



Tamaya Housing Inc.

Tamaya Housing Incorporated

RFP 2025-03#

Request for Proposal

for

ERP System and Implementation Services

RFP Issue Date:	November 04, 2025
Questions Due Date:	November 14, 2025
Proposal Due Date:	November 21, 2025

Extension Date: December 8, 2025

Contact Person for inquiries related to this RFP:

Marlon B. Stevens, Executive Director

Tamaya Housing Incorporated

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Overview of Organization

Tamaya Housing Incorporated (the “Corporation” or "THI"), a legally separate tribally chartered business corporation, is a wholly owned corporation and component unit of the Santa Ana Pueblo (the “Pueblo”), an Indian tribe recognized by the federal government of the United States. The Corporation provides home ownership programs to low-income individuals. The Corporation receives HUD funding under the Native American Housing Assistance and Self Determination Act of 1996 (NAHASDA). Under the provisions of the Act, the Corporation was designated by the Pueblo as the Tribal Designated Housing Entity to receive and implement affordable housing programs.

Objective of this RFP

The Tamaya Housing Incorporated seeks a Proposal from the professional qualified vendors to provide Enterprise Resource Planning (ERP) System and Implementation services to replace its current system. The THI is only interested in a SaaS or cloud-based solution. The THI’s goal is to take advantage of a modern ERP system that is designed around best practices allowing the THI to streamline and improve processes that result in timely, accurate, and easy-to-access information.

ERP System Requirements

THI is seeking a highly integrated system that can serve as many of the THI’s various department needs as possible. Mandatory solution modules must include the following functionality:

- > General Ledger
- > Fixed Assets
- > Accounts Payable
- > Account Receivable
- > Payroll
- > Human Resources
- > Budget Preparation
- > Purchasing
- > Project Management
- > The System must seamlessly integrate with Kanso Housing Management Software.

Implementation Timeline

THI is seeking guidance from the Proposers based on their experience for the recommended module phasing and timing. Proposers should clearly communicate all key assumptions along with their proposed schedule. The THI is open to suggestions for how best to implement the Proposer’s solution. The Proposer’s recommended implementation timeline should be clearly articulated in their proposal response as Implementation Approach and Work Plan.

THI Rights

During the evaluation process, THI reserves the right, where it may serve the THI’s best interest, to request additional information or clarifications from proposers, or to allow corrections of errors or omissions.

Submission of a proposal indicates acceptance of the conditions contained in the request for proposal (RFP), unless clearly and specifically noted in the proposal submitted and confirmed in the contract between the THI and the Firm selected.

Upon submission, all proposals become the property of THI and become part of our official files without any further obligation on the part of the THI. THI will not pay for any information herein requested, nor is it liable for any costs incurred by the vendor.

General Instructions

Proposals should be prepared simply and economically and provide a straightforward, concise description of the Proposer's company, qualifications, proposed solution, and capabilities to satisfy the requirements of this RFP. Emphasis should be on a completeness and clarity of content.

Proposal must include the following requirements:

- Proposers must provide a brief and concise synopsis of Proposer's solution and a description of the Proposer's credentials to deliver the services sought under the RFP.
- Reference name and contact information (name, title, address, phone, and email).
- Brief project description, including identifying the software version, type of solution (SaaS or on-premises) modules, and interfaces implemented.
- Implementation timeline and Go-Live date.
- Describe approach to data storage.
- Describe data backup process.
- Describe ongoing maintenance and support services.

RFP Amendment and Cancellation

THI reserves the unilateral right to amend this RFP in writing at any time. THI also reserves the right to cancel or reissue the RFP at its sole discretion.

Proposal Review and Notification

THI's Executive Director and a selection panel will review and evaluate each proposal submitted. It is anticipated that the proposal review process will be completed in the second week of November 2025. A written notice will be sent only to those firms that were selected for interview.

RFP Questions

Questions concerning this RFP should be submitted via email prior to the Deadline for Proposer Questions. Proposer's questions should clearly identify the relevant section of the RFP and page number(s) related to the questions being asked.

PROPOSAL FORMAT AND CONTENTS

The purpose of the proposal format and contents is to demonstrate the qualifications, competence, and capacity of the vendor seeking to undertake ERP implementation for the THI in conformity with the requirements of this RFP. The format of the proposal shall be as follows:

1. Title Page

The title page must show the RFP's subject, name of the vendor, local address, telephone number, name, title, date of submission, and email address of the primary point of contact.

2. Transmittal Letter

The transmittal letter should include a general introduction that briefly states the vendor's understanding of the services to be performed. Also, a positive commitment to perform the service within the time specified, the name(s) of the person(s) authorized to represent the vendor, the title, the address, and the telephone number.

3. Staffing, Team Experience, and Understanding of Project & Objectives

Describe the qualifications and experience of the team members expected to be assigned to this project. The description shall include previous experience with similar projects.

4. Work Plan Approach, Timeline, and Schedule

Describe the timeline method that will be used for scheduling, coordination, management of overall project costs, quality assurance, and list key or potential issues/risk you may deem critical to this project.

5. Resumes

Include single page resumes of the key personnel and sub consultants (if any) to be assigned to the project. It is expected that designated key staff will remain for the duration of the project.

6. References

Provide at least three references with contact information (name, title, address, phone, and email) for recent similar or related work.

7. Detailed Proposal and Proposed Solution

The detailed proposal of the scope of services and proposed solution.

8. Software Licensing and Maintenance Agreements

Provide any software licensing and maintenance agreements that will be required to implement the vendor's solution.

