Confederated Tribes of the Umatilla Indian Reservation (CTUIR)

REQUEST FOR PROPOSAL (RFP)  
INFORMATION TECHNOLOGY ASSESSMENT

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DUE: BY 2:00 PM, JULY 10, 2020
1. **BACKGROUND**

The Confederated Tribes of the Umatilla Indian Reservation (CTUIR) is currently accepting proposals for Project Management Services for a number of COVID-19 Preparedness Construction related projects.

The purpose of this Request for Proposal (RFP) is to solicit proposals from various candidate organizations; conduct a fair and extensive evaluation based on criteria listed herein, and select the candidate who best represents the direction the CTUIR wishes to go.

2. **PROPOSAL GUIDELINES**

This Request for Proposal represents the requirements for an open and competitive process. Proposals will be accepted until 2 pm PST July 10, 2020. Any proposals received after this date and time will be returned to the sender. All proposals must be signed by an official agent or representative of the company submitting the proposal.

If the organization submitting a proposal must contract any work to meet the requirements contained herein, this must be clearly stated in the proposal. Additionally, all costs included in proposals must be all-inclusive to include any contracted work. Any proposals which call for contracting work must include a name and description of the organizations being contracted.

All costs must be itemized to include an explanation of all fees and costs.

Contract terms and conditions will be negotiated upon selection of the winning bidder for this RFP. All contractual terms and conditions will be included in a Professional Service Agreement (attached) subject to review by the Tribe’s legal department and will include scope, budget, schedule, and other necessary items pertaining to the project.

3. **PROJECT PURPOSE AND DESCRIPTION**

The CTUIR desires to upgrade Office of Information of Technology equipment and infrastructure, facility emergency response upgrades and facility COVID-19 protection upgrades. CTUIR is issuing a Request for Proposal to seek an independent technology and facility assessment from a qualified vendor to conduct a high level analysis, recommendation and project construction completion. The goals of this assessment are to:

   A. Provide objective review of the current state of CTUIR’s Information Technology infrastructure and processes
   B. Provide objective review of current state of CTUIR’s facility emergency response and COVID-19 protection levels
   C. Identify areas of critical need
   D. Make recommendations for solutions which provide secure and efficient operations
   E. Prioritize key improvement opportunities
   F. Evaluate budget and personnel considerations
   G. Develop a roadmap for improvement
We request written proposals that clearly identify personnel qualifications and capabilities of the individuals involved in the assessment as well as previous example of work with business or entities which had 300+ employees. Proposals should address proposed approach, strategies, methods, pricing, and references.

The Office of Information Technology and Department of Public Works – Facilities provides services to employees of the Tribal Government, which consists of 16 departments, Tribal Court, and multiple commissions and committees. There are currently 556 employees in the Tribal Government.

The Tribal Government can best be compared to a state level government and should not be contrasted with a city or county level system. The Office of Information Technology includes three programs of expertise including, Information Technology S, Geographic
Information Systems, and Records Management. Government offices include the Nixyáawii Governance Center located in Mission, Oregon and work locations in the surrounding Oregon and Washington Areas. The Department of Public Works – Facilities provides maintenance, repair and resource support for the above mentioned buildings and programs.

4. **PROJECT SCOPE**

The vendor will assess the current state of CTUIR’s Office of Information Technology’s resources, processes, and tactical plan, network, security, integration and information systems. The assessment shall be inclusive of systems and areas that are maintained by the Public Works-Facilities Department. The vendor will provide a recommended road map that will enable the responsible department to be more effective and efficient in the delivery of CTUIR’s technology and facility needs.

The selected vendor will meet with CTUIR’s executive team to understand CTUIR’s mission, vision, goals and plans. The selected vendor will work with the Office of Information Technology, key stakeholders and departments to understand their needs.

5. **ASSESSMENT**

The assessment will evaluate current information technology processes and service delivery for all of CTUIR’s departments and perform a risk analysis. The vendor will benchmark CTUIR’s Office of Information Technology against similar sized non-profit organization in relation to industry best practices. The vendor will propose emerging technology that fits CTUIR’s needs based on a three year strategic plan. The emerging technology will focus on improving processes, service delivery optimization and reducing risk. The assessment should provide quantitative information to make a decision regarding the current operation and potential solution for future changes.

