



**REQUEST FOR PROPOSAL
INFORMATION TECHNOLOGY SERVICES**

COLORADO RIVER INDIAN TRIBES

August 10, 2022

ISSUED BY:
Colorado River Indian Tribes
Tribal Council
26600 Mohave Rd.
Parker, AZ 85344

A) General: The Colorado River Indian Tribes (CRIT) is seeking proposals from qualified Vendors to manage the Information Technology (IT) Services utilized by almost 80 government departments and enterprises with approximately 650 employees. The IT Servicing Vendor will be tasked with accomplishing the attached Scope of Work with an approach of

- Protecting and securing the technology and data used by CRIT.
- Ensure the efficient operation of its data processing networks and related computer systems.
- Enhance its quality of service for the departments and enterprises served.

The ideal Vendor will resolve computer systems and network issues following standard IT Policies and Procedures of CRIT, acceptable maintenance, and support benchmarks. Responding entities must possess the ability, responsibility, knowledge, and resources to complete the entire project satisfactorily to the CRIT. CRIT will select a Vendor to provide these services under qualifications-based selection procedures for competitive proposals. **Please review the following information in full before preparing and submitting a proposal.**

B) Background: The Colorado River Indian Tribes (CRIT) is a federally recognized Indian Tribe with almost 300,000 acres of reservation lands in California and Arizona. CRIT's Tribal Headquarters are located in Parker, AZ. For additional information about CRIT's history and departments, please visit <https://www.crit-nsn.gov/>.

C) Scope of Services: CRIT engages the Vendor for and the Vendor agrees to perform IT Maintenance and Support, provide computer hardware, hardware maintenance, and support, network support services software and hardware equipment including drafting Requests for Proposals for large, custom purchases, and if requested in writing by the Client, development of an IT Plan or Strategy for the Client. See Exhibit A for more detailed information regarding the potential scope of services and additional requirements.

D) Evaluation of Proposals: CRIT will consider all proposals at a Tribal Council special meeting and will review the Vendors' qualifications. From this review, an evaluation and selection process will be completed using the following criteria as a benchmark for making a recommendation. CRIT will award the contract to the Vendor who provides a proposal that it determines provides the best value. The criteria include in order of importance:

- 1) Approach and Methodology
- 2) Project Staffing and Experience
- 3) Pricing
- 4) Satisfaction of Clients/End Users

A rating system will be used to evaluate the proposals based on the above criteria. The contract award will be made to a firm whose proposal receives a favorable evaluation and recommendation with final approval by CRIT Tribal Council.

Contents of Proposals: Each company which wishes to submit a proposal in response to this Request for Proposals (RFP) must submit eleven (11) hard copies of the company's proposal and one (1) electronic copy to the address provided in Section G.

Use of CRIT seal, flag, or four tribal seals on proposals is not permitted.

Each proposal should contain the following information:

- 1) Sufficient information for evaluation based on the criteria in Items D (1 through 4).
 - 2) A company profile section to include company name, business address, phone, fax, year established, and description of company, history, and philosophy.
 - 3) A resume listing experience and education.
 - 4) Qualifications for key personnel that will be providing consultation services.
 - 5) Background/history for key personnel that will be providing consultation services.
 - 6) Industry experience providing services as outlined in this RFP.
 - 7) Listing a brief description of completed, similar projects with at least three (3) different references and contact information.
 - 8) Certification as an Indian-owned business or statement of non-applicability.
 - 9) Statement of cost for professional services.
 - 10) Describe the pricing model(s) that you typically employ for your standard services.
 - 11) Please indicate the charges associated with your services as outlined in your proposal, including the key driver of each cost and whether it is included in a standard per-unit cost vs. charged on an ad hoc basis.
 - 12) Do you offer service bundles, and if so, describe the effect of this bundling on pricing?
 - 13) Provide assurances that the company will be mindful of, comply with, and enforce all applicable Federal, State, and tribal statutes and ordinances.
 - 14) Provide an assurance that the company will work with CRIT Tribal Council and designated staff and a description of the coordination process.
 - 15) Indicate availability for an interview with Tribal Council in October or later if Council intends to conduct interviews with the those submitting proposals.
- E) Service Delivery: In addition to providing the services described in Exhibit A, describe the ticketing and helpdesk process for both routine requests and after-hours/emergency requests, including:
- System used
 - Request process

