



Request for Proposal

"We are in the middle of a generational shift in computing that is no less important than our shift was to personal computing, when mainframes and minicomputers dominated the workforce." Now, Central Council Tlingit and Haida Indian Tribes of Alaska is seeking a Request for Proposal ("RFP") for an Integrated Policy Database Management ("IPDM") system

August 23, 2016

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RFP Overview

Introduction to Central Council Tlingit and Haida Indian Tribes of Alaska

Central Council of the Tlingit and Haida Indian Tribes of Alaska (Central Council) is a tribal government representing over 30,000 Tlingit and Haida Indians worldwide. We are a sovereign entity and have a government to government relationship with the United States.

Central Council's headquarters are in Juneau, Alaska but our commitment to serving the Tlingit and Haida people extends throughout the United States. Central Council offers a variety of family-centered services focused on promoting and supporting safe and stable families. These services assist individuals in attaining the education and skills necessary to support healthy lifestyles, develop meaningful careers and engage in the traditional activities of their communities. A full listing of programs and services is included in the CCHITA Program Profile booklet included with the RFP in PDF format as [Appendix A](#). It is provided as a resource for the bidders to understand and know the depth of our tribe and its services and programs.

Services include information and referral, case management, financial assistance, foster and child care, training, vocational rehabilitation, nutrition and other supportive services. The programs are designed to address immediate and long term needs associated with family well-being and financial self-sufficiency.

Programs are managed under departments:

- Tribal Operations
- Employment & Training (E&T)
- Head Start
- Temporary Assistance to Needy Families (TANF)
- Higher Education (HE)
- Information Technology
- Finance
- Tribal Family & Youth Services (TFYS)
- Native Lands & Resources (NLR)
- Tribal Child Support (TCSU)
- Public Safety
- Tribal Transportation
- Program Compliance (PC)
- Judicial Branch Tribal Court
- Business & Economic Development (BEDD)
- Tribal Vocational Rehabilitation (TVR)
- Human Resources
- Child Care

Forms

Central Council administers many programs. These programs have mandatory reporting requirements. It is our intent to secure a software solutions that can manage the data and populate the reports automatically for remittance to reporting agencies. This is a list of reports we would like the software solution to produce. These forms are included in [Appendix B](#)

• 4000-16 State TANF CFR 12 31 2015 revised	• HSS TANF ACF-196T
• OCSE 34 Part 1 and Part 2	• OCSE-75
• OMB 1076-0135 (PL 102-477) Statistical Report	• Minimum Data Collection Form
• SF-425 Federal Financial Report	• TANF ACF 1020-477 12G
• TFYS Report Needs	• Elder Needs Assessment
• AFCARS	• Elders Fitness Log Sheet
• Statistical Report for Rural Child Welfare Service	• PC Research & Tribal Verification
• Quality Caseworker Visit Template	• Title VI Annual Elder Nutrition Report
• CTAS Performance Measure Reporting Tool	• Time Study Report
• TFYS Appendix F-Quarterly Activity Report	•

Background

Citizens

In 2015, there were approximately 25,381 Enrolled Citizens over the age of 18. There are approximately 7,000 tribal citizens in our service areas. The 2016 Delegates election results were 1003 tribal citizens voted.

Current Session Data Caseloads

Central Council currently uses an on premise software for client services called RiteTrack.

There are approximately 3000- 4000 active cases/client files in the system. The following is a summary by Department. The numbers are approximate as of date of this RFP.

Department	Current	2015 Historical
Tribal Child Support Unit (TCSU)	1186	1891
Employment & Training (477) GA/EA	233	3,944 *
Tribal Vocational Rehabilitation (TVR)	160	210
Tribal Aid to Needy Families (TANF)	260	250
Tribal Family Youth Services (TFYS)	530	761
Head Start	262	260 *
Tribal Court	1000 **	167
Public Safety (Second Chance)	50	--
Child Care	144	268 *
Higher Education	302	
Program Compliance		567
Vocational Training & Resource Center	150	357 *

* The following departments annually have influxes of applications based upon school year and work.

