

REQUEST FOR PROPOSAL
BID NUMBER: 25-10-3892SB
ADDENDUM #1

Date: February 09, 2026

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

Project Schedule:

Advertisement of RFP: February 09, 2026 to February 23, 2026

Onsite Pre-Bid Meetings: No onsite pre-bid meetings required

Requests for Information Due Date: February 27, 2026 @ 5:00pm MDT

Bid Due Date: March 06, 2026 @ 5:00pm MDT

ANY BIDS RECEIVED AFTER THIS DATE/TIME WILL NOT BE ACCEPTED

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 Addendum #1
NNDBMHS - Relational Database Administration & Support Services
DO NOT OPEN-BID PROPOSAL

NBOA Priority Status (Priority One; Priority Two or Non-Priority Status)

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-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 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 Nation Division of Behavioral & Mental Health Services Relational Database Administration & Support Services

1.0 Introduction & Objectives

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

Objectives include:

- Ensuring continuous, secure, and efficient operations of FileMaker Pro platform.
- Supporting HR, timekeeping, finance, budget, and third-party reimbursement workflows.
- Delivering 24x7x365 proactive monitoring, incident response, and recovery.
- Maintaining HIPAA, Navajo Nation, and federal compliance.
- Continuously improving workflows in HR, Finance, and Asset/Inventory modules.

2.0 Systems & Environment

- Database Platforms:
 - Primary (current): FileMaker Pro (Claris FileMaker branded) uses its own proprietary database engine, it is not built directly on SQL Server, Oracle, or MySQL.
- 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.
 - 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.

3.0 Scope of Services

3.1 Support, Administration, and Application Services

The Contractor shall provide 24x7x365 support for Priority 1 and Priority 2 incidents related to FileMaker Pro, including ticketing, escalation, resolution tracking, and monthly service activity reporting. Services shall also include FileMaker Server administration, patching, licensing, backups, schema updates, indexing, performance tuning, capacity planning, storage management, and optimization of FileMaker scripts, layouts, and reports. The Contractor shall maintain and support FileMaker-based workflows across HR, Timekeeping, Finance, Asset/Inventory, and third-party reimbursement functions, including troubleshooting approved integrations and modifying FileMaker scripts, calculations, and forms.

3.2 Infrastructure Support, Backup, and Business Continuity

The Contractor shall assist DBMHS with the management, recovery, and restoration of virtual machines hosting FileMaker databases within the DBMHS Hyper-V environment. This assistance shall be limited to FileMaker-related virtual machines and shall include support during system outages, coordination of recovery activities, documentation of recovery actions, and validation of restored services. The Contractor shall also support automated backups, quarterly restore testing, maintenance of defined recovery objectives (24-hour RTO and 4-hour RPO), and participation in disaster recovery exercises in alignment with the DBMHS Business Continuity Plan.

3.3 Security and Compliance

The Contractor shall ensure FileMaker environments comply with HIPAA, Navajo Nation, and applicable federal standards through the implementation and maintenance of access controls, audit logging, timely security patching, and required compliance documentation.

3.4 Enhancements and Continuous Improvement

The Contractor shall improve FileMaker workflows supporting HR, Timekeeping, Finance, Reimbursements, and Asset/Inventory operations and implement approved enhancements, including new reports, forms, calculations, and workflow adjustments, as authorized by DBMHS.

3.5 Documentation and Training

The Contractor shall maintain current technical documentation, system diagrams, and standard operating procedures, and shall provide post-upgrade and as-needed training for DBMHS IT staff and authorized end users covering timekeeping, budget, and reimbursement-related functions.

4.0 Roles & Responsibilities

Contractor

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

DBMHS

- Maintain physical Hyper-V hosts and network.

- Provide secure credentials for vendor staff.
- Approve workflow improvements.

5.0 Term, Reporting & Review

- Term: Three (3) years.
- Reporting: Monthly service reports; quarterly performance reviews.
- Review: Annual contract performance and modernization review, including FileMaker Pro operations.

END SCOPE OF WORK

BIDS ARE TO BE ON COMPANY LETTERHEAD WITH UNIT PRICE, SUBTOTAL, NAVAJO NATION SALES TAX (6%), SHIPPING, IF APPLICABLE, AND GRAND TOTAL.

BIDS MUST INCLUDE NAVAJO NATION CERTIFICATION REGARDING DEBARMENT & SUSPENSION AND W-9 FORMS.