The final technology assessment report should focus on the current state of the benchmarking analysis and the emerging technology analysis. These areas should cover the following but not limited to:

A. Information Technology Risk Assessment – based on industry standards, identify potential network and system vulnerabilities.

B. Information Systems – review existing enterprise information systems offerings and identify opportunities for emerging alternatives to the current system that will improve operation and service delivery.

C. Information Technology Infrastructure – Review existing network and security infrastructure to identify areas for improvement and potential migration to a cloud solution.

D. Personnel – Review and evaluate the current IT office organizational structure, staffing level, positions and provide a recommendation for current and future growth.
E. Public Safety Building - Provide objective review of current state of CTUIR’s emergency response area’s information technology and facility needs
F. NGC – BOT Board Chambers - Provide objective review of COVID-19 information technology and protection levels for Board Members, staff and attendees.
G. NGC – Court Chambers – Provide objective review of COVID-19 information technology and protection levels for staff and visitors
H. Cost Analysis – Assess the current budget as it relates to the current operation and service delivery and provide an estimated cost report that describes real costs of recommendations for personnel, infrastructure, hardware, software licensing, and considers construction projects amongst areas that require it. Costs shall include personnel and time frame to implement the recommendations from the assessment.

6. DELIVERABLES

The project deliverables will consist of the following:
A. A project management plan within 15 days of the executed contract.
B. Provide all source documentation used to guide the technology assessment.
C. Technology assessment report as a PDF document addressing the 5 areas of the assessment identified in the Scope of Work along with the recommended phased time line for implementation.
D. Presentation of the final report to the Executive Team and Office of Information Technology and Public Works Department.

7. OFFICE OF INFORMATION TECHNOLOGY ENVIRONMENT

The Office of Technology and Information System has an Information Technology team comprised of twenty-three personnel which provides technical, upgrade and support maintenance for the entire organization’s information technology infrastructure. OIT has a mixture of on premise and cloud solutions. The Office of Information Technology is located at the Nixyáawii Governance Center.

A. Telephone Infrastructure
VoIP System of over 500 desk phones for five sites. System includes Conference Bridge for audio conferencing and a fax server to facilitate usage of older fax machines. Also supported are analog phone service to several remote facilities for both voice and alarm monitoring.

B. Network Infrastructure
The CTUIR network consists of headquarters along with 19 remote sites. Four sites have PTP fiber. Voice, data, video, and other systems are in use with over 130 network switches. Also in use is wireless bridging to remote sites.
Wireless network consists of public wireless with over 50 access points and an employee wireless network with over 20 access points.

C. Hardware
There are nearly 100 servers over 40 data storage devices along with over 600 desktop and laptop devices supported. Over 200 mobile devices, 120 network printers and over 70 desktop peripheral devices. Also supported are over 35 audio/video devices and over 100 security cameras along with door access control hardware and software.

D. Software
Over 250 separate software applications are supported and a single system may have 10 specialized software applications in addition to standard suite of software. Additionally there are at least 15 client/server applications in use.

8. PUBLIC WORKS – FACILITIES
A. COVID-19 Requirements
Numerous areas support both internal Tribal business and external contact with outside customers with separated seating areas. COVID-19 has created need for physical adjustments for additional separation.

B. Emergency responses activity and governmental business require viewing screens and staging areas. COVID-19 has created need for adjustment and/or expansion.

C. Information Technology systems within CTUIR require designed server locations with adequate climate control and back-up power supply. Planned upgrades require additional climate control and back-up power supply needs.

9. REQUEST FOR PROPOSAL AND PROJECT TIMELINE

Request for Proposal Timeline:
All proposals in response to this RFP are due no later than 2 pm PST July 10, 2020

Evaluation of proposals will be conducted from July 10 until July 24, 2020. If additional information or discussions are needed with any bidders during this period, the bidder(s) will be notified.

The selection decision for the winning bidder will be made no later than July 24, 2020.
Upon notification, the contract negotiation with the winning bidder will begin immediately. Contract negotiations will be completed by August 7, 2020.

Notifications to bidders who were not selected will be completed by July 24, 2020.

**Project Timeline:**
Project initiation must be started by August 14, 2020.

Project completion must be by December 31, 2020.

