

# REQUEST FOR PROPOSALS

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PROPOSAL DUE DATE : 4:00 p.m. MDST June 28, 2022

DESCRIPTION : The Navajo Nation Department of Information Technology (NNDIT) under the Division of General Services is requesting proposals for Google Workspace Enterprise Plus in Window Rock, AZ.

Advertisements: <http://www.nnooc.org/RFPs-Advertisements.html>

BID NUMBER : BID NO. 22-06-2827LE

CONTACT PERSON : Alex Largie  
Network Manager  
Phone Number: (928) 871-6520  
Email: [alexl@navajo-nsn.gov](mailto:alexl@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: Alex Largie  
B i d No: 22-01-2704LE

**Addendum: BID: 22-06-2827LE**  
**Date:6/22/2022**

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

**REQUEST FOR PROPOSAL**  
**Google Workspace Enterprise Plus**  
**BID NO. 22-06-2827LE**

**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. Alex Largie, Network Manager, 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 regulations prior to submitting responses to this RFP, and may download a copy of the Navajo Nation procurement regulations from the NNDIT website at any time up to the Deadline for Proposals from the following link: [BFD\\_192\\_03.pdf \(navajo-nsn.gov\)](#).
- E. **SCHEDULE OF ACTIVITIES:** **DEADLINE:**
- |                   |               |
|-------------------|---------------|
| Inquiry deadline  | June 24, 2022 |
| Proposal due date | June 28, 2022 |
- F. **INQUIRIES:** Prospective respondents shall make written questions concerning this RFP to obtain clarification of requirements through e-mail to Mr. Alex Largie, Network Manager, NNDIT at [alexl@navajo-nsn.gov](mailto:alexl@navajo-nsn.gov) No inquiries will be accepted after the inquiry deadline listed in section E. (No exceptions will be made)
- 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., June 28, 2022 (MDST). Respondents will email their proposals should allow sufficient time for email delivery to ensure receipt by the time specified. If e-mailed, it is recommended that proposals consider a file limit 25 Mbgs or less when sent to the contact email address. The address is indicated on the cover sheet of the RFP **e-mail proposals. Late proposal will not be accepted.** (No exceptions will be made)
- I. **ONE SETS OF THE PROPOSAL ARE REQUIRED:** One sets of the proposal must be delivered in email files. The outside of the email file should be clearly marked with the project name- **“Google Workspace Enterprise Plus BID NO. 22-06-**

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**2827LE”**—and the name and address of the firm submitting the proposal. **Proposal 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 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. This includes C-19 travel arrangement related charges.
- 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 (applies to Navajo Owned businesses)
  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 (applies to all who do business with the Navajo Nation)
  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:

Evaluation Criteria	
<a href="http://navajobusiness.com/pdf/SourceList/Source_List.pdf">http://navajobusiness.com/pdf/SourceList/Source_List.pdf</a> Priority 1 or 2 vendor a. Priority One vendor (10 pts.) b. Priority Two vendor ( 5 pts.) c. Non-Priority vendor ( 0 pts.)	5
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 a detailed cost breakdown on yearly bases on the subscription list and lead time. b. Provide a detailed and comprehensive description of how the respondent intends to complete the SOW, and projected schedule/timeline. c. Delivery, product availability, troubleshooting, resources, responsiveness, and any added services pertinent to the project. d. Provide warranty, if applicable.	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 **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,

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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

### Summary and Background:

The Navajo Nation Department of Information Technology (NNDIT) is seeking bids for Google Workspace Enterprise Plus, for Navajo Nation Government's three branches according to the terms, conditions, and specifications of this solicitation. The purpose of this Request for Proposal (RFP) is to acquire offers from various vendors, conduct a fair evaluation based on the criteria listed herein, and select the candidate who best provides the government with the desired product and service. Navajo Nations government would like to start subscribing to and using Google Workspace Enterprise Plus specifically, for Navajo Nation-wide collaboration and communication resources.

### The current Navajo government environment:

- Navajo Nation Tribal Government currently utilizes various Microsoft Office products on end-user system platforms mainly consisting of Windows Operating systems and Apple Operating systems. 2019 Microsoft Office Pro Plus Volume Licensing Skype for Business utilized for audio/visual conferencing. End users currently are located on AD Domain user and Local User system configurations.

