

BID NO. 23-01-2930LE

Navajo Nation

Department of Diné Education

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Education Institutional Collaboration and IT Ticketing

Department of Diné Education is requesting bids for the above-mentioned
goods and/or services

Table of Contents

I.	Introduction	2
II.	RFP Objective	2
III.	RFP Administrative Information	2
A.	Contact Information	2
B.	Schedule of Events	2
C.	Submission of Proposals	2
D.	Proposal Format	2
E.	Proposal Evaluation/Vendor Selection	3
F.	General Bidder Information	3
IV.	Provisions Applicable to the Contract	4
A.	Agreement Term	4
B.	Requirements Specification	4
C.	Pricing and Payment Terms	5
D.	Price Escalation	5
E.	Payment Terms	5
V.	Vendor Requirements	5
A.	Proposal	5
B.	Data Security	5
C.	Directives and Minimum Internal Control Standards	6

I. Introduction

The Government Services Committee of the Navajo Nation Council established the former Department of Dine Technical Assistance and Assessment Services (DTAAS) in 1995. DTAAS merged with the Navajo North Central Association on Accreditation (NNCAA) in 2001. Then, the Office of Monitoring, Evaluation, & Technical Assistance (OMETA) was established separating it from NNCAA. It then fulfilled a unique partnership with the Bureau of Indian Education Funded grant/contract schools to help achieve optimal assurance and accountability in quality education for Navajo students.

Today, the Office of Dine Accountability and Compliance (ODAC) assists educational institutions with compliance of Federal, State, and Navajo Nation laws through Reauthorization, monitoring, evaluation, and technical assistance. Through cooperative efforts with all educational institutions by assisting in improvement of educational services through guidance and targeted support. Additional support to local BIE schools in their conversion to contract to grant status if desired.

All entities established within Department of Dine Education (DODE) will actively collaborate and ensure compliance of implementation of instruction in the educational institutions working under the guidance of Dine ' Bi'Olta School Board Association, BIE Agency Offices, state and federal agencies.

II. RFP Objective

Navajo Education is seeking a qualified partner to deliver a Portal for Institutional Collaboration and IT Ticketing. The solution can be on premise or cloud based and should support the tracking of: Institution employees; School Corrective Action Plans, School Improvement Plans, Documents, and Tasks, Emails and Events and provide a Case Management solution for IT Ticketing for internal Staff and Portal institutions. This Contract is for 3 years.

III. RFP Administrative Information

A. Contact Information

Please use the following name and email address for all correspondence with Navajo Education concerning this RFP. Suppliers who solicit information about this RFP either directly or indirectly from other sources will be disqualified:

Mail to the attention of: Dr. Maria Del Carmen Moffett, Assistant Superintendent
P.O. Box 670
Window Rock, Arizona 86515

B. Schedule of Events

RFP issue date:	January 23, 2023
Bid Submission Deadline:	January 27, 2023

C. Submission of Proposals

Sealed Proposals will be accepted via U.S. Postal delivery, ground service delivery (i.e., Federal Express, UPS, etc). Please mail to the attention of Dr. Maria Del Carmen Moffett, Assistant Superintendent at P.O. Box 670, Window Rock, AZ 86515. Ground service deliveries may use: Building 2556 Morgan Blvd, Window Rock, AZ 86515.

D. Proposal Format

Bidder proposals must conform to the following proposal format:

Part-1 Company Overview

Section 1: Company Overview

Provide a brief description of the overall organization of your company including the location of corporate headquarters, primary industries and markets served, how long the company has been in business and what experience your company has serving Native American entities.

Part-2 RFP Proposal

Section 1: Executive Summary

The purpose of this section is to summarize your proposal for Navajo Education evaluators and decision-makers. The summary should include, at minimum, key proposal elements, your vectors of competitive differentiation, and an overview of your pricing model.

Section 2: Response to Requirements

Include complete responses to all requirements outlined in the Requirements Specification section of this RFP. Responses are to follow the outline of the Requirements Specification herein (including companion documents, if any) and refer to each requirement being addressed. Requirements that cannot be supported in whole or in part should be identified as such.

