

REQUEST FOR PROPOSAL
BID NUMBER: 25-10-3892SB

Date: October 9, 2025

**Project Title: Navajo Nation Division of Behavioral and Mental Health Services –
Relational Database Administration & Support Services**

Project Schedule:

Advertisement of RFP:	October 09, 2025 to October 22, 2025
Onsite Pre-Bid Meetings:	No onsite pre-bid meetings required
Requests for Information Due Date:	October 24, 2025 @ 5:00pm MDT
Bid Due Date:	October 31, 2025 @ 5:00pm MDT

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 Charlene Begay, Principal Programmer Analyst at cn.begay@navajo-nsn.gov.

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

**The Navajo Nation
Division of Finance – Purchasing
Attention: Sharon Belone, Buyer
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; indicate the following:

**RFP BID # 25-10-3892SB
NNDBMHS - Relational Database Administration & Support
Services**

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 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 regarding experience and expertise in meeting the following requirements:

1. A legitimate and credible vendor with experience and history providing the described services to provide subject-area knowledge.
2. Vendor must be able to operate independently in providing the services described for the program.
3. The Navajo Business Opportunity Act 5 NNC § 201, 205 will apply.
4. 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.

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 subject-area experience. Include references.
3. Scope of Work detailing your proposed methodology and framework
4. Schedule and proposed time frame of services
5. Copies of licenses, certifications, insurance certificates, and other relevant documents.
6. Costs to be submitted in a **separate sealed envelope**. (Detailed breakdown of all associated and applicable costs)
7. 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. Proposal Content and Organization: (15 points)

- b. Methodology and schedule to complete the scope of work. (35 points)
 - c. Qualifications, credentials, and work experience. (25 points)
 - d. Cost (separate sealed envelope). (25 points)
- 2. Applicable Federal Requirements
- 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 in Window Rock, AZ (if necessary). It is 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

Charlene Begay, Principal Programmer Analyst, is the Navajo Nation DBMHS point of contact for inquiries related to the project and other matters. Questions and answers will be shared with all respondents. Email contact for Ms. Begay is cn.begay@navajo-nns.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 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

Navajo Division of Behavioral & Mental Health Services Relational Database Administration & Support Services

1.0 Introduction & Objectives

The Division of Behavioral and Mental Health Services (DBMHS) is seeking a qualified Contractor to provide comprehensive maintenance and support for its database systems. The primary production platform is FileMaker Pro, which supports Human Resources (HR), Finance, Timekeeping, Asset/Inventory, and third-party reimbursement tracking.

DBMHS is also preparing for a future transition to an Enterprise Resource Planning (ERP) system that will integrate finance, human resources, timekeeping, payroll, reimbursements, procurement, and budget management into a single, unified platform.

Objectives include:

- Ensuring continuous, secure, and efficient operations of FileMaker Pro and other Relational Database Management System (RDBMS) platforms.
- Supporting timekeeping, budget, and third-party reimbursement workflows today, with payroll integration planned for ERP modernization.
- Delivering 24x7x365 proactive monitoring, incident response, and recovery.
- Maintaining HIPAA, Navajo Nation Privacy and Access to Information, and federal compliance.
- Advising DBMHS on ERP readiness, data migration, and modernization opportunities.
- Continuously improving workflows in HR, Finance, and Asset/Inventory modules.

2.0 Systems & Environment in Scope

- Database Platforms:
 - Primary (current): FileMaker Pro (Clarif FileMaker branded) uses its own proprietary database engine - it is not built directly on SQL Server, Oracle, or MySQL.
 - Secondary (future): SQL Server, PostgreSQL, Oracle, MySQL/MariaDB (as adopted)
 - Strategic Direction: ERP (to be selected), including payroll, reimbursements, timekeeping, and budget integration
- Functional Modules:
 - Human Resources & Timekeeping (current): employee master data, personnel actions, recruitment, positions/budgets, performance appraisals, timekeeping, credentials/training, dashboards, and reports.
 - Finance & Budget Management (current): requisitions, purchase orders, expenditures, vendor management, contracts, accounts payable, third-party reimbursements, budget revisions, blanket orders, reconciliations, Navajo Nation budget forms, and long-term budget planning/tracking.

- Payroll (future ERP): Payroll is not supported by FileMaker today but will be considered a required module in ERP adoption.
- Assets & Inventory (current): asset intake/transfer/location, serial/property numbers, procurement metadata, depreciation & warranty tracking, mobile audits with photos, check-in/out forms, dashboards, and reports.
- Hosting: Microsoft Hyper-V virtual machines.
- Integrations: Current HR/Finance systems, Active Directory, reporting, and approved third-party applications. Future integrations with ERP and payroll vendors.

3.0 Scope of Services

3.1 Support & Helpdesk

- 24x7x365 support for Priority 1 & 2 incidents.
- Ticketing, escalation, and resolution tracking.
- Monthly service activity reports.

3.2 Database Administration

- FileMaker Server administration, patching, licensing, and backups.
- Schema updates, indexing, and performance tuning.
- FileMaker script/layout/report optimization.
- Capacity planning and storage management.

3.3 Application & Integration Support

- Maintain compatibility across HR, Timekeeping, Finance, Asset, and Reimbursement workflows.
- Troubleshoot integrations with budget, reimbursement, and reporting systems.
- Support development and modification of FileMaker scripts, calculations, and forms.

3.4 Hyper-V Virtual Machine Management

- Monitor, patch, and recover DBMHS VMs.
- Plan and configure new VMs for database workloads.
- Document recovery actions and VM standards.

3.5 Backup, Recovery & Business Continuity

- Implement automated daily backups for HR, Finance, and reimbursement data.
- Quarterly restore testing.
- Maintain 24-hour RTO and 4-hour RPO for critical databases.
- Participate in disaster recovery exercises.

3.6 Security & Compliance

- Enforce HIPAA, Navajo Nation, and federal standards.
- Apply security patches promptly.
- Maintain access logs and compliance documentation.

3.7 Enhancements & ERP Advisory

- Improve FileMaker workflows for HR, Timekeeping, Finance, Reimbursements, and Assets.
- Implement approved enhancements (new reports, forms, or calculations).
- Provide ERP readiness assessment within 18 months of contract implementation.
- Assist with ERP requirements gathering, including payroll and reimbursement workflows.

- Deliver cost-benefit analyses of remaining on FileMaker vs. ERP adoption.

3.8 Documentation & Training

- Maintain SOPs, diagrams, and user/admin guides.
- Provide manuals covering reimbursement, timekeeping, and budget functions.
- Deliver training for IT staff and end-users post-upgrades.

4.0 Roles & Responsibilities

Contractor

- Provide FileMaker-certified staff and ERP-experienced advisors.
- Manage FileMaker databases, VMs, and compliance controls.
- Ensure timekeeping, reimbursement, and budget workflows remain accurate and auditable.
- Submit monthly uptime/incident/workflow dashboards.
- Recommend modernization improvements.

DBMHS

- Maintain physical Hyper-V hosts and network.
- Provide secure credentials for vendor staff.
- Approve workflow improvements and ERP planning steps.
- Engage in ERP requirements workshops, including payroll and reimbursement design.

5.0 Term, Reporting & Review

- Term: Five (5) years, with option for early ERP transition support.
- Reporting: Monthly service reports; quarterly performance reviews.
- ERP Roadmap Deliverable: ERP readiness plan within 18 months.
- Review: Annual contract performance and modernization review, including FileMaker Pro operations and ERP progress.

END SCOPE OF WORK