** Anticipates an increase with the transfer of ICWA cases from the State to the tribe

License Users

Central Council currently holds Licensed Seats – 86 concurrent licenses

Central Council has 81 active users

Anticipated License Seats: 80

Security Domain to Role Matrix

CCTHITA has levels of access and restricted users based upon performance requirements and federal/state/tribal compliance. This matrix is in [Appendix C](#)

Software Interface

Interface with Enrollment ID card software (provided by PC)

Great Plains Accounting Software

Proposal Submission Requirements

RFP Schedule

The following schedule outlines the approximate time frame of the planned events (subject to change):

- Issue RFP – **August 23, 2016**
- Intent to Bid via email – August 29, 2016 4:30 PM AKST
- Deadline for questions – Monday, September 12, 2016 4:30 AKST
- Receive RFP responses- September 21, 2016 4:30 PM AKST
- Evaluate RFPs - September 26, 2016
- Notify Vendors selected to demonstrate – September 27, 2016
- Conduct demonstrations – October 5 & 6, 2016
- Notice of Award – No Later Than October 17, 2016
- Finalize contracts – No Later than October 31, 2016
- Develop implementation plan with Contractor- Immediately following Notice of Award
- Complete implementation

Response Submittal Date

Completed RFP responses must be emailed procurement@ccthita-nsn.gov

Contact in case of Questions

All questions regarding this RFQ shall be emailed to mgardner@ccthita-nsn.gov on or before Monday, September 12, 2016 4:30 AKST. **No questions will be accepted after this date time.**

All Questions and Answers will be combined and sent to all vendors that responded with an Intent to Bid after deadline for questions.

Standard Terms and Conditions

The vendor's response shall remain in effect for ninety (90) days from the final submission date of which is **December 19, 2016**.

CCTHITA reserves the right to reject any or all proposals and enter into negotiations with any vendor(s) that CCTHITA, in its sole discretion, may choose. The review procedure will continue until a vendor is selected successfully or until CCTHITA chooses to reject all proposals. CCTHITA also reserves the right to address more than one contract.

Proposals in response to this Request for Proposal (RFP) must strictly adhere to all the requirements of this RFP. Any changes, substitutions or other alterations to the provisions stipulated in this RFP will be considered at the sole discretion of CCTHITA and may not be accepted unless approved in writing by CCTHITA. Proposers are encouraged to provide any suggestions and solutions that may achieve a more cost-effect and value-for-money approach to fulfilling the requirement of this RFP.

Submission of a Proposal shall be deemed to constitute an acknowledgement by the Proposer that all obligations stipulated by this RFP will be met and unless specified otherwise, the Proposer has read, understood and agreed to all the instructions provided in this RFP.

Any Proposal submitted will be regarded as an offer by the Proposer and not as an acceptance of an offer of any Proposal by CCTHITA. Any Proposal shall have only one option. If options were proposed, only the first option will be considered. This RFP does not commit CCTHITA to award a contract.

Cost of Proposal Preparation

CCTHITA will not reimburse prospective Vendors for any costs incurred in preparation of a response to this RFP.

Waive Minor Administrative Irregularities

CCTHITA reserves the right to waive minor administrative irregularities contained in any proposal. Additionally, CCTHITA reserves the right at its sole option to make corrections to prospective Vendors' proposals when an obvious arithmetical error has been made in the price quotation. Prospective Vendors will not be allowed to make changes to their quoted price after the proposal submission deadline.

Errors in Proposal

Prospective Vendors are liable for all errors or omissions contained in their proposals. Prospective Vendors will not be allowed to alter proposal documents after the deadline for proposal submission. CCTHITA is not liable for any errors in proposals. CCTHITA reserves the right to contact a prospective Vendor for clarification of proposal contents.

Incorporation of Documents into Contract

By submitting a proposal, prospective Vendors acknowledge and accept that the requirements of this RFP and the contents of the Vendor's proposal will be incorporated into any contract entered into as a result of this RFP.

No Costs or Charges

By submitting a proposal, prospective Vendors acknowledge and accept that CCTHITA shall not be liable for any costs or charges incurred prior to the formal and complete execution of a contract between CCTHITA and the successful Vendor.

Federal Funding Requirements

Contracts resulting from this RFP may be funded through grants and cooperative agreements received from the U.S. Department of Interior, U.S. Department of Health & Human Services and the U.S. Department of Labor. As such, the Vendor will be required to comply with all applicable Federal regulations.

