



Navajo Housing Authority Procurement Department

P.O. Box 4980, Window Rock, AZ 86515

ADDENDUM NUMBER ONE (1)

Issued: June 16, 2026

Project Name: **RFP #668 – UT Technical Support On-Call Services**

To All Interested Firms:

The following revision shall be incorporated into the subject RFP and shall become part of RFP **#668 – IT Technical Support On-Call Services**. All other provisions of the Request for Proposals shall remain unchanged. Please ensure you acknowledge this addendum by signing at the end of the addendum and including it in your Proposal response.

This addendum consists of:

Additional answers to Inquiries in Section I – General Information, 6. Inquiries: ANY and ALL inquiries or questions... All responses will be made in writing to all Firm(s) who have an interest in this RFP.

All other provisions of the Request for Proposals shall remain unchanged.

Questions submitted.

1. Can NHA confirm whether the Not-to-Exceed (NTE) amount of \$946,096 covers the base year only, or does it span the full contract period including both option years? The NTE applies to one base year. Option to renew may have a different NTE due to expanding or retreating objectives.
2. Is the fixed flat rate expected to be a single monthly retainer, or should offerors propose separate labor category rates by role/skill level to be applied against task orders? The task orders rate will be recognized by separate rates as mentioned in the question.
3. Is there a current incumbent contractor performing these services, and if so, is this a recompute of an existing contract? There is no support service that will overlap at this point
4. Has NHA experienced any performance or service delivery challenges with current or prior IT support vendors that the incoming contractor should be prepared to address? The contractor may be required to assist and collaborate with parallel projects conducted by other vendors. Due to funding source limitations all project activity will need to be completed and invoiced by mid-September.
5. Can NHA confirm the current VMware licensing version and whether any platform upgrades are anticipated during the contract period? vCenter Server 7 Standard and vSphere 7 Enterprise Plus

NHA has four (4) ESXi hosts: Two (2) at the Window Rock site: wr-esxi-1 and 2. Running 7.0 update 3 version. Two (2) at the Fort Defiance site: fd-esxi-1 and 2 and Running 7.0 Update 3. An upgrade may be necessary to address security issues or vulnerabilities.

6. What are the expected response time requirements for critical outages versus non-critical support requests, and will after-hours or weekend on-call support be required? The standard response to resolve issues is 48 hours (two business days) for non-critical situations. Equipment outages, and site outages require resolution in 2hrs.
7. Will interviews or oral presentations be conducted as part of the evaluation process prior to award? No planned interviews or presentations are required.
8. If a prime contractor does not hold Navajo or Indian Preference certification, can the preference points be claimed by teaming with or subcontracting to a Navajo or Indian-owned firm that holds a current and valid Certificate of Eligibility? If so, what minimum participation percentage would the certified Navajo/Indian subcontractor need to perform to qualify for the preference point advantage? Yes, include a copy of the agreement and the Native Partner documentation confirming Navajo or Native American Owned status.
9. Does NHA have any specific formatting requirements for the proposal submission, such as page limits, font size, font type, margin sizes etc. No. Double check the file size and verify the document can be emailed.
10. Can NHA clarify whether the primary mode of service delivery is expected to be on-site, remote/off-site, or a combination of both? Specifically, will the contractor be expected to maintain a physical presence at the Window Rock or Fort Defiance sites on a regular basis, or is on-site presence only required for specific events such as service outages, equipment installations, or project deployments? The NHA anticipates the support activity will be done remotely primarily, and if needed to be on-site to provide support if and only if it's critical and beyond the capabilities of the IT team. The NHA IT team can facilitate any on-premises activity when needed.
11. Does NHA require resumes or curriculum vitae (CVs) for the individual personnel proposed to perform work under this contract? If so, should resumes be included as part of the initial proposal submission, and are there any specific qualification, certification, or experience requirements that proposed personnel must meet to be considered eligible for this engagement? All documentation will need to be submitted with the initial proposal.
12. Regarding the Past Performance requirement (Section A, Evaluation Criteria B), can NHA clarify the specific reference requirements? Specifically: should references be submitted as letters of recommendation, or is a contact list sufficient? Are there any requirements for the recency of the projects listed (e.g., within the last 3, 5, or 10 years)? Should the projects demonstrate experience specifically in tribal or government IT environments, or will commercial IT managed services experience also be considered comparable? 1). Reference requirements can be a contact reference

list. 2). Any past applicable performance activity information will be considered within the past 5 years. 3). Include any work history performed under contract with NHA.

13. Given the complexity and breadth of the scope of work outlined in RFP #668, we respectfully request that NHA consider extending the proposal due date by a minimum of two (2) weeks beyond the current deadline of June 22, 2026. This additional time would allow our firm to assemble a fully compliant, thorough, and competitive response including all required notarized exhibits, CPA-reviewed financial statements, and a well-researched Cost-Fee Proposal. We appreciate NHA's consideration of this request. A one week extension may be granted, as the objectives will require them to be complete and invoiced by Mid-September

1. Can NHA confirm the specific target SharePoint version required for Phase 1 of the migration (the on-premises upgrade) prior to the subsequent migration to Microsoft 365? Identifying the target version will allow us to scope the necessary licensing, compatibility testing, and upgrade pathway accurately. SharePoint 1: SharePoint 2016 on Windows Server 2016. SharePoint2: SharePoint 2010 on Window Server 2008 R2.