### The current email configuration consists:

Four Microsoft Exchange 2019 servers (3 domain controllers) are currently implemented:

- 3,105 Active Mailboxes,
- 113 Distribution Lists (Example: Speakers Office, Help Desk, IT Group, Case Management Accounts)
- 22.32500 TB Total mail database storage

### The current SharePoint/Website configuration consists:

- 6 Servers in SharePoint Farm
- 345 sites, 250 active and 150 not-active
  - 1TB of data
- 65 IIS website
  - 700 Gb of website data

### Project Scope of Work requirements:

#### 1. Phases on project work for Navajo government implementation:

Provide timeline on phased approach migrating all sections of "The current email configuration", and "current SharePoint/Website configuration"

- **Administrator/Training**
  - 20 IT Staff, Google Sites training for Administrators
- Provisioning: Admin Panel, eDiscovery/Archiving, Adding users, managing devices, configuring security, data protection, encryption, and overall management training
- **3500 End-user migration**, adoption, and training. Training for Google Workspace core solutions: email, meet, sites, forms, sheets, etc.
- Executive Admin training, Exec Admin calendar training
- Change Management of implementation breakdown into phases
- Training and enablement for non-governmental (non-Navajo Nation) for Google Workspace PIN Verify and Cloud Identity Premium programs.

#### 2. Google E-mail/Meet/Calendar/Chat setup tasks:

- Technical configuration of the Google Admin Console
- Co-existing with on-premise Exchange 2019 environment, Active Directory servers

- Create an LDAP/AD sync link between on-premise Domain Controllers and Google
- Configure data retention for all data for at least 99 years
- Email migration of about 3,500 account users
- Setup email filtering
- Multi-Factor setup for user and admin portal
- Email encryption
- Groups set up for division, department, and programs
- End Users Calendars
- Navajo Nation Government "public" calendars
- Test email for external and internal access
- PIN Verify end-user, policy set up

### 3. Security/Vault:

- Email backup, and data inputted to Google workspace
- 2-step verification and security keys
- Single sign-on (SAML 2.0)
- OAuth 2.0 and OpenID Connect
- Information Rights Management (IRM)
- Restricted email delivery: Set up DLP rules, policy set up and encryption
- App access based on user context
- Email spam, phishing and malware protection
- Email spoofing prevention
- Warnings for employees to prevent data loss
- Data Loss Prevention - Drive
- Hosted S/MIME to provide enhanced security
- Gmail confidential mode
- Set up Google Workspace Security Center: Policies, Security and Alert management
  - Reporting analytics, Audit logs, Security reports
- Video meetings safety
- Restore a recently deleted user
- Restore a user's Drive or Gmail data
- Retention and eDiscovery
- **Data Residency** (Set up in Google Admin, US based regions only)

### 4. Vendor Bid for proposal:

The bid will be for an initial 3-year contract period on **3500 users' Google Workspace Enterprise Plus** subscription.

- Yearly subscription pricing for year one, year two, and year three
  - Buffer Accounts (200 users for growth/expansion during the year)
  - list full price on year one price and year two and discounted price at 3 year
- Delivery, product availability, projected schedule/timeline, troubleshooting, resources, responsiveness, and any added services pertinent to the project
- Invoices are created annually when requested by Navajo Nation
- Consultant fee for setup, migration, and training (Deployment Vouchers (credit), plus any additional amounts must be listed)
  - Travel breakout (if any expenses, please list out)
  - Consultant hourly rate (if any expenses, please list out)
  - Support cost for end-user and admin support (if any expenses, please list out)
- Explain what content and assets will be available for end-user and Admin training
- Submit separate cost proposals will be needed for Google Workspace files

### 5. Vendor requirements and experience:



- Minimum of 12 years working with the Public Sector for Google Workspace
- Minimum of having done migration for 5 states and 3 federal agencies.
- Must be able to deliver implementation services
- Previous experience working with a minimum of five referenceable Native American tribes
- All technical services are led by Google Certified Collaboration Engineers.

## **6. Bidder Qualifications**

Bidders should provide the following items as part of their proposal for consideration:

- Description of applicable experience or prior experience with previous history with the Navajo Nations
- Examples of commercial sites that were successfully installed and serviced by your organization
- A full product and service satisfaction plan
- Any services and/or product information that is applicable to the project outlined