Indian Preference

Central Council Tlingit and Haida Indian Tribes of Alaska is a federally recognized tribe that has a Tribal Employment Rights Office (TERO) and applies an Indian Preference in employment and contracting pursuant to PL 93-638. Procurement Preference is in accordance with Central Council Tlingit and Haida Indian Tribes of Alaska's Fiscal Management Policies Part VII – Procurement 6. Tribal Preference

Tribal Preference

(a) In the acquisition of goods and services, preference shall be afforded to businesses owned by Tribal members or other Indians who have the ability to provide/deliver the necessary quality and quantity of goods or services within required time frame(s).

(b) Goods and services to be acquired shall, when practical, be specified in sufficient detail to make price the deciding factor in selection of the successful bidder. Agents of Central Council shall advise all prospective bidders the bidding preference, as follows:

(1) Preference shall be given first to businesses 100% owned by Central Council members; second to businesses 51% or more owned by Central Council members; and third to other Indian businesses residing within the Tribe's general service area.

(2) Central Council shall be award contracts under preference to a qualified business when its bid is responsive to all other conditions and does not exceed the lowest bid by the following percentages, when the lowest bid is:

- (A) Ranges from \$0 to \$10,000: 10%
- (B) Ranges from \$10,001 to \$50,000: 7%
- (C) Ranges from \$50,001 to \$100,000: 5%
- (D) More than \$100,001: 2%

(c) Central Council will not afford a preference to businesses with a poor record or performance.

Indian Preference shall be given to a qualified bidder. To meet the Indian Preference requirements bidders must submit proof of ownership and tribal identification for verification. To qualify as an Indian-Owned business, the tribal citizen or tribe must be owned not less than 51 percent of the enterprise.

Indian is defined as:

Indian means a person who is a member of an Indian Tribe. Indian organization means that governing body of any Indian Tribe or entity established or recognized by such governing body in accordance with the Indian Financing Act of 1974 (88 Stat. 77; 25 U.S.C. 1451). Indian-owned economic enterprise means any

Indian-owned commercial, industrial, or business activity established or organized for the purpose of profit provided that such Indian ownership shall constitute not less than 51 percent of the enterprise. Indian reservation includes Indian reservations, public domain Indian allotments, and former Indian reservations in Oklahoma. Indian Tribe means an Indian Tribe, band, or nation.

Sovereign Immunity

The Central Council of Tlingit and Haida Indian Tribes of Alaska is a federally recognized Indian tribe and as such possesses sovereign immunity. Neither this Agreement nor any provision in this Agreement is intended to be, shall be deemed to be or may be construed as a waiver of the Central Council's sovereign immunity. Nothing in this Agreement may be construed to constitute the agreement of Council to suit in the courts of the State of Alaska.

Governing Law

The validity, interpretation and performance of this Agreement shall be governed by: first, the law of the Central Council of Tlingit and Haida Indian Tribes of Alaska, including traditional tribal law and tribal common law; second, federal law, including federal statutory and common law; and third, in the absence of applicable tribal and federal law, the laws of the State of Alaska, provided, however, that references to the laws of the State of Alaska shall not be construed as an admission or concession by Council that the State of Alaska or any subdivision or agency thereof has authority to promulgate laws applicable to Council.

Severability

Any provision or part of the Agreement held to be void or unenforceable under any laws or regulations shall be deemed stricken, and all remaining provisions shall continue to be valid and binding upon the parties, who agree that the Agreement shall be amended to replace the stricken provision or part thereof with a valid and enforceable provision that comes as close as possible to expressing the intention of the stricken provision.

Waiver

A party's non-enforcement of any provision shall not constitute a waiver of that provision, nor shall it affect the enforceability of that provision or of the remainder of this Agreement.

Integration

This Agreement represents the entire integrated agreement between the Council and the Contractor and supersedes all prior negotiations, representations or agreements, either written or oral. This Agreement may be amended only by written instrument signed by both the Council and the Contractor.

CCTHITA Rights to Reserve or Cancel

CCTHITA reserves the right to issue amendments to the RFP at any time.

CCTHITA reserves the right to award no contract as a result of this RFP, or to award a contract for any portion of the proposal's intended work.

As a result of the selection of a vendor to supply products and/or services to CCTHITA, CCTHITA is neither endorsing nor suggesting that the vendor's product is the best or only solution. Vendor agrees to make no reference to CCTHITA in any literature, promotional material, brochures, sales presentations, or the like without express prior written consent of CCTHITA.

Scope of Work

Central Council Tlingit and Haida Indian Tribes of Alaska (“CCTHITA”) is planning to select and implement a Cloud-based Integrated Policy Database Management (“IPDM”) system. The IPDM system will be used by the tribe to provide Social Services, Judicial, Government services, Education and Case Management, Reporting, and Tracking of Outcomes at all Tribal locations.

