

CAHUILLA BAND OF INDIANS



REQUEST FOR PROPOSAL

FOR

MANAGED IT SERVICES

(Responses due by 5:00 PM PT on November 4, 2025)

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The Cahuilla Band of Indians - Brief Overview

The Cahuilla Band of Indians is a federally recognized tribe that was established by Executive Order on December 27, 1875 but have inhabited the area since time immemorial. The entire reservation is held in trust by the United States Government and consists of 18,884.26 acres. Cahuilla is approximately 525 members strong with approximately 55 residences on the Reservation.

The Cahuilla Indian Reservation is located in a rural Southern California area of Riverside County, adjacent to the township of Anza, CA. The Reservation is approximately 25 miles east of Temecula and 35 miles west of Coachella Valley. The Reservation is comprised of rolling hills, large boulders, and pasture lands; a true chaparral ecosystem.

Purpose of the Engagement

The Cahuilla Band of Indians ("Cahuilla," or "Owner," or "Tribe") is issuing this Request for Proposal ("RFP") to seek proposals from qualified individuals or firms to provide Managed IT Services to support the Tribe's technology infrastructure across multiple departments and facilities.

The Tribe is seeking a provider that can deliver the following services:

Help Desk & Monitoring

- Remote and onsite PC monitoring and help desk support, Monday–Friday, 8:00 AM–6:00 PM
- 24/7/365 remote monitoring and onsite support via Network Operations Center (NOC)
- Email and phone ticketing system with unlimited ticket request
- Must Initial response within 15 minutes of a call or email support ticket
- Followed by emergency escalation within 30 minutes
- Same-day onsite service is expected if an issue cannot be resolved remotely

Maintenance & Security

- 24/7 maintenance of desktops, laptops, cloud, and servers
- Operation patch management including vendor specific updates (e.g., Dell)
- Anti-spam, antivirus, and anti-malware protection for all managed devices
- Dark Web monitoring, user awareness training, SaaS alert, anti-phishing tools
- Endpoint Protection, Detection, and Response (EPDR) for 50–60 computers
- Firewall, VPN, and cybersecurity updates
- Proactive disk cleanup, low disk space monitoring, and storage management
- Hardware failure monitoring
- Additional Security on the Tribal board emails

Cloud & Software Support

- Microsoft 365 Government license management and support (approx. 120 licenses)
- SharePoint and Azure Active Directory administration, including departmental privacy controls
- Support for Dynamics setup and user inquiries
- Website maintenance (approx. 3 hours/month)
- AV support during meetings

Infrastructure & Asset Management

- Network access point management across multiple locations (approx. 9 Wi-Fi APs)
- Camera system management (approx. 60 units), including DVR, Hardware repair, replacement of cameras. On Demand manual footage camera footage review for incidents
- Server, switch, cabling, and networking support
- Asset tracking and inventory management
- Warranty Tracking
- Software license key management
- Procurement and deployment of new computers
- Printer management across multiple sites
- Provide Data Backup and support the backup power supplies

Governance & Advisory

- Technology advisory services and regular business reviews
- Onsite support: minimum 22 hours/month, including bi-weekly visits and attendance of Tribal meetings/ Evening and Weekend hours are mandatory
- Monitoring and updates the Information Systems Management and Data Retention Manual
- Cybersecurity Assessments and Penetration Testing regularly
- Documentation of ticketing system and resolutions steps
- Staff training in Cybersecurity best practices, response and escalation protocols individually or scheduled group training
- Budget reviews and strategic technology planning

Supported Environment

The MSP must be able to support approximately:

- 50 computer workstations
- 120 Microsoft 365 Government licenses
- 9 Wi-Fi access points

- 60 security cameras
- Servers, switches, networking, and cabling across multiple locations

The Tribe anticipates the project to be conducted and completed within a 12-month contract period, with the option to renew annually.

Response Requirements

1. Please provide the firm's information including the following:
 - Name
 - Phone
 - Address
2. Please provide the primary point of contact's information for the proposal including the following:
 - Name & Position
 - Phone
 - Email
3. Please provide an overview of the proposed work plan including proposed steps, timeframes, responsible personnel, and cost of the engagement. This response should lay out a plan to achieve Cahuilla's goals and objectives as outlined in the above engagement goals, including staff training and product rollout plans.
4. Please provide an overview of your firm and include details regarding your familiarity with the requested services and any resources that make your firm uniquely qualified to assist the Tribe. Please include Tribal government experience first, if applicable.
5. Provide a list of three clients/references for whom you have provided services similar to those being requested in this RFP. Include in the submittal: the name of government/company, address, contact name, and phone number.

Out of respect to each respondent's time completing the RFP response, the Tribe encourages respondents to be concise in its responses. The Tribe expects responses to be professional but is evaluating responses based on content rather than the quantity of the presentation. This philosophy runs true throughout the engagement.

