

REQUEST FOR PROPOSAL
Navajo Nation Department of Child Support Services
Principal Information Systems Network Specialist
RFP # 23-12-3176LE

Date: January 22, 2024

Project Title: Automated IV-D System (ATLAS) Replacement Project – Navajo Nation
Department of Child Support Services and Arizona Department of Economic Security – Principal
Information Systems Network Specialist

Project Schedule:

Advertisement of RFP	February 1,2,3, 2024
Requests for Information Due Date	February 9, 2024 @ 5:00pm MST
Bid Due Date	February 13, 2024 @ 5:00pm 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 email Judy Platero, Program Manager at jplatero@css.navajo-nsn.gov AND/OR view RFP 23-12-3176LE at the NNOOC Website at www.nnooc.org.

All parties responding to this bid are instructed to submit/send four (4) proposals (1 original and 3 copies) 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 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, indicating the following:

RFP # 23-12-3176LE
AUTOMATED IV-D SYSTEM REPLACEMENT (AZ & NAVAJO NATION)
PRINCIPAL INFORMATION SYSTEM NETWORK SPECIALIST
DO NOT OPEN-BID PROPOSAL

GENERAL INFORMATION AND GUIDELINES FOR THIS RFP

I. DESCRIPTION OF THE ORGANIZATION

The Navajo Nation Department of Child Support Services (DCSS) is a federally funded program operating child support services for the Navajo population through an automated child support system performing case management including financial management of child support payments. 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:

- a. A legitimate and credible vendor with experience and history of providing the described services to provide subject-area knowledge.
- b. Extensive Background and knowledge of database development for Automated Child Support System with case management activities, financial management, automation and generation of documents.
- c. Vendor must be able to operate independently in providing described services for the program.
- d. The Navajo Business Opportunity Act 5 NNC § 201, 205 may apply.
- e. Federal requirements, if applicable.

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.

- a. Organizational letter expressing your interest and a brief description of your proposed services. Do not reveal or make reference to the cost in this letter.
- b. Organization qualifications and subject-area experience. Include references.
- c. Scope of Work detailing your proposed methodology and framework.
- d. Schedule and proposed timeframe of services.
- e. Copies of licenses, certifications, insurance certificates, and other relevant documents.
- f. Costs to be submitted in a separate sealed envelope. (Detailed breakdown of all associated and applicable costs).
- g. 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 nonresponsive and rejected on that basis.

VII. EVALUATION PROCESS (pre-qualifying process)

1. Evaluation Criteria

- a. Proposal Content and Organization: (10 points).

- b. Methodology and schedule to complete the scope of work. (35 points).
- c. Qualifications, credentials, and work experience. (25 points).
- d. Navajo Preference. (10 points) .
- e. Cost (separate sealed envelope). (20 points).

2. Applicable Federal Requirements

3. The Navajo Nation Department of Child Support Services 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 products or other requirements. The presentation will be scheduled to be present in St. Michaels, AZ (if necessary).

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 DCSS point of contact is Judy Platero, Program Manager for inquiries related to the project and other matters. Questions and answers will be shared with all respondents. Ms. Platero's email address is jplatero@css.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 of 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 construed 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.

PRINCIPAL INFORMATION SYSTEMS NETWORK SPECIALIST

SCOPE OF WORK

Information Technology (IT) Senior Analyst works with minimal supervision and exercises independent judgment within well-defined parameters. The contractor will be responsible to work closely with Information Technology (IT) teams and agency/project staff to identify ATLAS Replacement System needs from Navajo Nation perspective and support the project to success. The contractor will assist in providing technical expertise in reviewing current processes and frameworks and developing new processes and frameworks in support for ATLAS Replacement System project and eventually integrate Navajo Nation users seamlessly to be able to use the Modern ATLAS Replacement System. To effectively translate user requirements into business, functional and test scenarios for projects of various sizes and complexity, develop and write technical documentation, generating and executing user acceptance test, organizing, attending and participating in Daily scrums, Agile sessions and other project related meetings, document and follow up on important actions and decisions from meetings, prepare necessary presentation materials for meetings, ensuring project deadlines are met, access project risks/issues and provide best solutions, identify opportunities for use of solutions to improve efficiency of an automated case management system.

Key Responsibilities:

- Primarily understand ATLAS Replacement System requirements and supports all phases of the project from technical standpoint
- Reviews and recommends improvements to existing processes and frameworks
- Translates user's needs into technical requirements for ATLAS project
- Address design and development issues and queries in a timely fashion
- Assists with selection of tools, frameworks, and mechanisms for recommending standards, policies and procedures
- Proactively solves unique & complex problems
- Responds promptly to customer needs; takes a customer-centric approach to problem solving; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments
- Other duties as assigned related to the position and ATLAS Replacement System project

Knowledge/Skills:

- General working knowledge of technical architecture, system interfaces, etc.
- General working knowledge of Agile frameworks
- General awareness of Azure Cloud, .NET frameworks, Mulesoft and Salesforce
- Knowledge of various industry standards for real-time and batch integrations
- Strong customer service skills
- Strong interpersonal, written and oral communication skills
- Demonstrated ability to balance, prioritize and organize multiple tasks

- Demonstrate ability to work collaboratively in teams and across organizations
- Demonstrate ability to synthesize feedback and adjust plans accordingly
- Demonstrate ability to build strong relationships inside and outside the organization
- Demonstrate ability to develop and write technical documentation
- Demonstrate ability to write complex scripts for purposes of analyzing data and/or evaluating how information needs might be translated into back end database structures
- Demonstrate ability to evaluate and test emerging technologies
- Demonstrate ability to work with data modeling repository server environment and maintain model versions/model objects which may be common to several distinct application development efforts