, design, operations streamlining with demonstrated skill for successful and cost effective application of information technologies to governmental service models.
- **Industry recognition and accolades:** Expert in cybersecurity frameworks, with publicly demonstrated expertise (seminars, webinars, published content) for NIST 800-82, NIST 800-83, or equivalent.
- **Certification:** [Microsoft Certified: Cybersecurity Architect Expert](#)
- **Certification:** [Microsoft Certified: Azure Solutions Architect/Expert](#)
- **Certification:** [Microsoft 365 Certified: Administrator Architect/Expert](#)
- **Certification:** Microsoft Certified Architect - Exchange Server
- **Certification:** Microsoft Certified Master - Exchange Server
- **Certification:** Palo Alto, Ruckus, Dell, Fortinet certifications
- **Certification:** Zero Trust Design
- **Certification:** Certified Information Systems Auditor (CISA)
- **Certification:** Certified ISO 27001 Lead Auditor and Certified Privacy Professional
- **Experience:** IT Audit Professional with a minimum of 10 years of experience in critical data classification and sensitivity labeling, data loss, data privacy, GDPR regulation, SWIFT audits (financial services), Third Party Risk Assessment, NIST SP 800-53, IT Health check, Governance Risk and Compliance, Disaster Recovery & Resilience, Change and Incident management
- **Experience with AI in Business:** Multi-modal Generative AI and Machine Learning Expert with a minimum of 5 years of experience in the application of AI to improve operational excellence in business and citizen/constituent service management. Platforms include but are not limited to: AI Chatbot Development, AI Integration, Generative AI Modeling, Machine Learning, Deep Learning, AI Speech & Audio Generation, AI Image Generation, AI Video Generation, AI Content Writing, AI Data Annotation & Labeling, Prompt Engineering, Stable Diffusion, Fine-Tuning, LoRa, Deepseek R1, Azure AI Service, Copilot, OpenAI ChatGPT, Claude, Gemini, Apple AI
- **Business Intelligence and Data Warehousing Expert:** Expert with a minimum of 15 years of industry experience, preferably Microsoft Certified Azure Data Engineer, with proven track record of developing end-to-end BI projects with high volume data, complex reporting requirements, and skill in visual presentation for story-telling insights. Proficient in ETL, Data modelling, Data Analytics and BI Reporting using different BI tools such as PowerBI, Azure Databricks, Microsoft BI Stack (MS SQL Server, SSIS, SSAS, SSRS), Azure Synapse Analytics, DBT, Snowflake and Board BI. Experience preferred in SharePoint, AI Agents, Azure AI

Studio, PowerApps Portal, Power Automate, SPFx Framework, Nintex, LogicApps, Azure Functions, DocuSign, AgilePoint Web & Interface Design: Bootstrap, Asp.Net Data & Reporting: Power BI, Azure Web Apps, Serverless Components, and Reporting Services Client Success Approach

- **Data Center and Internetworking Technologies Expert:** Expert with a minimum of 15 years of experience and CCIE level certifications specializing in a multi-vendor, mission-critical production environments with proven experience in cross platform integration, consolidation and operational streamlining with working knowledge of leading server, data warehousing, storage, virtualization and cloud platforms, networking and cybersecurity platforms.
- **Policy Author and Counsel:** Familiar with legislative functions and acumen to communicate with judicial authorities.
- **HR and Organizational Counsel:** Minimum of 15 years of experience in technical HR placements with demonstrated understanding of the labor market, job descriptions and efficiency in IT services
- **Content Generation and Marketing Experience:** Outstanding skill in interorganizational communications, messaging and continuous content generation with compelling textual, visual and audio elements.

D. EVALUATION CRITERIA

| EVALUATION CRITERIA (*) | MAXIMUM SCORE |
|--|---------------|
| Statement of Qualifications | 100 |
| Scope of work meeting NNDIT objectives | 100 |
| Experience with Navajo Nation/NNDIT | 125 |
| All inclusive 3-year cost proposal | 200 |
| TOTAL MAXIMUM SCORE | 525 |

Navajo Priority 1 and Priority 2 vendors will be prioritized as mandated by the Navajo Procurement Code.