CCTHITA wants a system that will provide automated decision systems, using business rules methodology, must be able to communicate two-ways with customer’s accounting software program; Microsoft® Windows®-based Great Plains Accounting software application.

The system solution shall be a means-tested automated program for online application, eligibility determination, case management as well as other governmental functions like voting, enrolling and outreach.

Access Anywhere – CCTHITA wants the mobility of access securely from anywhere and from any device.

Today, our citizens and clients expect high-quality service and self-service with anytime access provided through a variety of channels.

The results we want are:

1. Put Citizens in touch with the Tribal government and provide access and services
2. Provide the Tribe with real-time data on service requests and complaints
3. Improve government efficiency and responsiveness due to automation and integration of systems
4. Minimize delays
5. Generate and provide electronic reports as identified in Appendix B
6. Ability to create custom reports (Data mining tools)

CCTHITA wants to improve its Citizen Services through the following:

1. Organizational Efficiency
 - a. Case Processing Timeframes
 - b. Completed Family Self Sufficiency Plans
 - c. Number of Referrals
 - d. Case Worker Training
2. Escalation and Alerts
 - a. Current workload
 - b. In Queue
 - c. Overdue Activities
 - d. Priority Placements
3. Performance Scorecard
 - a. My to Do List
 - b. Key Indicators
 - c. Fraud Detection
 - d. Certification Criterion (Employees)
4. Financial Performance
 - a. Must support database integration with financial software (Microsoft Dynamics Great Plains)
 - b. Push Benefit Payments and Purchase Orders to Financial Software (current process uses “Integration Manager” software.) Receive data back from financial software

- c. Must prevent duplicate payments or overpayments
- d. Provider/Costs
- e. Contractor/Costs
- 5. Case Management
 - a. Demographics Served
 - b. Case Outcomes
 - c. Pending Court Dates
 - i. Client cases
 - ii. Tribal Court Caseload
 - d. Integrated Policy Role-based Data Sharing and Reports on federal privacy criterion across disparate platforms at each level; in-take specialist, case worker, supervisor, manager and officers.
 - e. Real-time Key Performance Indicators
 - f. Automatic Escalations and Alerts
 - g. Auto Populate Forms and Letters (Appendix D)
- 6. Government Services
 - a. Digital outreach
 - b. Online Voting
 - c. Online Enrollment application
 - d. Online request for “other services”

Cloud Based Integrated Management Requirements:

- 1. Interview Attachment Enhancement
 - a. Upload documents while being interviewed
 - b. Support service
 - c. Upload and manage attachments separately for each entity instance.
 - d. Upload controls can now be associated with entities:
 - When collecting entities
 - In entity containers
 - e. Uploaded files are saved to the corresponding entity instance when an interview is submitted
 - For Service interviews:
 - Supported only for objects with Attachment List
 - For web service connections:
 - Connector must handle attachments for any object
 - f. Update tribal citizen financial information
- 2. Tribal Citizen Portal Mobile APP
 - a. Iphone and Android App that connects the tribe to its citizens. Calendar, departments, job listing, and other features like push notification that can announce special events, GOTV campaign or emergency notices (like offices closed)
 - b. Text Alerts

Deployment Roadmap

Please provide a high-level roadmap of how you would recommend deploying your recommended solution based on what you have seen be most successful with other customers. Please provide a baseline along with costing and then successive phasing to complete all requirements.

Proposed Timeline for Implementation

Deliverable Number	Deliverable or Task Name	Description	Proposed Timeframe	Expected Delivery Date
1.1	Business Rules Analysis	Identify Polices for which Business Rules will be documented and developed including corresponding web service operations. Understand and document existing rules.		
1.2	Participant in work sessions	Contractor will work with staff implementation team to document and contribute to definition and validation of business rules.		
1.3	Conduct Integrated Policy Database Management ("IPDM") system design sessions	Contractor shall assist client in the classification of rules to determine how the business rules will be implemented. Contractor shall develop technical design specification outlining the planned implementation of business rules and integration with the client.		
1.4	Mapping	Contractor shall work with design team and update all mapping.		
2.1	Document and develop business rules in IPDM sessions:	Contractor shall document, develop, integrate with client applications and validate business rules in IPDM		
2.2	Data Storage:	Contractor shall provide fee structure for cloud storage.		
2.3	Data Hosting and Security:	Contractor shall provide the name of the organization that hosts the software. Contractor shall certify that the data storage facility is located within the United States.		
3.1	Deploy business rules using IPDM:	Contractor shall document process required to migrate IPDM business rules into each environment		
4.1	Support all testing phases (system, integration, and performance):	Contractor shall provide a fully complete IPDM project and its associated documentation of rules, data model, unit and scenario test cases, test scripts and including the rule base build file which is the executable rule base that would be deployed into the development environment for end to end testing.		
5.1	Knowledge Transfer:	Transfer all necessary knowledge to CCTHITA IT and Compliance personnel for management		