- Escalation process
- Support hours
- Response times

Provide a plan and details for ongoing coordination with the CRIT on IT planning, including:

- Communication methods
- Deliverables

Provide a work plan for the initial assessment and provision of IT managed services, including:

- Timing/phasing
- Key milestones
- Communication and decision points
- Risks and mitigation strategies
- Resources needed from CRIT (information, data, staff time)
- A plan to develop in-house IT support for CRIT

Describe the proposed approach towards system and infrastructure documentation and how records of change will be maintained and shared with the CRIT. Describe any additional recommendations, which:

- May reduce overall IT spending for the CRIT
- May increase service levels for the CRIT
- Additional services and associated costs that may be of interest to the CRIT

F) Transparency and Communication: Describe the proposed approach for gaining a better understanding of the IT needs of the CRIT, and describe how that knowledge will be leveraged to serve CRIT better.

G) Deadline: Eleven (11) hard copies of the written proposal and one (1) electronic copy shall be submitted no later than 5:00 pm PST, September 23, 2022. Eleven (11) copies of said proposal, including attachments, shall be provided to the CRIT Executive Secretary, and one (1) copy shall be provided electronically to the Office of the Attorney General at the below addresses:

Colorado River Indian Tribes
 Executive Secretary
 26600 Mohave Rd.
 Parker, AZ 85344

Colorado River Indian Tribes
 Office of the Attorney General,
 Rebecca Loudbear, Attorney General
 26600 Mohave Rd.

Parker, AZ 85344
Telephone No.: 928-669-1271
Fax: 928-669-5675
[Email: rloudbear@critdoj.com](mailto:rloudbear@critdoj.com)

Companies should contact Rebecca Loudbear at (928) 669-1271 or email rloudbear@critdoj.com with any questions.

H) Reservation of Rights: Receipt of proposals and interviews with the company does not obligate CRIT to award a contract or pay any costs incurred in preparing said proposals. CRIT reserves the right to reject any proposals for any reason, waive irregularities, request additional information from any company, revise the RFP, extend or modify any timeframes indicated herein, and to re-issue requests for proposals.

CRIT reserves the right to disqualify, at its sole discretion, any company that fails to provide information or data requested herein or who provides materially inaccurate or misleading information or data. CRIT reserves the right, at its sole discretion, to disqualify any Vendor based on a real or apparent conflict of interest that is disclosed by the company or discovered by CRIT.

I) Confidentiality: In the course of performance of the services by the Vendor for the Client, it is possible that certain confidential information will be revealed to the Vendor by the Client or that the Client will obtain knowledge of such confidential information through other sources. Likewise, the Client may become acquainted with certain techniques and procedures used by the Vendor, which the Vendor considers confidential. The Vendor and Client will maintain the confidentiality of, and will not release or allow access to, any information, documents, or material that is confidential to the Vendor or the Client.

J) Expenses: The proposal shall be prepared at the sole cost and expense of the company submitting the proposal, including any and all travel costs should an interview be requested with the Tribal Council.

K) Effective Period of Proposals: All proposals must state the period for which the proposal will remain in effect, and such period shall not be less than 120 days from the proposal due date.

L) Indemnification: By submission of a proposal hereunder, the consulting company and each member of its team agree to hold the officers, agents, and employees of the Colorado River Indian Tribes and its enterprises harmless for, from, and against any liability, including damages and costs of claims, suits, and attorney's fees arising from, growing out of, or incidental to the actual or alleged use of any copyrighted composition, secret, or proprietary process, patented or unpatented invention, article or appliance.

Vendor shall agree to hold harmless and indemnify the Client from and against any claims, demands, actions, or cause of action, including, but not limited to, any costs,

expenses, legal fees, and liabilities incurred in the defense thereof, for personal injuries, or property damage suffered by any person, firm or corporation whatsoever and arising from or in any way connected with the performance of the Vendor, its agents, servants or employees under this Agreement.

M) Applicable Law/Jurisdiction: Any disputes arising under any contract to be negotiated hereunder or out of the proposal submitted in response to this RFP shall be governed by the laws of the Colorado River Indian Tribes. The company agrees to submit to the jurisdiction of the courts of the Colorado River Indian Tribes to enforce the provisions of any contract entered into. The consulting company agrees to comply with CRIT law, including but not limited to obtaining a business license under CRIT's Business and Professions Code. Nothing within this RFP shall be construed as a waiver of the sovereign immunity of the Colorado River Indian Tribes or its enterprises, officers, agents, and the same term shall bind employees, and the company under any PSA negotiated as a result of their response to the RFP.