2. Does either the SharePoint 2010 or SharePoint 2016 environment contain third-party workflows, custom web parts, InfoPath forms, or other customizations that will require refactoring or replacement during the migration process? No, third-party workflow

3. Can NHA provide an approximate total data volume (in gigabytes or terabytes) across the SharePoint 2010 and 2016 document libraries and associated databases? This will assist in estimating migration timelines and storage planning requirements. We have two sites: Site one, Window Rock has about 1.6 TB of data and site two, Fort Defiance has about

4. Regarding the VMware co-management scope, can NHA disclose the current vSphere license tiers and ESXi host versions deployed at both the Window Rock and Fort Defiance sites? This is necessary to confirm compatibility with proposed management tooling and licensing. vCenter Server 7 Standard and vSphere 7 Enterprise Plus NHA has four (4) ESXi hosts: Two (2) at the Window Rock site: wr-esxi-1 and 2. Running 7.0 update 3 version. Two (2) at the Fort Defiance site: fd-esxi-1 and 2 and Running 7.0 Update 3.

5. Does NHA currently utilize a centralized virtualization management platform — such as VMware vCenter Server — to administer virtual machine hosts across both primary sites? If so, what version is currently deployed? Yes, NHA is running VMWare vSphere Client @7.0.3 version

6. What ITSM or ticketing platform does the NHA IT department currently use for daily support request intake and escalation tracking (e.g., ServiceNow, Zendesk, Freshdesk, or a custom system)? NHA uses SuperOps ticketing platform, SuperOps seems to measure time, type of tickets and etc.

7. For declared service outages requiring immediate on-site response, what is NHA's target SLA response time, measured in hours from initial ticket classification to on-site engineer arrival at the affected location? When network/service outage occur it takes approximant about 2hrs to get out to a

location, but before being on site we would request on-site staff member to assist with minor issues. We would have them check if device is on, shut power down and re-boot power, and check for any outage in the area.

8. Will NHA consider remote troubleshooting via network access or remote console as an acceptable substitute for physical dispatch in cases where an outage can be fully resolved without an on-site presence? If so, what criteria determine when remote resolution is deemed sufficient? Yes, we highly consider remote troubleshoot because some office/site are like 2hrs away from Window Rock. Generally network outages, or unresponsive end points

9. Is the submission of audited or CPA-reviewed financial statements (Exhibit H) mandatory for proposal evaluation, or will NHA accept a CPA attestation letter confirming the offeror's financial stability at the bid stage, with full financial statements provided upon contract award? Myron or Linda please answer.

10. Are there preferred or standardized network infrastructure vendors (e.g., Cisco, Aruba, Fortinet, Meraki) deployed across the 16 remote sites that the on-call IT firm will be expected to support and troubleshoot? NHA would like to standardize its network infrastructure using Fortinet Networking solutions. NHA is about 70% Fortinet network equipment.

11. What WAN technology connects the 16 remote sites to the Window Rock hub — for example, MPLS, SD-WAN, or site-to-site VPN tunnels? Understanding the WAN architecture will help define remote support capabilities and on-site dispatch thresholds. Remote sites are connected point to point with ISP Metro Ethernet VLAN tagging via cisco routers, one local site connected via a wireless bridge, and two that are connected using starlink solution via a VPN Fortinet firewall to Fortinet firewall.

12. Can NHA provide a baseline estimate of the average weekly volume of support tickets currently being escalated to an on-call resource, or that would be directed to the contracted IT partner under this engagement? No support tickets are being escalated at this point.

13. Is there a current incumbent vendor providing IT technical support or managed services? If so, are there specific service gaps, transition challenges, or operational pain points this RFP is intended to address? There is no support service that will overlap at this point

14. Can NHA provide an approximate total user count and endpoint count (workstations, laptops, mobile devices, and servers) that will fall within the scope of day-to-day support responsibilities under this contract? We have approximately 526 Windows OS laptops devices, 70 VM servers, 4 host servers, and 325 mobile cells.

15. Can you please share the historical monthly ticket volume if available? Support ticket average about 250 per month, with the 90% being closed

16. Can NHA confirm whether the Not-to-Exceed (NTE) amount of \$946,096 applies to the one-year base contract period only, with separate NTE amounts applicable to each renewal option year, or does the \$946,096 represent the total cumulative ceiling across the base year and both option years combined? The NTE applies to one base year. Option to renew may have a different NTE due to expanding or retreating objectives.

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1. What daily hours would be expected for "On-Call" Support? Monday through Friday from 8am to 5pm – exclude holiday
 2. The 52 virtual machines, What are the Operating Systems? Some of the virtual machines are running window server 2008, and majority are running windows server 2016.
 3. Is the SharePoint migration to M365, included in the "Not to Exceed" number or is the "Not to Exceed" number related to Task work orders only? The "Not to Exceed" amount applies to the entire SOW, as the objectives are priority and the on-call scenario will utilize any remaining amounts, if needed.
 4. How is SharePoint utilized now? Document storage/document sharing
 - * Storage only? Yes
 - * Approximate size? WR-Site: 1.6 TB and FtDef-Site: 1TB
 - * Back-up system in place? Backup to ArcServer
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1. Proposal Due Date: Would NHA consider granting a two-week extension beyond the current June 22 proposal deadline to allow our team adequate time to prepare a thorough and comprehensive response? A one week extension may be granted, as the objectives will require them to be complete and invoiced by Mid-September.
2. References Requirement: Would NHA consider an exception to the required number of named references, allowing submission of three references in place of five? The total number of references is minimum requirement

Please ensure you acknowledge this addendum by printing and signing below. This must be included in your Proposal Response. Failure to submit shall be grounds for the NHA to deem your proposal as Non-Responsive.



Myron Tommy, Procurement Specialist
NHA Procurement Department
Acknowledgement of Addendum One (1):

Print Name: _____

Signature: _____

Title: _____