5.2	Data Storage, access and removal:	Contractor shall certify that the data stored on the cloud belongs exclusively to CCTHITA and will not be charged for removal or downloading of data.		
5.3	Manuals	Contractor shall provide CCTHITA with Manuals for users and Administrators		
5.4	Data Dictionary	Contractor shall provide CCTHITA with a Data Dictionary of fields created at time of completion		

Software Infrastructure

	Infrastructure
1.1	Which database does the system support? Please indicate version and release number where applicable.
1.2	Which server operating system, network and hardware do you support?
1.3	Which desktop operating systems (Windows versions) are fully compatible with the software?
1.4	Describe briefly the recommended technical architecture of the system and any tools used. For example, is the database run on a separate server from the application?
	APIs
2.1	Are there any APIs available for the product? If so, please list:
2.2	In particular, how does the system interface to accounting software?
	Security
3.1	Does the system support Integrated Policy Windows authentication?
3.2	Does the system support running non-privileged service account?
3.3	Does the system support auditing of access?
3.4	Describe your support for MS security patches.
3.5	Describe the security best practices for the system.
	Technology
4.1	Does the system support concurrent users?
4.2	Does the system provide the capability so that only authorized users may access the system?
	Interfaces
5.1	Does the system have a customizable web interface?
5.2	Does the system support provide automated updates?
5.3	Does the system provide a security administration interface?
	Business Logic
6.1	Security Administration
6.2	Can user security be managed using groups?
6.3	What are the limitations of groups?
6.4	Does the system provide the ability to define or limit access to roles? How?
	Reporting Interface
7.1	Does the system provide standard and/or federal reports? Please provide a list of all standard/federal reports available with the system:
	Report Administration
8.1	Does the system provide the ability for authorized users to modify and customize report outputs?
8.2	Can the reporting tool access all tables and data relationships in the database?
8.3	Is the reporting tool a proprietary product?
8.4	Is the system bundled with any third party report writers or query tools? If so, which ones?
	Functional Areas:
9.1	Does the system maintain an audit trail of all changes made? Please explain:
9.2	Does the system support user defined fields?
9.3	Does the system support suggesting all eligible programs available to an individual based questions?

9.4	Does the system prevent clients from “double dipping” services or assistance? Please explain:
	Data elements:
10.1	Identify what data elements are needed to support the mappings
10.2	the rules needing to be enforced as indicated in the mapping
10.3	the ability of your system to track the services indicated in this RFP and mapping
10.4	the reporting of services provided
10.5	interfacing with our accounting system to track expenditures associated with the services provided
	Implementation and Customization
11.1	Based on the requirements outlined in this RFP, if there are any additional customizations or modifications required, what is the rate for additional services beyond the RFP Scope?
11.2	Provide the training programs, schedules, classes provided. Note: Please include the cost of your proposed training in the cost estimate at the end of this proposal
11.3	Do you have experience converting the data from [Excel, MS SQL Server, and/or Paper Tracking Forms] into the proposed system?
11.4	Please describe your proposed approach to data conversion.
11.5	How long should it take to implement the proposed system, including set up, training and data conversion?
11.6	Please state any assumptions. If you are proposing modifications to meet any of the functional requirements, please include the time required to design, develop and test these modifications.
11.7	Please describe the type of on-site support that you can provide during the implementation.
	Maintenance and Support
12.1	What is the production release/version number of the proposed software described in this response?
12.2	When is the next major release scheduled?
12.3	What is your in terms of supporting previous versions of your software?
12.4	What technical support options are available?
12.5	Can you provide a list of features planned for upcoming releases? If so, please attach a copy.
12.6	When you release upgrades to your software, who installs the upgrade and what is the average effort involved in upgrading the software to the latest version?
12.7	What type of support is NOT included in the annual maintenance fee and is charged separately?
12.8	What is your warranty policy?

