REQUEST FOR PROPOSAL

Database Management System Development for the Business Regulatory Department

Project Schedule

Advertisement of RFP:	March 27, 2024
Request for Information Due Date:	April 5, 2024, 5:00 PM MST
Bid Due Date:	April 12, 2024, 5:00 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 Notah Silversmith, BRD Department Manager, notahcsilversmith@navajo-nsn.gov.

All parties responding to this bid are instructed to submit in-person or mail five (5) proposals (1 original, and 4 copy) to the following address:

The Navajo Nation
DED Business Regulatory Department
Attention: Notah Silversmith, BRD Department Manager
Karigan Professional Office Building, Suite 210, 100 Taylor Road, St Michaels, AZ 86511
P.O. Box 663, Window Rock, Arizona 86515

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 BID NO. 24-03-3287SB

Database Management System Development for the Business Regulatory Department

DO NOT OPEN – BID PROPOSAL

NBOA Priority Status [if applicable]

1. GENERAL

The Navajo Nation Business Regulatory Department seeks proposals for the development and implementation of a comprehensive database solution to address the needs of the NN BRD. The solution should provide organized access and management of documents, files, folders related to business incorporation and registration; NBOA priority business registration; weights and measures certifications and reporting; and other pertinent regulatory functions. The proposed solution should offer functionalities for efficient data entry, manipulation, extraction, and exportation into various formats. Additionally, the database should provide training for employee operators in utilizing the system effectively.

BACKGROUND

The mandate of the Business Regulatory Department entails the administration, enforcement, and implementation of laws governing business transactions within the jurisdiction of the Navajo Nation. In line with our objectives, the department seeks to establish a comprehensive database system to manage client information and support departmental functions effectively.

2. SCOPE OF WORK

The selected vendor will be responsible for:

A. Designing and developing a robust database solution tailored to the specific needs of the Navajo Nation Business Regulatory Department.

B. Providing comprehensive training sessions for department employees on data entry, manipulation, extraction, and exporting functionalities.

C. Ensuring seamless integration of the database with existing systems and software, including but not limited to FileMaker Pro.

D. Implementing security measures to safeguard sensitive business and regulatory data.

E. Setting up the database on a server housed within the Business Regulatory offices, with provisions for both in-office and remote access.

F. Integrate the database into a member area of the department's WordPress or other website creation platform to facilitate online business registration, document filing, and updates by Navajo Nation business owners and their agents.

G. Automatic publication of the NBOA Source Listing from active Navajo Nation businesses with current registrations.

H. Provide data migration strategy and implementation to ensure current database is transferred securely and efficiently with a robust plan to prevent data-loss.

   a. Update current BRD data dictionary, data definitions, schema and metadata for current database or other external datasets.

   b. Create data connections or linkages where appropriate to reconcile and de-duplicate datasets from multiple sources of varying degrees of detail.

I. Offering ongoing technical support and maintenance services post-implementation and provide to the DED BRD a Data Management Plan that thoroughly documents data inventory and definitions, other metadata, data model, schema, a QA/QC plan, a communication plan, and a data access and security plan.

J. Where applicable, recognize and implement data sovereignty for the Navajo Nation while working with data sources and data sharing.

K. Deliver a DED BRD Data Model describing and documenting the data structure, data flow, and any transformations, formulas, methods, and calculations.

3. FUNCTIONAL REQUIREMENTS

The proposed database solution should include, but not be limited to, the following features:

A. User-friendly interface for easy data entry and retrieval.

B. Solution to send out automatic notifications to Navajo Nation business owners and their agents when registration or certification renewal is due.

C. Customizable fields to accommodate various types of documents and information and file formats.

D. Advanced search and filtering capabilities for efficient data extraction.

E. Compatibility with exporting data to Microsoft Excel, Word, PDF, CSV, and other commonly used formats.

F. Role-based access control to manage permissions and ensure data security.

G. Automated notifications and reminders for important deadlines and tasks.

H. Integration with FileMaker Pro or other BRD database software for seamless data exchange and synchronization.

I. Compatibility with modern browsers and mobile devices for remote access by DED employees and registered Navajo nation businesses.

J. Remote access via webpage and/or app to allow field teams to create and file reports, submit documents, images, and other files necessary to fulfill their responsibilities.

4. RFP PROCESS

A. The full *Request for Proposal* (RFP) will be publicly advertised on the Navajo Nation Office of the Controller at www.nnooc.org, and Navajo Nation Division of Economic Development at www.navajoeconomy.com.