Selection Criteria

- Vendor's experience, capability, and approach to the services requested (0-40)
 - Background, professional qualifications, and experience of the respondent
 - Understanding and acceptance of the Scope of Services
 - Current or past performance as determined by Reference Checks
- Completion Date (0-25)
- Cost (0-25)
- Responsiveness to the Request Requirements (0-10)
 - Requested information included in the response
 - Thoroughness of response
 - Clarity and conciseness of response

Maximum Points: 100

Proposals will be evaluated to determine which best meets the needs of the Tribe. Evaluation and selection will be based on the information submitted in the proposal. Proposals will be evaluated based on the respondent's specific plan to meet the objectives of the Tribe's goals.

All liability for costs incurred by any individual or firm in preparing their proposal, during the selection process, or otherwise incurred prior to the receipt of an executed contract will be borne by the individual or firm.

Further information may be required by the Tribe for clarification purposes after the proposals are submitted. After meeting the mandatory requirements, the proposals will be evaluated on their functionality, support, and cost aspects. The Tribe reserves the right to accept or reject any or all proposals, or any part of any proposal, to waive any defect or technicality, and to advertise for new proposals on any basis and without disclosure of reason.

The failure to make such a disclosure shall not result in accrual of any right, claim, or cause of action by any unsuccessful bidder against the Tribe. The Tribe also reserves the right to award in whole or in part, by items, group of items, or by section where such action serves the Tribe's best interests. Complete and accurate responses to all items are necessary for a fair evaluation of proposals. This RFP does not obligate the Tribe or any applicant until a contract is signed and approved by both parties.

Due Date of Response

To be considered, proposals must be received no later than **5:00 PM PT on November 4, 2025**. Selection of a consultant will tentatively be determined by November 12, 2025. Respondents may provide an electronic copy of their responses to Parker Anderson at accounting@cahuillansn.gov. Any questions regarding this RFP should be directed to Parker Anderson via email.

Non-Disclosure Agreement (SAMPLE)

This Agreement is entered into and effective this ____ day of _____, 2025 by and between the Cahuilla Band of Indians (“Cahuilla” or “Tribe”), a federally-recognized, sovereign Indian Tribe and

(Name) _____

(Organization) _____

(Address) _____ (Recipient)

WHEREAS, Cahuilla and Recipient (collectively referred to as the "Parties") intend to establish terms governing the use and protection of certain Confidential Information relating to Cahuilla that Cahuilla may disclose to the Recipient.

NOW THEREFORE BE IT ACKNOWLEDGED AND AGREED that the Parties agree as follows:

PURPOSE. Cahuilla, including any department, division or Consultant of Cahuilla, anticipates providing material that includes information that is unique to the Cahuilla Band of Indians and is Confidential.

CONFIDENTIALITY. Any Recipient of Cahuilla’s Confidential Information, whether obtained through this RFP or otherwise, may not disclose such Confidential Information or use the same except for the Purpose(s) of this project.

NON-USE OBLIGATION. Recipient agrees not to use the Confidential Information in any way, except for the purpose set forth above.

NON-DISCLOSURE OBLIGATION. The Recipient agrees to hold all information in trust and confidence and agrees that no Confidential Information shall be disclosed to a third party for any reason without the express written consent of the Tribe. No information shall be disclosed or discussed with any person not officially connected with the Recipient. No copies of information will be made or retained by Recipient except for the ordinary course of business for use solely for the purpose stated above.

RETURN OF INFORMATION. All Confidential Information disclosed under this Agreement (including without limitation, information in computer software or held in electronic storage media) shall be and remain in the property of Cahuilla and shall be returned or destroyed upon written request by Cahuilla.

NO RELATIONSHIP. This Agreement is intended to provide only for the handling and

protection of Confidential Information. It shall not be construed as a teaming, joint venture, partnership or other similar arrangement.

NO ASSIGNMENT. Recipient shall not assign any of its rights or obligations hereunder, without prior written consent of the Tribe. Any attempted assignment in violation of this section will be void and of no effect.

TERM OF AGREEMENT. The obligations of this Agreement shall be continuing until the Confidential Information disclosed to Recipient is no longer confidential.

GOVERNING LAW. This agreement shall be governed by and interpreted in accordance with the laws of the Cahuilla Band of Indians. Cahuilla reserves all rights to protect the confidentiality of its information in any judicial, administrative, or equitable proceeding. The Cahuilla Band of Indians have made no waiver of its inherent rights of self-governance or its sovereign immunity.

AMENDMENT. This agreement may not be modified or assigned, except by further written agreement executed by an authorized representative of each party hereto.

IN WITNESS WHEREOF, by the signatures below of officials authorized to commit the parties, both Cahuilla and Recipient agree to the above terms and conditions, as of the Effective Date written above.

Cahuilla Band of Indians:

Signature: _____

Full Name: _____

Title: _____

Date: _____

Recipient:

Signature: _____

Full Name: _____

Title: _____

Date: _____