Cloud Vendor Information and Data Breach Protocol Questions

Central Council wants its data management system to be stored on a cloud that is used by federal agencies. The secure level must be at the FedRAMP cloud level.

Basic	
1.1	Do you provide background/credit/education/drug screening of employees involved in the delivery of your service?
1.2	Do your personnel sign non-disclosure and confidentiality agreements?
1.3	Does an internal security awareness exist for employees?
1.4	Does the information security program include a on:
	▪ Data encryption:
	▪ Data handling (secure use, storage, and destruction of sensitive data):
	▪ Data classification:
	▪ Physical access:
	▪ Electronic access:
	▪ Data retention:
	▪ Acceptable/authorized use (e-mail/Internet/etc.):
	▪ Security configuration standards for networks, operating systems, applications, and desktops:
	▪ Security patching:
	▪ Vulnerability management:
	▪ Password management:
	▪ File directory rights and permissions:
	▪ Prevention of computer viruses:
	▪ Disaster recovery plans:
1.5	How are employees kept abreast of changes to the security ?
1.6	Are employees aware of the process for reporting security incidents?
1.7	Is there an internal audit group responsible for reviewing the information security environment?
1.8	Do contracts with your vendors require a minimum level of security from the vendor?
1.9	When an employee leaves the company, are access privileges immediately revoked?
1.10	What is the security capabilities of the proposed solution?
Monitoring	
2.1	What controls does your company have in place to monitor the cloud infrastructure capacity?
2.2	Do your clients have access to a monitoring portal?
2.3	Can you monitor the performance of our application?
2.4	Can you monitor the performance of our database environment?
2.5	Is there an option to receive alerts directly from your monitoring solution?
2.6	Do you have the ability to monitor logs for specific event codes or error codes?
2.7	What process we would follow to request support assistance?
2.8	Do you provide trending reports on capacity and performance?

Network	
3.1	Please describe your general network security and intrusion detection system (IDS) information?
3.2	How does your company prevent Denial of Service (DoS) and Distributed Denial of Service (DDoS) attacks?
3.3	Are third party vulnerability assessments conducted?
3.4	Are penetration tests conducted?
3.5	Describe your incident response procedures.
3.6	Is anti-virus software utilized on system components?
3.7	What information is typically logged? Does a formal network log review process exist?
3.8	Are the following general server controls in use?
	restricted access to authorized users only
	<ul style="list-style-type: none"> ▪ regular reviews of access privileges
	<ul style="list-style-type: none"> ▪ automatic lockouts after a period of inactivity
	<ul style="list-style-type: none"> ▪ removal of default/guest passwords and accounts
3.9	Are wireless devices utilized in your network?
3.10	Are system configuration checking tools (host intrusion detection systems (HIDS) utilized and maintained (e.g. Tripwire, Symantec, ESM)? Please indicate tools and versions.
3.11	What host-based intrusion detection system (HIDS) do you use?
3.12	Are tools in place to monitor and manage file integrity?
3.13	Is vulnerability assessment management in place?
3.14	Do routers have defined access control lists to specify access to and from your network?
3.15	Is access to network perimeter devices strongly authenticated and/or IP strapped?
3.16	Do system standards/procedures include disabling all unneeded or unused services?
3.17	Is network address translation or port address translation used to conceal IP addresses from the public domain?
3.18	Do firewalls block all IP and port access- and use-defined access control lists or conduits to specify address and port access for known communication into and out of the network?
3.19	Are firewall access control lists reviewed as part of either an internal or external audit?
3.20	Is network address translation (NAT) or Port Address Translation (PAT) used to conceal IP addresses from the public?
3.21	Can clients conduct independent penetration testing of their environment?
Compliance / Certifications	
4.1	Does the company comply with existing US Dept of Commerce Safe Harbor registrations and certifications and EU Data Privacy regulations?
4.2	Does your company comply with HIPAA data privacy and security standards?
4.3	Are your facilities and/or environments PCI certified?
4.4	When was the most recent SSAE 16 review been performed?
4.5	How can you assist me in certifications or compliancy that my company must have but you may not currently hold?
4.6	Is the proposed system FedRAMP compliant? If not, are you working towards compliance and when do you expect to achieve compliance?
Cloud Features and Functions	
5.1	Which hypervisor software do you use for your cloud?