Section 3: Bidder Supplemental Information

The purpose of this section is to afford Bidder an opportunity to present necessary information that was not requested. Use this section to indicate, for example, alternative methodology or additional functionality that may be outside the scope of the RFP but could enhance the value of services delivered or potential issues that are relevant to the RFP and your proposal.

Section 4: Product and Service Delivery

This section summarizes your standard fulfillment processes, including delivery schedules, response to emergency orders, disaster recovery and equipment installation, maintenance, repair, and replacement plans.

Part-3 Pricing Proposal and Quotes

Section 1: Pricing Model and Terms

This section summarizes Bidder's pricing model and applicable terms. Where applicable, pricing should cover the entire term of the contract indicated in the RFP, including any options to renew, where applicable.

E. Proposal Evaluation/Vendor Selection

Proposals will be evaluated to determine their completeness and compliance with the mandatory requirements and qualifications specified throughout this document. Navajo Education reserves the right to waive deviations it deems non-material and/or to reject any and all Proposals at its sole discretion.

The successful Bidder will be notified by email of the award of the contract.

F. General Bidder Information

This RFP does not commit Navajo Education to award a contract, to pay any costs incurred in the preparation of the RFP, nor to procure or contract for services or supplies.

Bid Validity: The bidder's bid submission must remain valid for a minimum of ninety (90) days from the bid closing date.

IV. Provisions Applicable to the Contract

A. Agreement Term

The initial term of the contract will be 3 years.

B. Requirements Specification

General System Requirements/Questions

- Where is your solution platform hosted - in the cloud (public or private) or on-premises?
- How do you ensure security?
- Describe how the platform is architected to provide maximum reliability?
- How does your platform handle disaster recovery?
- What kind of bandwidth or network infrastructure does your platform require for the system? Latency?
- Does the platform require hardware onsite?

Security Requirements

- Support for secure protocols throughout to include client access, data transfers, peripheral system integrations, etc.
- Data encryption standards – at rest, in motion
- System access/authentication control architecture support, e.g. dedicated account database (account particulars/password particulars), SSO & MFA support, Role-Based Access Control (RBAC) with support for custom roles, audit access in support of regular user access reviews, system access reviews, and incident response.
- Mobile platform support and any particulars, e.g., what access is supported

- SDLC, including vulnerability testing/validation (e.g. Veracode) within the dev process (to include mobility)? Third-party components? SBOM (Software Bill-of-Material) or like? Update/patch cycles?
- If the proposed solution is cloud-based, provide SOC2 Type II report (or like) and be prepared to discuss all security infrastructure/associated controls.

Functional Requirements

- Portal to support the following functional requirements:
 - Profiles and Institutional Accounts including Summary information
 - Track Educational Institutional Employees / Contacts
 - Track Calls, Tasks, Emails, and Events
 - Track School Corrective Actions Plans
 - Track School Improvement Plans
 - Track Documents
- Provide a real-time collaboration application that lets users work together, talk with each other, and share information
- Provide Case Management for IT Ticketing for Internal Staff and external Educational Institutions
 - Support Email to Case
 - Support Multiple Case Types
- Provide Reporting Capability and Dashboards

Support Requirements

- What support and maintenance is included as part of the platform’s initial cost?
- Are there additional support packages or services offered?

Training Requirements

- What training is offered as part of a typical implementation?
- Is additional training available after implementation (e.g. online courses, resources, etc.)?
- How are training courses delivered?

Implementation/Delivery Schedule

- Describe the typical implementation timeframe of your proposed solution

C. Pricing and Payment Terms

Please provide your most competitive pricing. When providing pricing, please present the costs by service offered.

D. Price Escalation

Prices are fixed during the term of the contract.

E. Payment Terms

Navajo Nation standard payment terms are Net 90 days after delivery of goods and/or services and receipt of a correct invoice. Bidder is encouraged to indicate any additional early payment/ discount terms in its Proposal.

V. Vendor Requirements

A. Proposal

Successful Bidders should expect that their response to the RFP and any accompanying supporting materials will be incorporated into any contract signed with Navajo Education.