**Scope of Work
Information Technology Services
For Colorado River Indian Tribes
Parker, Arizona
"Exhibit A"**

August 10, 2022

- 1. General:** The Colorado River Indian Tribes (CRIT) is seeking proposals from a qualified Vendor to manage the Information Technology (IT) Services. The ideal Vendor will resolve computer systems and network issues following standard IT Policies and Procedures of CRIT, acceptable maintenance, and support benchmarks for almost 80 tribal government departments and enterprises. IT services will need to be provided at various locations throughout the Colorado River Indian Reservation with over 550 endpoints (inclusive of servers, PC's, laptops, and tablets) located in Arizona and California. The Vendor will be responsible for ensuring compliance with IT Services, CRIT Tribal law, policies, procedures, federal laws including but not limited to security requirements of the Health Insurance Portability and Accountability Act (HIPAA) and other applicable laws required.
- 2. Project Duration:** The anticipated duration of this contract is up to three (3) unless renewed for up to a period of five (5) years on an annual basis by the Colorado River Indian Tribes in writing.
- 3. Purpose and Objectives:** The purpose of this contract action is to obtain the services of a qualified Vendor to perform the IT responsibilities and ensure compliance with CRIT Tribal law, policies and procedures, contracts, and other applicable laws required, including but not limited to HIPAA.
- 4. Vendor Services (Basic):** The Vendor shall provide the following services:
 - Initial assessment of the inventory of hardware and software and IT and network systems
 - Develop an IT Plan or Strategy
 - 24/7 and 365 days a year on-site and remote support services
 - Project Planning and Implementation Services including procurement of equipment and software
 - Proactive PC/Work Station/Server Management and Monitoring
 - Proactive Network, Firewall, and Cyber-Security Management and Monitoring
 - Proactive Environment Management and Administration
 - Email and website support

Proactive processes to ensure all electronic data is routinely backed-up

Assistance with development of IT policies, procedures, and data backup and recovery processes, contingency, business interruption, and disaster plans

5. Performance of Work: The Vendor in performance of the work shall adhere to the following guidelines:

The Vendor shall provide sufficient technical, supervisory, and administrative personnel at all times to ensure the work is performed following the applicable laws, policies, and procedures. Professional level skills and management practices are required in the performance of this contract.

Accordingly, the Vendor shall establish an effective Quality Control program to assure that the end products meet professional standards and comply with the contract requirements.

Meetings/conference calls shall be held when requested by the Colorado River Indian Tribes or the Vendor to discuss questions or problems relating to the work required under the contract.

The Vendor, its subsidiaries, affiliates, or associates shall not release any information regarding the project and services to technical societies, news media, or other general public without requesting and obtaining permission from the Colorado River Indian Tribes Tribal Council.

7. Project Management:

Communication and Meetings: The Vendor shall maintain file records of all communications throughout the project duration. This shall include, but not be limited to, records of conferences, meetings, discussions, directions, agreements, conversations, site visits, facsimile transmissions, letters, submittals, and any other forms of communication participated in by the Vendor pertinent to the project. The records shall identify personnel involved, dates, times, subjects, conclusions, directives, and action taken. All work shall be accomplished with adequate internal controls and review procedures, eliminating conflict errors and omissions and ensuring technical accuracy.

Project Manager. The Vendors' primary point-of-contact and project manager is the Colorado River Indian Tribes Tribal Administrator.

8. General Conditions:

Initiation of Work: The Vendor shall not proceed or initiate work before receiving written authorization from the Colorado River Indian Tribes. Any work done before authorization will be done at the Vendor's risk.

Progress Report and Invoice: The Vendor shall be required to submit detailed invoices monthly which shall include at a minimum the service period, billing task separated by department or enterprise, current costs, and tasks completed to date.

9. General Terms and Conditions

No Guarantee: The submission of a proposal does not, in any way, guarantee a selection. CRIT is not responsible for any costs incurred related to preparing a proposal in response to this RFP. CRIT reserves the right to withdraw a selection before executing a contract with a vendor in CRIT's sole and absolute discretion.