



**REQUEST FOR PROPOSAL (RFP)**  
**RFP CNB-DIV17001 for**  
**Contract Management (CM)**

**You are invited to submit a proposal in accordance with the requirements of the following Request for Proposal (RFP).**

**Proposals must be received by Cherokee Nation Businesses (CNB), LLC no later than the Due Date and Time stated in the table below. RFP responses should include 2 copies of all requested information. This information will be held in confidence and will not be made available to other vendors. Likewise, the vendor agrees to hold in confidence any and all information included in this RFP and will not disclose to a third party any part of this RFP, except as necessary to generate a response to this RFP. CNB reserves the right to reject all responses. The vendor is responsible for all costs they incur in preparing their response to this RFP.**

<b>Issue Date:</b>	<b>22 February 2017</b>
<b>Due Date and Time:</b>	<b>22 March 2017, 1PM Central Time</b>
<b>Point(s) of Contact:</b>	<b>Brian Hooper, Procurement System Manager</b> <ul style="list-style-type: none"> <li>• <b>brian.hooper@cn-bus.com</b></li> </ul> <b>Tonya Dawson, Project Manager II</b> <ul style="list-style-type: none"> <li>• <b>tonya.dawson@cn-bus.com</b></li> </ul>
<b>Submission:</b>	<p><b>Sealed bids are requested. All proposals should be mailed or hand delivered to the following address:</b></p> <p><b>Cherokee Nation Businesses, LLC.</b>  <b>Attn: Brian Hooper, CNB Procurement System Manager</b>  <b>10838 E. Marshall Street, Suite 240</b>  <b>Tulsa, OK 74116</b></p> <p><b>A courtesy copy may be submitted electronically with the subject title of “CM RFP” to the following email address:</b>  <b>brian.hooper@cn-bus.com</b></p>

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## Introduction

### Company

Cherokee Nation Businesses, L.L.C. (CNB), is wholly owned by the Cherokee Nation, one of the nation's largest American Indian tribes. CNB, the economic engine of the Cherokee Nation, owns companies in the gaming, hospitality, personnel services, distribution, aerospace, manufacturing, telecommunications, technology services, medical equipment, security and defense services, construction and environmental services industries. CNB continues to grow and expects to acquire new businesses in the future.

CNB currently employs more than 4,400 people in northeastern Oklahoma and northwestern Arkansas. The Cherokee Nation and its businesses employ more than 10,000 people in all, making it one of the area's largest employers.

### Contact

All questions related to this document should be directed by email to Brian Hooper at [brian.hooper@cn-bus.com](mailto:brian.hooper@cn-bus.com) with the subject line of "CM RFP" no later than 7 March 2017; these will be addressed during the Mandatory Pre-bid WebEx conference call on 8 March 2017 at 1 PM. The Non-Disclosure Agreement (NDA) must be signed and sent to [brian.hooper@cn-bus.com](mailto:brian.hooper@cn-bus.com) prior to joining the conference call. Once CNB receives the signed NDA you will receive the call-in information.

## Project Objective

### Overview

CNB Diversified Businesses is looking for a Contract Management (CM) system to manage Government and commercial contracts. CNB Diversified Businesses operates multiple business units consisting of multiple organizations in our current accounting system. CNB Diversified Businesses also works with joint ventures and other types of arrangements.

The chosen CM solution must have robust integration capabilities with the existing CNB Diversified platform components. It is expected that any provided solution will already be fully developed, tested, offered publicly for sale and available immediately for installation.

### Scope of Work

The scope of work for this project requires that the Vendor work with CNB and its project team through all phase of review, setup, planning and training.

### RFP Response Process

- RFP issue date of 22 February 2017
- SEALED bids are due back to CNB Procurement no later than 22 March 2017 at 1 PM and are to be delivered in accordance with provided bid instructions. Vendor is to supply two copies of bid.
- There will be a Mandatory Pre-Bid WebEx conference call set on 8 March 2017 at 1 PM; the purpose of the call is to allow for questions to be asked and answered, along with confidential information covered under Non-Disclosure Agreement.