B. **INQUIRES:** Questions or clarification can be forwarded to Notah Silversmith, notahcsilversmith@navajo-nsn.gov. NOTE: Inquires should reference in its subject line **RFP BID 24-03-3287SB.**

C. **REQUEST FOR INFORMATION DUE DATE:** All inquiries for more information must be submitted by before April 5, 2024, 5:00 PM (MST)

D. **BID DUE DATE:** All RFPs must be received at the Navajo Nation Division of Economic Development, no later than **April 12, 2024, 5:00 PM (MST).**

E. **MAILING ADDRESS:** P.O. Box 663, Window Rock, AZ 86515

F. **IN-PERSON DROP OFF:** Business Regulatory Department, Karigan Professional Office Building, Suite 210 100 Taylor Road, St Michaels, AZ 86511

G. **TOTAL OF 4 RFP ARE REQUIRED:** A total of four (4) copies and one (1) Original RFP (Total of 5 RFQs) must be delivered in a sealed envelope. The outside of the envelope should be clearly marked, and indicate the following:

RFP 24-03-3287SB
Database Management System Development for the Business Regulatory Department
DO NOT OPEN – BID PROPOSAL
NBOA Priority Status [if applicable]

H. **NAVAJO BUSINESS OPPORTUNITY ACT (NOBA):** To receive credit for NBOA Priority 1 or Priority 2 preference, you will need to clearly state your status on the envelope.

I. **RFP PACKET REQUIREMENTS**: Each company shall provide information in the following format:

Part A. Proposal & Qualifications (Sealed separately in envelope)

a. Cover Letter (1 page) Signed by President/CEO/Partnerships. Do not reveal or refer to the cost in this letter.

b. Company credentials, certifications, and resumes.

c. Description of qualifications to meet scope of work and capacity requirements of the undertaking. This shall include the size of the business, office location from which the service is being performed, and a list of personnel.

d. List of prior consultant projects or similar experience

e. Provide Navajo Priority 1 or 2 Certification

f. Provide Complete – Navajo Nation Certification Debarment, Suspension, and Contract Eligibility Form.

g. Provide Certificate of Good Standing with Navajo Nation Business Regulatory Department.

h. Provide current copy of signed IRS W-9 Form.

i. Provide Certificate of Insurance

Part B. Proposal Cost (Sealed separately in envelope)

j. Proposal cost of conducting this report.

J. **COST PROPOSAL:** Cost proposal shall be sealed separately and not part of the RFP packet. Only when the respondents have met the minimum qualifications will the cost proposals be opened. If the respondent fails to submit cost separately from proposal will result in respondent deemed non-responsive.

K. **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 non-responsive and rejected on that basis.

5. EVALUATION PROCESS

A. **EVALUATION CRITERIA:**

	Qualifying Point Criteria	Points
1	Technical Expertise: a. Demonstrated experience in designing and implementing database management systems. b. Qualifications and certifications of the vendor's technical team. c. Previous successful projects or case studies related to database management solutions.	15
2	Functional Fit: a. Alignment of the proposed solution with the specific needs and requirements of the organization. b. Compatibility with existing systems and software. c. Scalability and flexibility to accommodate future growth and changes in requirements.	10
3	Security: a. Measures to safeguard sensitive business and regulatory data. b. Compliance with industry standards and regulations (e.g., GDPR, PCI DSS). c. Encryption, access control, and data protection mechanisms.	10
4	Performance: a. Speed and efficiency of data retrieval, manipulation, and processing. b. Ability to handle large volumes of data and concurrent users. c. Scalability to support increasing workload demands.	10
5	User Experience: a. Intuitiveness and ease of use of the user interface. b. Accessibility features for users with disabilities. c. Availability of training and support resources for users.	5
6	Integration: a. Seamless integration with other systems and applications used within the organization. b. Compatibility with commonly used file formats for data import/export. c. API availability for integration with third-party tools and services.	5
7	Support and Maintenance: a. Availability of technical support services, including response times and escalation procedures. b. Software updates, patches, and version management policies. c. Service level agreements (SLAs) for uptime and system availability.	15
8	Cost: a. Total cost of ownership, including licensing, implementation, training, and ongoing support. b. Transparency of pricing and billing structure. c. Value for money compared to competing solutions.	20
9	Vendor Reputation and References: a. Reputation and credibility of the vendor in the industry. b. Client references and testimonials from organizations with similar requirements. c. Financial stability and long-term viability of the vendor.	5
10	Innovation and Future Roadmap: a. Adoption of emerging technologies and trends in database management. b. Commitment to ongoing product development and improvement. c. Alignment of the vendor's roadmap with the organization's future needs and goals.	5
	Total	**100**

B. **RIGHT TO INTERVIEW:** The Business Regulatory Department reserves 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 any and all products, services, or other requirements. It is the BRD intention to award one (1) vendor to provide all services as specified.

6. TERMS AND CONDITIONS

A. The Navajo Nation will utilize a standard Professional Services Contract for the procurement of goods and services for this project.

   a. Payment and submission of invoices will be described by the Navajo Nation Services Contract.

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

C. 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.

D. The Navajo Nation will not relinquish any of its sovereignty rights. The Navajo Nation, but limited to, sovereign immunity or official immunity and it is expressly agreed that the Navajo Nation retains such privileges.

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

F. The Navajo Nation is a sovereign government and all contracts entered because of the RFP shall comply with the Navajo Nation Law, Rules, and Regulations, includes the *Navajo Preference in Employment Act*, and applicable Federal Laws, Rules, and Regulations. This procurement and any RFP with respondents that may result shall be governed by the law 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.