5.2	Do you have an API for your cloud? If so, are any functions limited to the API that is available through the UI?
5.3	Can responsibilities on your cloud portal be segmented per user account?
5.4	Are reports available through your cloud portal? If so, please provide examples.
5.5	What is the increment of resource billing? (i.e. monthly, hourly, etc.).
Network information	
6.1	Do you provide load balancing? If so how?
6.2	Can SSL certificates be installed on cloud load balancers?
6.3	Can you support MPLS or direct circuit connections into your cloud?
6.4	Do you have site-to-site or client-to-site VPN options?
6.5	Do you automatically assign a public IP address to a server when it's deployed?
6.6	Do you have encrypted connections between all of your global cloud locations? If so are they Optimized?
Cloud server information	
7.1	What are the maximum CPU, RAM, and storage limits a cloud server can have?
7.2	Are your clients locked into specific image sizes when deploying cloud servers? (i.e. specific amount of RAM, CPU, and Disk locked in).
7.3	Do your clients have the ability to adjust the resources of the cloud servers after deployment? (i.e. adjust CPU, RAM or Disk without deleting the server or migrating data)
7.4	Can you clone or copy a server?
7.5	Is your cloud server storage persistent?
7.6	Can you add or delete cloud server storage as necessary?
7.7	How do you protect VMs from being deployed on the same underlying physical host servers?

References (minimum of 3)

Please provide references of past performance:

- Name of Organization
- Name & Title of Lead
- Email address
- Telephone Number

Cloud Vendor

Please provide the following Cloud vendor information:

- Name, address and telephone number of the software vendor
- Form of business organization (e.g., public corporation, private corporation, partnership)
- Dunn & Bradstreet Number
- Number of years the firm has been in business
- Total number of employees
- Annual revenue for last fiscal year
- Name and title of the person authorized to execute a contract on behalf of the firm
- Is there any pending litigation against the firm? If so, please summarize
- Please provide a brief history of the proposed system. For example, when was it originally released? If the system was originally written for a different platform, when was it released in the current Windows or browser version?

- How many customers are currently using the software proposed in this RFP in a full production environment?

VAR or Implementation Partner (if applicable)

Please provide the following VAR or Implementation partner information:

- Name, address and telephone number of the software vendor
- Form of business organization (e.g., public corporation, private corporation, partnership)
- Dunn & Bradstreet Number
- Number of years the firm has been in business
- Total number of employees
- Annual revenue for last fiscal year
- Name and title of the person authorized to execute a contract on behalf of the firm
- Is there any pending litigation against the firm? If so, please summarize
- Please provide a brief history of the proposed system. For example, when was it originally released? If the system was originally written for a different platform, when was it released in the current Windows or browser version?
- How many customers are currently using the software proposed in this RFP in a full production environment?

Instructions to Offer

Communication

All communication will be via email sent to the email address identified in this RFP. No calls shall be accepted.

Proposal Format

All proposals will be on 8 ½ x 11 standard white paper with 1" margins on all sides.

Proposal shall be in Microsoft Word or PDF format.

Font shall be size 12 Times New Roman or Arial.

Total response shall not exceed 80 pages.

Proposal Pricing

CCTHITA expects pricing to be Firm Fixed Price, Not to Exceed on the design, development and implementation of the cloud-based Integrated Policy Database Management (IPDM) system and annual services.

Financial Proposal Form

The Proposer is required to prepare the Financial Proposal in a separate envelope from the rest of the RFP response as indicated in RFP. The format shown attached hereunder is required in preparing the Financial Proposal please do not use any other format.

Financial Proposal in USD

Description	Qty	Price USD
1. Total implementation cost including 2 month onsite support and maintenance after Go Live. Lump sum		
2. Licenses cost 1 user, if license is required		
3. Maintenance support after 2 month of onsite support (Off site)	6 months	
Grand Total		

Kindly use this form only for pricing your financial proposal

General Notes:

1. Pricing should include all costs related to travel or accommodation or any other administrative or professional costs that might be required to mobilize for this service.
2. Should this financial proposal costing not be included in the proposals you submit, your proposal shall not be considered and this could be a reason for disqualification.
3. CCTHITA require a breakdown of the cost of implementation and cost of resources for additional days of out of scope customization.