10. **Proposal Response Format**

A. **Executive Summary**
   This section is intended to provide the proponent with an opportunity to provide an “executive” level overview of their proposal, emphasizing any unique aspects or strengths of the proposal. The Executive Summary should include a brief description of the proposed methodology for the technology assessment; including its capabilities as they would meet CTUIR’s requirements, as well as a sample project schedule for similar assessment in terms of scope and size.

B. **Company Background**
   Please provide a brief company history including all of the following points:
   a. Identify the primary point of contact for this proposal and the subsequent project.
      Please include name, email, phone number, and any applicable credential information.
   b. Identify all company office locations and total number of employees.
   c. A summary of a listing of agencies in which your company has provided similar IT assessment services.
   d. Identify the names of principal staff and key personnel who will provide the service.
      Please submit resumes or qualifications for each key staff person, summarizing their experience and expertise. Describe each person’s role and responsibility with the project.

C. **Scope of Service**
   a. Provide a detailed description of the approach and methodology to be used to accomplish the Scope of Work of this RFP
   b. Outline the processes to complete each task in Scope of Work of this RFP.
   c. Provide an explanation of the approach to acquire the data necessary to complete the scope of work.

D. **Project Management**
   a. The selected vendor, (Contractor), shall be invited for a kickoff meeting, no later than 15 days following the award of contract.
b. The contractor shall provide the project schedule with detailed timeline and a complete description of the key activities required for the installation of the proposed system(s).

c. The contractor shall provide written updates on the project on a weekly basis.

11. BUDGET

All proposals must include proposed costs to complete the tasks described in the project scope. Costs should be stated as one-time or non-recurring costs (NRC) or monthly recurring costs (MRC).

NOTE: All costs and fees must be clearly described. All NRC should be detailed including proposed subcontract work. Prepare your cost estimates using a 12 month schedule from hiring the design firms, business plan firms and construction firms.

Include a copy of your company’s pay rate schedule.

12. BIDDER QUALIFICATIONS

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

- Description of experience in planning, building, and successful completion of past projects
- List of how many full time, part time, and contractor staff in your organization
- Testimonials from past clients on your company’s work
- Anticipated resources you will assign to this project (total number, role, title, experience)
- Project management methodology
- Local involvement and history of working with Indian Tribes

13. PROPOSAL EVALUATION CRITERIA

CTUIR will evaluate all proposals based on the following criteria. Your proposal should follow the format below and should be less than 30 pages, single sided, minimum 11-point font. Divider sheets are required and will not be included in the page count. Facsimile or e-mailed transmissions will not be accepted. To ensure consideration for this Request for Proposal, your proposal should be complete and include all of the following criteria in:

- Firm Background (10 points): Describe your firm including ownership structure, service area, volume of project management services, length of time in the industry and financial stability.
- Local Knowledge (10 points): Describe your understanding of the locality of the project site and the unique considerations of working on the CTUIR Reservation. Describe your firms plan to help maximize the economic impact on the Tribal community. Provide specific examples of your track record.
• Previous experience and work (10 points): Provide recent experience on similar facilities, clearly noting work performed. Provide reference contact person and telephone number for these projects.

• Staffing plan (25 points): Provide a detailed and specific discussion of your firm’s proposed staffing plan. Include an organizational chart, description of staff roles, resume and other relevant information. Describe your plan to effectively provide services on several concurrent projects.

• Approach (15 points): Provide a general discussion of your management philosophy. Include a description of your firm’s involvement from the planning phase through the completion of the project. Provide examples of your methods to insure quality, budget and schedule control.

• Value and cost (15 points): Provide a detailed breakdown of your proposed fee, clearly stating any items not covered by your fee. State whether your proposed fee is a lump sum or not-to-exceed amount.

• Indian Preference and TERO Certification (5 points): Provide documentation to confirm your firm is at least 51% Native-owned and that your firm is certified as Native-owned by the CTUIR TERO program.

• Project completion efficiency. (10 points) Project is time sensitive and predicated on completion milestone dates.

Each bidder must submit 5 copies of their proposal to the address on the cover of this RFP by July 10, 2020 at 2 pm PST:

Attachments:
Professional Services Agreement