

REQUEST FOR PROPOSALS
BID NO. 22-06-2834LE

Date: June 24, 2022

Project Title: **Automatic Call Distribution System Development/Implementation**

Project Schedule:

Advertisement of RFP	June 27, 2022 – July 8, 2022
Requests for Information Due Date	July 13, 2022
Bid Due Date	July 15, 2022 by 4:00pm MST

Proposal:

All interested parties are invited to review and respond to this Request for Proposals at their discretion. All questions pertaining to the contents of this RFP as a respondent can contact via Tanya Sheperd, Senior Programs & Projects Specialist at tlsheperd@navajo-nsn.gov.

All parties responding to this bid are instructed to submit or send four (4) proposals (1 original and 3 copy) to the following address:

The Navajo Nation
Division of Finance – Purchasing
Attention: Lorita Etsitty, Buyer I
Administration Building #1
Window Rock Blvd
Window Rock, Arizona

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. 22-06-2834LE NNDBMHS
AUTOMATIC CALL DISTRIBUTION SYSTEM
DEVELOPMENT/IMPLEMENTATION
DO NOT OPEN-BID PROPOSAL**

GENERAL INFORMATION AND GUIDELINES FOR THIS RFP

I. DESCRIPTION OF THE ORGANIZATION

The Navajo Nation Division of Behavioral and Mental Health Services (DBMHS) is a federally funded program operating outpatient and inpatient counseling services throughout the Navajo Nation.

II. SCOPE OF THE CONTRACT

The Navajo Nation intends to enter into a professional services contract with one (1) responsive, qualified, and independent consultant/organization to complete all work as described in the attached scope of work.

III. RESPONDENT REQUIREMENTS

All respondents must have the capabilities listed herein, including sufficient detailed information with regard to experience and expertise in meeting the following requirements:

1. A legitimate and credible vendor with experience and history with providing the described services
2. Vendor must be able to operate independently in providing described services for the program.
3. The Navajo Business Opportunity Act 5 NNC § 201, 205 will apply.
4. Federal requirements, if applicable
5. All workmanship and materials shall comply with applicable Safety Codes.
6. As built drawings of all completed work.

IV. SCOPE OF WORK (See Attached)

V. REQUIREMENTS

The respondent will furnish all requested information as specified in the RFP.

VI. PROPOSAL CONTENT AND REQUIRED INFORMATION

Please utilize the outline described below with four (4) copies.

1. Organizational letter expressing your interest and a brief description of your proposed services. Do not reveal or refer to the cost in this letter.
2. Organization qualifications and project experience. Include references.
3. Scope of Work
4. Product/Software/Application Specification
5. Design (detailed plan with depicting layout of call flow)
6. Schedule for development and implementation
7. Copies of licenses, certifications, insurance certificates, and other relevant documents.
8. Costs to be submitted in a **separate sealed envelope**. (Detailed breakdown of costs)
9. 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.

VII. EVALUATION PROCESS (pre-qualifying process)

1. Evaluation Criteria
 - a. Qualifications, credentials, and 5 years work experience. This includes the capabilities to provide all requested services. (20 points)

- b. Quality of products, ability to install, and warranty services. (30 points)
 - c. Project Schedule. (20 points)
 - d. Navajo Preference. (05 points)
 - e. Cost (separate sealed envelope). (25 points)
2. Applicable Federal Requirements (25 CFR 900, OMB Circulars A-87, GSA qualified vendor, Davis Bacon wage rates, etc.).
 3. The Navajo Nation Division of Behavioral and Mental Health Services reserve 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 products or other requirements. The presentation will be scheduled to be presented virtually or in Window Rock, AZ (if necessary). It is the DBMHS's intention to award one (1) vendor to provide all services as specified.

VIII. TYPE OF CONTRACT

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

IX. PERIOD OF PERFORMANCE

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

X. TECHNICAL DIRECTION

The Navajo Nation DBMHS point of contact Tanya Sheperd, Senior Programs & Projects Specialist for inquiries related to the project and other matters. Questions and answers will be shared with all respondents. Ms. Sheperd's email address is tlsheperd@navajo-nsn.gov

XI. PAYMENT AND SUBMISSION OF INVOICES

The Navajo Nation Professional Services Contract will describe this section.

XII. RIGHTS

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.

XIII. AGREEMENT TERMS AND CONDITIONS

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

The Navajo Nation is a sovereign government and all contracts entered into as a result for the RFP shall comply with the Navajo Nation law, rules and regulations, including the Navajo Preference in Employment Act, and applicable federal law, rules, and regulations. This procurement and any RFP with respondents that may result shall be governed by the laws 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.

The Navajo Nation Professional Services Contract will provide all other legal and contractual obligations, terms, and requirements of this project.

XIV. OTHER

SCOPE OF WORK

Automatic Call Distribution System Development/Implementation

Navajo Nation Crisis Counseling Care (NNC3)

The Navajo Nation is seeking proposals from vendor(s)/consultant(s) to development and implement an Automatic Call Distribution System that would establish the telephone network system and phone number the community can call or text into for crisis counseling care services. This system is required to establish the Navajo Nation Crisis Counseling Care program. This system will be utilized by crisis counseling care call operators assigned to the 24/7 call line.

This system should have the capacity to but not limited to:

- Call flow development – Caller calls an automated calling services that directs caller to appropriate operator based on their preference for western or Navajo traditional cultural crisis counseling care.
- Route Incoming Calls to one of two identified contractors based on skill set
- Call Queuing to view available agents, active call, call assignment
- Outbound and Call back functionality for unattended calls and ability to conference or forward call to outside resources if additional services are needed
- Voicemail and voice to text messaging for when no operator is available
- Contractors will be working with phone lines and mobile devices
- On hold customized messages
- Customizable entry of operator’s available schedule and implementation
- Multiple lines and extensions for 20 operators
- Customer support and technical assistance as needed
- Ability to document or capture data related to call duration, outcome of call, type of call, other general data.
 - The product(s) and data for work and services under this service contract shall be and will remain the property of the Navajo Nation
- Training for DBMHS personnel and contractors on use of system and troubleshooting
- Technical support provided to DBMHS up to 5 years.
- System should be cloud based and inclusive of future and/or potential upgrades for application

END SCOPE OF WORK