9. Ongoing Maintenance, Support, and Warranties

Describe the ongoing support services, maintenance, and/or warranties, including help desk processes and procedures, support hours, escalation procedures, and response time commitments.

10. Appendices or Exhibits

Any appendices or exhibits should be included as needed

COST PROPOSAL

The Cost Proposal must be submitted as a separate file/PDF.

1. Title Page

The cost proposal must include a certification that the person signing the proposal is entitled to represent the firm, empowered to submit the bid, and authorized to sign a contract with the THI.

2. Total All-Inclusive Maximum Price

The cost proposal should contain all detailed pricing information relative to performing the ERP implementation, such as the total cost to implement and the total cost to operate. The total all-inclusive maximum price is to contain all direct costs, indirect costs, one-time costs, and reoccurring costs, including all out-of-pocket expenses. THI will not be responsible for expenses incurred in preparing and submitting the proposal. Such costs should not be included in the proposal.

3. Manner of Payment

Progress payments will be made on the basis of hours of work completed during the course of the engagement and out-of-pocket expenses incurred in accordance with the firm's dollar cost bid proposal. Interim billing shall cover a period of not less than a calendar month.

4. Rates by Partner, Manager, and Staff Level Times Hours Anticipated

The cost proposal section should also include a schedule of professional fees and expenses that supports the total all-inclusive maximum price.

5. Out-of-Pocket Expenses Included in the Total All-inclusive Maximum Price

All estimated out-of-pocket expenses to be reimbursed should also be presented within cost bid. All expense reimbursements will be charged against the total all-inclusive maximum price submitted by the vendor.

6. Rates for Additional Professional Services

If it should become necessary for the THI to request the vendor to render any additional services to either supplement the services requested in this RFP or to perform additional work as a result of the specific recommendations included in any report issued on this engagement, then such additional work shall be performed only if set forth in an addendum to the contract between THI and the vendor. Any such additional work agreed to between THI and the vendor shall be performed at the same rates set forth in the schedule of fees and expenses.

EVALUATION PROCEDURES

THI's Executive Director and a selection panel will review and evaluate each proposal

submitted. **Review of Proposals**

A selection committee will review all submitted proposals. The selection committee will convene to review and discuss each proposal. During the evaluation process, Tamaya Housing Incorporated reserves the right, where it may serve the THI's best interest, to request additional information, conduct interviews, or seek clarification from vendors to allow corrections of errors or omissions.

Evaluation Criteria

Proposals will be evaluated using the criteria listed below. Vendors meeting the criteria will have their proposals evaluated for technical qualifications. Only those vendors meeting the criteria will be evaluated for price.

- Quality, clarity, and responsiveness of proposal
- Ability to meet the needs of the THI
- Well thought out timeline and roadmap for "go live" with an agreed upon phased approach
- Negotiated during contract
- Proven technical ability to design, install and support the proposed system
- Demonstrated ability to work in a cooperative and collaborative manner with clients
- Anticipated value and price
- Perceived risk or lack thereof
- Company financial stability
- Results of interviews, demonstrations, and site visits
- Ability to prepare and execute a contract in a timely manner

Interviews

During the evaluation process, the selection committee may, at its discretion, request any one or all vendors to make oral presentations. Such presentations will provide vendors with an opportunity to answer any questions the selection committee may have on a vendor's proposal. Not all vendors may be asked to make such oral presentations. If interviews are needed, vendors will be given advance notice via email.

Final Selection

The THI will select and approve a vendor after considering the recommendation of the selection committee.

RFP TERMS AND CONDITIONS

Assignment and Subcontracting

The vendor selected under this RFP may not subcontract, transfer, or assign any portion of the contract without prior, written approval from the THI. Each subcontractor must be approved in writing by the THI. The substitution of one subcontractor for another may be made only at the discretion of the THI and with prior, written approval from the THI. Notwithstanding the use of approved subcontractors, the vendor, if awarded a contract under this RFP, will be the prime contractor and will be responsible for all work performed and will be responsible for all costs to subcontractors for services provided by the vendor.

Debarment & Suspension

The vendor selected under this RFP must certify that neither the vendor, nor any of its employees, contractors, subcontractors, agents, or any controlling interest holders, are presently, or have ever been, suspended, debarred, excluded, or declared ineligible from participation in any federal, state, or local government program or contract or technology implementation project.

Indemnification and Insurance

The vendor selected under this RFP shall demonstrate its willingness and ability to possess and provide the required indemnification and insurance coverage.

Incorrect Proposal Information

If the THI determines that a vendor has provided, for consideration in the evaluation process or contract negotiations, incorrect information which the vendor knew or should have known was materially incorrect, that proposal will be determined non-responsive, and the proposal will be rejected.

Proposal Amendments

The THI reserves the right to not accept any amendments, revisions, or alterations to information after the deadline for proposal submission unless such is formally requested, in writing, by the THI. Vendors are liable for all errors or omissions contained in their information. Vendors will not be allowed to alter any proposal documents after the deadline for submission.

Prohibition of Proposer Terms and Conditions

A vendor may not submit the vendor's own contract terms and conditions in a response to this RFP. If a proposal contains such terms and conditions, the THI, at its sole discretion, may determine the proposal to be a nonresponsive counter-offer, and the proposal may be rejected.

Proposal Submittal

All proposals must be emailed to the Executive Director at marlon.stevens@santaana-nsn.gov with the subject line of the email as, "THI ERP System Implementation – Vendor Name."

Thank you for your interest.

Sincerely,
Marlon B. Stevens
Executive Director