## **Information Requirements**

### **Company Overview**

- Brief History, including how long you have been in this business
- Location (s) – include call center locations
- Size (employees, market value, revenues, etc., if public company)
- Description of ownership, along with any acquisitions or pending mergers
- Description of management
- Brief overview of Products and Services
- What investments have been made in innovation in the past two years? How did your customers benefit from the changes?
- Customer List – Highlight government contracting customers, the solutions currently being provided to them.
- Any outstanding material litigation against the company
- Contact person name, address, phone, e-mail

### **Contract Management**

- Does the solution provide contract authoring?
  - Does the solution have the options to select a company logo from a menu when creating a contract or other legal document from a template?
  - Does the solution allow in system management of contract developments, contract draft versions, negotiations, and redlining?
  - Does the solution support management of amendments and modifications of agreements?
  - Does the solution support management of non-revenue/expense agreements (for example, non-disclosure agreements, teaming agreements, consulting agreements, memorandums, etc.)?
  - Does the solution have an option for in system contract execution and delivery of the final agreement and associated documents?
  - Does the solution support auto-generation of expense subcontracts from the associated prime contracts?
  - Does the solution link financial requisitions and the associated subcontracts?
- Does the solution managed both Government and commercial contracts?
  - Does the solution have organizational distinctions between government and commercial entities?
- Does the solution support optical character recognition or auto-population capabilities?
- Does the solution provide prime and subcontract obligation tracking management?
- Does the solution support contract disputes management?

### **Repository**

- Does the solution support management of a secure repository for contracts, contract clauses, and related documents?
  - If so, can this repository be customized depending on standard and customer contract information fields?
  - If so, can this repository be configured for access by different departments based on security levels and permissions?
  - If so, can this repository auto-generate internal identification numbers for entered contracts?

### **Access, Reporting, and Alerting**



- Does the solution support a web portal for accessing contracts, related documents, and reports based on user permissions?
- Does the solution provide simple and easy to use reporting, with auto-run and auto-delivery features?
- Does the solution support contract reports based on the DCAA ICE (Incurred Cost Electronically) Model?
- Does the solution have auto-notifications of contract changes, based on permissions?
- Does the solution have auto-notifications of approaching contract renewal and other key dates?

### **Additional System Capabilities**

- Does the solution have flexible contract approval workflow?
- Does the solution have auto-generation of contract briefs?
- Does the solution support auto-generation of contract briefs based on the DCAA ICE (Incurred Cost Electronically) Model?
- Does the solution provide auto-generation of contract identification numbers based on a specific template?

### **Technical**

- Optical character recognition (OCR) or auto-population of contract documents, fields and data within the system
- Cloud-based solution and subscription model preferred
- Web service interface
- Interface with Deltek Costpoint, Salesforce, PeopleSoft, DocuSign, and AgilePoint
- Single Sign-On (SSO) and Active Directory security groups through OKTA
- If SaaS solution, ISO 27001 compliant and SOC 2 Type II certified

### **Support & Account Management**

- Please explain the type of support provided by the customer service team both during and after the implementation.
- Enter the hours of operation for customer service support, method of contact, and SLA's for response and resolution.
- Does customer service support proactively look for user engagement/system configuration opportunities to improve the effectiveness of the system?
- What is the process for submitting requests for enhancements?
- Is your customer support located in the United States of America?
- Is English your customer supports first language?
- How often are hotfixes and/or system patches applied to your solution?
- How often is your solution down for maintenance?
- How long does a normal maintenance outage last?

