

## **REQUEST FOR PROPOSALS**

### **NNDIT 2.0 – Plan of Operations Support Services**

**RFP #: 25-05-3703SB**

### **SECTION II – SCOPE OF WORK**

**PROPOSAL DUE DATE : 3 :00 p.m. MDST July 25, 2025**

**DESCRIPTION:** The Navajo Nation Department of Information Technology (NNDIT) is seeking proposals from qualified consulting organizations to help advance NNDIT's strategic development as a centralized and high-performing tribal IT service provider. This project will support the implementation of a three-year operations plan that includes strategic governance, internal cost recovery modeling, and modernized IT policy and service frameworks.

**CONTACT PERSON:** Brent Nelson, Information Security Officer  
Phone Number: 928-871-6018/6520  
Email: [brent.nelson@navajo-nsn.gov](mailto:brent.nelson@navajo-nsn.gov)  
Fax Number: (928) 871-7737

**DELIVER TO:** Department of Information Technology  
P.O. Box 5970  
Tribal Hill Drive, Building No. W008-076  
Window Rock, AZ 86515  
Attn: Brent Nelson

## 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 that 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 <https://www.navajoeconomy.org> 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 \(nnooc.org\)](https://www.navajoeconomy.org)
- E. **SCHEDULE OF ACTIVITIES:**
- |                     | <b>DEADLINE:</b> |
|---------------------|------------------|
| Advertisement Date: | July 21, 2025    |
| Proposal Due Date:  | July 25, 2025    |
- F. **INQUIRIES:** Prospective respondents shall make written questions concerning this RFP to obtain clarification of requirements through e-mail to Mr. Brent Nelson, Information Security Officer, NNDIT at [brent.nelson@navajo-nsn.gov](mailto:brent.nelson@navajo-nsn.gov) No inquiries will be accepted after the inquiry deadline listed in section E.

**\*\* Inquiry Deadline: Friday, July 24, 2025 at 12:00PM MST \*\***

- 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 3:00 p.m., July 25, 2025 (MDST). The address is indicated on the cover sheet of the RFP e-mail proposals. **Late proposals will not be accepted.** (No exceptions will be made)
- I. **5 SETS OF THE PROPOSAL ARE REQUIRED:** Five sets of the proposal must be delivered. The proposal should be clearly marked with the project name- “**NNDIT 2.0 – Plan of Operations Support Services BID NO. 25-02-3703SB**” and the name and address of the firm submitting the proposal. **Proposals not clearly marked will not be accepted.** (No exceptions will be made)
- 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 1 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 a written 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

**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.

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="https://navajoeconomy.org/division-administration/contracts/">https://navajoeconomy.org/division-administration/contracts/</a> Priority 1 or 2 vendor A. Priority One vendor (10 pts.) B. Priority Two vendor ( 5 pts.) C. Non-Priority vendor ( 0 pts.)	<b>10</b>
Letter of Transmittal A. Provide Statements of Qualifications. B. Scope of Work Alignment C. Experience with Navajo Nation/NNDIT	<b>25</b>
A. Proposed Cost B. Provide qualification credentials. C. Provide submittal requirements.	<b>65</b>
	<b>100</b>

- 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 3 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.
- 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) 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:



Evaluate the current status of NNDIT from technical, operational, and service perspectives.

Provide suggestions for a reference architecture that meets NNDIT needs.

Offer suggestions to achieve excellence as a tribal IT services organization

Assist in executing the recommendations (primarily in an advisory, verification, and validation capacity)

Perform a risk assessment that considers all potential risks from the government's perspective and provide recommendations.

Write, review, and revise policies as necessary; assist NNDIT in securing appropriate representation before legislative and judicial authorities.

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.

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.

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.

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.

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.

NNDIT's primary goal is to attain organizational excellence and ensure the satisfaction of the tribal government entities we serve.

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 a 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. SUBMITTAL REQUIREMENTS:**

- a. Copies of licenses
- b. A list of three references and phone numbers of recent government clients
- c. A complete Cost Proposal broken down by 3-year annual payments
  - i. The invoice must be submitted after the NN contract
  - ii. Must be able to provide invoice shortly after beginning, of each fiscal year.
- d. Will we be assigned a dedicated Project Manager and how often will we have scheduled meetings (monthly, quarterly, etc.)?
- e. Cost Proposal
 

The proposal must include detailed cost breakdown for the full-three year term. Vendors must provide:

  - Annual pricing for each of the three years
  - Any setup or onboarding costs (if applicable)
  - A description of any recurring services or support costs
  - Optional line items for travel, equipment, or add-ons
- f. Proposal should be formatted in a simple table that clearly shows:

Year	Description of Services	Annual Cost	
-----	-----	-----	
Year 1	[Brief description]	\$XX,XXX	
Year 2	[Brief description]	\$XX,XXX	
Year 3	[Brief description]	\$XX,XXX	
**Total**	–	**\$XXX,XXX**	

Cost should reflect all-inclusive pricing. NNDIT reserves the right to negotiate pricing based on scope and budget alignment