



NORTHWEST BAND OF THE SHOSHONE NATION

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November 30, 2024

NORTHWEST BAND OF THE SHOSHONE NATION REQUEST FOR PROPOSAL INFORMATION TECHNOLOGY SERVICES

The Northwest Band of Shoshone Nation (“NWB”) is seeking proposals from information technology (“IT”) and cybersecurity (network and host) consultants to provide IT services for the NWB beginning in January 2025 through January 2026. The contract will be for a one-year period with the option to extend for an additional year.

To be considered, an electronic version must be received on or before Wednesday, January 3rd, 2025 at 4:30 pm at the following email address:

Attn: Bradley Parry
bradleyparry@me.com
CC: jgusman@spyego.com

Questions related to this request for proposal should be directed to the Bradley Parry and CC on James Gusman at the email’s listed above.

I. INTRODUCTION

The Northwestern Band of Shoshone live in southern Idaho and northern Utah, covering land in Blackfoot, Idaho and Bingham County in Idaho, and Brigham City, Utah, and Box Elder County in Utah. Their headquarters are in Ogden, Utah, but they also have a tribal office in Pocatello, Idaho. They became a federally recognized tribe in 1987. Due to an ever-growing environment, on-going and ever-expanding cybersecurity risk landscape and the standard requirement of patches, updates, and renewing hardware and software for the Tribal Administrative Environment, NWB is seeking a qualified IT and cybersecurity services organization to maintain and implement these systems and services.

II. SCOPE OF WORK TO BE PERFORMED AND STANDARDS TO BE FOLLOWED

The firm selected will be responsible for providing the following services for a one-year period with an option to extend the contract for an additional one-year contract. Services that may be required from the contractor include and should be based on environmental size of up to four (4) physical servers, 10 virtual machines (based on Windows Server and Windows Desktop platforms), up to five (5) network switches, two (2) firewalls and/or routers, and up to 30 desktops and remote access devices:

1. Information Technology Services.
 - a. IT Services organization should be experienced with and certified (where possible) in the following categories –
 - i. Microsoft Desktop – i.e. Windows 10 and newer
 - ii. Microsoft Server Platforms – i.e. Windows Server 2008 and newer
 - iii. Windows Domain Controller (implementation required)
 1. Windows DHCP
 2. Windows DNS
 - iv. Virtualization – Microsoft HyperV and if possible, VMware ESXI 7.0 and above
 - v. Networking – Layer 2 and Layer 3 Switches – Netgear
 - vi. Servers – Dell and HP Hardware
 - vii. Remote Access Software – Tribal Staff and Consultants need to access remote platforms
 - viii. Onsite and remote operating system, file storage, and application backups.
 1. Incremental backups should be performed daily.
 2. Full backups should be performed weekly.
 3. Backups must be onsite and remote with ransomware protection applied.
 - ix. Email Management – currently POP3 by hosted solution.
 - x. Deployment of new desktops, servers, and network equipment.
 - xi. Cabling – non-infrastructure intrusive (only includes external to walls and/or crawl spaces above ceiling or under floors).
 - b. Patch Management Services –
 - i. Network devices
 - ii. Server Platforms – virtual and physical
 - iii. Desktop platforms (Microsoft Windows)
 - c. Remote Access Management –
 - i. Tribal Staff and Consultant Accessibility and Support
 - ii. Controlled Access to
 1. File Server
 2. Accounting Server
 - iii. Backups and Management Platforms
 - d. Regular Review of Firewalls Logs
2. Cybersecurity services
 - a. Patch Management Services –
 - i. Network devices
 - ii. Server Platforms – virtual and physical
 - iii. Desktop platforms (Microsoft Windows)
 - b. Remote Access Management –
 - i. Tribal Staff and Consultant Accessibility and Support
 - ii. Controlled Access to
 1. File Server
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 - iii. Backups and Management Platforms
 - c. Regular Review of Firewalls Logs

- d. Risk Mitigation
 - i. Server Anti-Malware Protection
 - ii. Desktop Anti-Malware Protection
 - iii. Backup ransomware protection
- 3. Reporting
 - a. Prepare monthly Reports for the IT Stakeholders based on weekly analysis including: hardware and software existing in the environment and inform Tribal Management of any upcoming major updates (i.e. operating system migrations), hardware failures, and end-user usage concerns.
 - b. Prepare monthly Reports for the Cybersecurity Stakeholders based on weekly analysis including: cybersecurity risk analysis on hardware, software, remote access, and end-user risks.
 - c. Prepare bi-annually recommended migrations for hardware, software, and cybersecurity platforms renewals, migrations, and/or required upgrades.

III. PROPOSAL REQUIREMENTS

The following must be received by the proposal due date Wednesday, January 3rd, 2025 at 4:30 pm or the firm will not be considered:

1. Qualifications.

- a. Qualifications and Related Experience - Sufficient information should be provided regarding qualifications of the firm to provide the requested scope of work.
- b. Provide a listing of current clients in the area similar to the NWB for which your firm is providing IT and Cybersecurity services.
- c. Provide list of current manufacturers/vendors you are authorized to sell and/or support.
- d. Provide list of organizational certifications with manufacturers/vendors.

2. Personnel Qualifications.

- a. Provide information and related experience with IT and Cybersecurity services, such as current resume and list of certifications.
- b. Applicants are encouraged to provide any additional information not otherwise requested that may aid the NWB in awarding this professional service contract.

3. Monthly Rates. Provide monthly rate to be charged for IT and Cybersecurity services rendered.

4. *The provided rate does not include the supplying of hardware, software, or subscriptions.

IV. BILLING AND PAYMENT

The consultant shall present an invoice to the NWB on a monthly basis for services rendered. Any adjustments expenditure or other service shall be preapproved.

V. EVALUATION CRITERIA

The below factors will be used when evaluating proposals. The factors are not listed in order of importance.

- 1. Responsiveness to Request for Proposal specifications**
- 2. Project cost**
- 3. Qualifications**
- 4. Qualifications and experience**
- 5. References**
- 6. Demonstrated capability to perform the type of work requested**

During the evaluation process, the NWB reserves the right to request additional information or clarifications from proposers and the right to reject any or all proposals. Proposals will be evaluated by a panel and the most qualified consultants may be requested to make oral presentations.

There is no expressed or implied obligation for the NWB to reimburse responding firms for any expenses incurred in preparing proposals in response to this request.