### **Pricing and Timeline**

- Describe your implementation approach
- Provide an Implementation Timeline
- Test systems available for realistic testing prior to product launch
- Provide pricing breakdown



## Tribal Employment Rights Office

This project is also subject to Cherokee Nation Tribal Employment Rights Office regulations that include a fee of ½ of 1% of total contract award, if applicable, and the completion of a TERO Labor Agreement and payment of associated fees, including a \$25 per person per day fee for any non-Indian worker on site. The successful bidder's performance will also be measured, recorded, and reported to the Cherokee Nation. Please refer to Cherokee Nation Legislative Act 38-05 dated 11-14-06 repealing and superseding Cherokee Nation law regarding Labor and the Employment Rights Ordinance and Declaring an Emergency. The complete Act is available at our website or by contacting the TERO OFFICE at Tahlequah 918-453-5000.

## APPENDIX – Security Questionnaire

Please provide the following answers in an Excel file attached to the bid response.

GENERAL SECURITY QUESTIONNAIRE	
<b>1</b>	<b>END USER ACCOUNT INFORMATION</b>
	What is used to store end user account information?
	<b>MS SQL Database</b>
	Is password rotation supported?
	Is password complexity supported?
	Are previously used passwords stored so they cannot be reused?
	<b>Active Directory</b>
	Can AD groups (directly or via SAML) be used to limit access to who can run the application?
	Can AD groups be used to limit access to certain application functions? (ex. One user can make entries, but it takes another level of authorization from a manager to change entries.
	If no on Active Directory, will the vendor modify the application to use Active Directory or SAML?
	<b>Cloud</b>
	If cloud storage, where is the data geographically located?
	Are any subcontractors located outside the US?
	Are any employees or subcontractor employees not US Citizens?
	Can the application use ADFS or Windows Azure Active Directory?
	<b>If not MS SQL or AD or Cloud, what is used for user account storage?</b>
<b>2</b>	<b>DATABASE</b>
	Does the application use a backend database for storing data?
	What database system is used? MS SQL, Oracle, Cloud, etc
	What version?
	If not the latest version, what is the timeline for getting to the latest version?
	<b>Is any confidential data (PCI, PII, HIPPA, etc) stored in the database?</b>
	Is encryption used to protect the data?
	Is any of the data regulated by any compliance or authority?
	<b>Is any database archiving done?</b>
	If yes, what is the security applied to the archive?

	Is any encrypted data decrypted for the archive?
	Is the archive stored in a location that is hardened as much as the main database?
	<b>How does the client application talk to the server backend? (ex. Direct connection to a db, through web/app service, etc)</b>
	If direct connection to DB, does the client use Ad Hoc or Stored Procedures?
	If Ad Hoc, can application run on just stored procedures?
	If direct connection to DB, what authentication method? (DB/Local User or Windows Integrated)
	If DB/Local User, how are credentials stored on client?
	Are the credentials encrypted?
	If DB/Local User, what connection client is used? ODBC, SQL Native, etc.
<b>3</b>	<b>AUDIT TRAIL</b>
	<b>How is an audit trail generated for activity?</b>
	<b>Where is the audit trail stored?</b>
	MS SQL?
	Offsite at the vendor (Cloud)?
	Local log files on the client?
	<b>How long is the audit trail stored?</b>
	<b>Is any confidential information stored in the audit trail?</b>
	<b>Is any encryption used on the audit trail storage?</b>
	<b>How do we view the audit trail?</b>
<b>4</b>	<b>INTERNET CONNECTIVITY</b>
	<b>Does the application need Internet connectivity?</b>
	If yes, is the communication over SSL?
	If yes, what data is being pulled/sent to the Internet?
<b>5</b>	<b>RIGHTS/PERMISSIONS</b>
	<b>Does the application require Windows Local Administrator rights to run after installation?</b>
	If yes, is the vendor planning to correct this flaw?
	<b>Do the client workstations run in kiosk mode (1 generic user logged into machine, many users log into application) or can the application run under the logged in user with any valid user logging into the machine?</b>
	If yes to kiosk mode, can the application be changed to allow running under any logged in user?
	<b>Is any form of file share required (on client or server) for the application to operate?</b>
	If yes, what kinds of permissions are required and who will need them?
	<b>Does any part of the backend system require a console application left running the background at all times?</b>
<b>6</b>	<b>ENCRYPTION</b>
	<b>Is any encryption used in communications between machines in the system? (ex. Between client and server, between application server and database server)</b>
	If not, can it be implemented?
	If yes, which communication channels and what level of encryption and algorithm are used? (ex. Client to Server- AES256, Client to Web Server - SSLv3 2048)
<b>7</b>	<b>ALERTS</b>
	<b>Is alerting supported on "odd" behavior? (ex. anything that falls outside of a configurable threshold on the system or unusual activity that goes outside of a normal process)</b>
	<b>What kind of alerting or mitigating measures can be used in the event of such behavior or threshold breach?</b>