	Software Licenses and Maintenance
1.1	Please provide contract samples (licensing, maintenance, and or support)
1.2	Please describe the licensing structure (web enabled, per seat basis, site, etc.)
	Other Licenses and Maintenance
2.1	Operating system
2.2	Database software
2.3	Reporting tools
2.4	Other
	Implementation Services (Please note any variable costs)
3.1	Setup costs
3.2	Data Conversion costs
3.3	Training costs
3.4	Customization costs
	Hosting Service/Not Hosting additional Costs/Savings (Explain)
4.1	Explanation
	Other consideration
5.1	Explanation
6.0	TOTAL COSTS

Evaluation criteria and process

Evaluation and Product Demonstration

The responses to this document will be used to identify the top 2 finalists who will be asked to provide a product demonstration (on-site or web-based). Finalists will be notified.

Product demonstrations will be held October 5 & 6, 2016 for the 2 finalists.

Demonstrations will be at CCTHITA Edward K Thomas Building 9097 Glacier Highway, Juneau, Alaska. Please keep these dates open. At time of notification a time slot will be assigned.

The successful responded will provide an implementation plan on meeting the requirements in three steps.

1. Technical Approach. Quotes shall, at a minimum, address the following.

- a. Understanding of the problem, a clear understanding of all features requested
- b. Feasibility of approach. Methods and approach to meeting the requirements.
- c. Completeness. the vendor's methods and approach to satisfy the requirements specified
- d. Resource and staffing. Identify key personnel that will work directly on this RFP

2. Past Performance

The Bidder shall demonstrate recent (within the past 5 years) and relevant (i.e., experience in providing services similar in size, scope, and complexity as described in the RFP) past performance in the private sector and Federal Government. The past performance submission shall include a narrative describing past performance to include a brief description of services provided.

3. Price. Vendor shall provide a firm fixed price.

The Tribe will award a contract resulting from this solicitation to the responsible offeror whose offer conforming to the solicitation will be most advantageous to the Tribe, price and other factors considered. The following factors shall be used to evaluate offers:

- i. Technical Approach
- ii. Past Performance
- iii. Price

Technical and past performance, when combined, are significantly more important than price. Technical Approach is more important than Past Performance.

Non-Price Factor 1: Technical Approach will be evaluated as follows:

The evaluation process will consider the following as part of the Bidder's overall Technical approach:

- a) Understanding of the Problem - The quote will be evaluated to determine the extent to which it demonstrates a clear understanding of all features involved in solving the problems and meeting the requirements presented in the PWS and the extent to which uncertainties are identified and resolutions proposed. The quote will be evaluated strictly in accordance with its written content. Quotes which merely restate the requirement or state that the requirement will be met, without providing supporting rationale, are not sufficient.
- b) Feasibility of Approach - The quote will be evaluated to determine whether the Vendor's methods and approach to meeting the task order requirements provide the Tribe with a high level of confidence of

successful completion within the required schedule. The evaluation will also consider the efficacy of the allocated hours and labor categories being proposed.

- c) Completeness - The quote will be evaluated to determine whether the Vendor's methods and approach have adequately and completely considered, addressed and satisfied the requirements specified in the solicitation.
- d) Key Personnel - The quote will be evaluated to determine whether the Vendor's key personnel have the requisite professional experience as it relates to the requirements of the RFP; the evaluation will take note of education and specialized training present in the resumes; the evaluation will assess the personnel's work history to determine relevancy to the requirements of the RFP; and will assess the current employee status to determine the likelihood that the employee is available to support the contract requirements as required in the RFP.

Appendices

Appendix A – CCTHITA Program Profile Booklet

Appendix B – Reporting Forms

- 4000-16 State TANF CFR 12 31 2015 revised 1
- Form HSS TANF ACF-196T
- Form OCSE-34 Part 1 and Part 2
- Form OCSE-75
- Form OMB 1076-0131
- Minimum Data Collection Form
- SF-425 Federal Financial Report
- Form TANF ACF 102-477 12
- TFYS Report Needs
- Elder Needs Assessment
- AFCARS Report
- 2015 Elders Fitness Log Sheet
- Statistical Report for Rural Child Welfare Services
- Quality Caseworker Visit Template
- Title VI Annual Elder Nutrition Report
- CTAS Performance Measure Reporting Tool (Excel)
- Time Study Report
- TFYS Appendix F – Quarterly Activity Report

Appendix C – Security Domain to Role Matrix