<b>8</b>	<b>BEST PRACTICES</b>
	Are the DB vendors (Microsoft/Oracle/etc) Best Practices for securing the database server followed? In other words, if a server was set up with Best Practice guidelines, does any of it need to be “loosened” in order for the application to work (example, enabling xp_cmdshell on MS SQL Server)?
	Are the Client/Server OS vendor’s Best Practices for securing the OS in its particular role followed?
	Is regular patching of the Client and Server OS with the latest vendor patches and service packs supported?
	Is regular patching of the Database Server with the vendor’s latest patches and service packs supported?
	Does the application meet all required regulatory compliances? E.g. PCI, HIPPA, ITAR, etc.
<b>9</b>	<b>ADDITIONAL COMMENTS</b>

#### **Bidder Checklist**

- ☐ Complete questions in the Information Requirements section
- ☐ Completed Bidder Response Sheet
- ☐ Non-Disclosure Agreement
- ☐ Executed and Notarized Non-Collusion and Business Relationship Affidavit
- ☐ Any additional Terms & Conditions that should be considered for this agreement



### Non-Collusion and Business Relationship Affidavit

STATE OF )  
 ) ss.  
COUNTY OF )

, of lawful age, being first duly sworn, on oath says that (s)he is the agent authorized by the bidder to submit the attached bid.

Affiant further states that the bidder has not been a party to any collusion among bidders in restraint of freedom of competition by agreement to bid at a fixed price or to refrain from bidding; or with any Cherokee Nation Businesses, L.L.C. employee as to quantity, quality or price in the prospective base services agreement, or any other terms of said prospective base services agreement; or in any discussions between bidders and any Cherokee Nation Businesses, L.L.C. official concerning exchange of money or other thing of value for special consideration in the letting of a base services agreement.

Affiant further states that the nature of any partnership, joint venture, or other business relationship presently in effect or which existed within one (1) year prior to the date of this statement with Cherokee Nation Businesses, L.L.C. or other party to the services provided under the Agreement is as follows:

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Affiant further states that any such business relationship presently in effect or which existed within one (1) year prior to the date of this statement between any officer or director of Consultant and any officer, director, manager or member of the Board of Directors of Cherokee Nation Businesses, L.L.C. or other party to the project is as follows:

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Affiant further states that the names of all persons having any such business relationships and the positions they hold with their respective companies or firms are as follows:

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Affiant further states that any family/relative relationships present between any officer, director or agent of Consultant and any officer, director, manager or member of the Board of Directors of Cherokee Nation Businesses, L.L.C. other party to the Agreement is as follows:

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Affiant further states that the names of all persons having any such family/relative relationships and the positions they hold with their respective companies or firms are as follows:

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\_\_\_\_\_  
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(If none of the business relationships hereinabove mentioned exist, affiant should so state.)

Signed: \_\_\_\_\_

NAME & TITLE: \_\_\_\_\_

Subscribed and sworn to before me this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

\_\_\_\_\_  
Notary Public

My Commission Expires: \_\_\_\_\_