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**REQUEST FOR INFORMATION (RFI)**

**Business Continuity Program Development Consultant**

**Date RFI Issued: 10/9/2024**

**Information Due Date: 11/6/2024 5:00 PM CST**

**Contact: Sandi King**

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# Purpose of this RFI

Cherokee Nation Entertainment (CNE) is seeking a Business Continuity Program Development Consultant.

We request basic information about your organization and product offering, implementation methodology and process, and how it will help meet CNEs' objectives.

# General Instructions

We request that all suppliers return this information to assist CNE in its planning and budgeting process. To minimize the time invested in responding, we have consolidated this RFI into a basic questionnaire that spans five categories. Each category outlines 4-5 questions, which will help us shortlist organizations for further conversations regarding this sourcing project.

We request that you respond to the questionnaire using the response boxes provided under each question. Additional documents may be attached as needed to fulfill the RFI requirements.

# RFI Submission Instructions

Responses must be sent electronically to bids@cnent.com. Please copy and paste the Subject line below into the email subject line. This is the only text that can be in the subject line. Please include this RFI document in your response. All RFI documents must be sent as an attachment. Proposals are only accepted when submitted to the above email address. **We do not receive responses in person or by mail. Do not copy the buyer on the submittal**. If you do not receive an email notification of a successful submittal, please notify your CNE point of contact identified below.

We request that all respondents return the completed questionnaire to us no later than **11/6/2024 5:00 PM CST**.

**CNE will not accept responses sent after the established due date and time or by post, email, or delivery to our office other than as outlined above in the submission instructions.**

**Email Subject Line: CNE152779**

# Contact Information

If you have any questions, please notify your CNE Point of Contact:

Sandi King

Procurement

sandi.king@cnent.com

918.384.6735

# CNE Information

## 5.1 Background

CNE is a subsidiary of the Cherokee Nation, a federally recognized Native American tribe based in Oklahoma. CNE manages and operates the tribe's gaming and entertainment ventures. CNE is committed to providing exceptional entertainment experiences while respecting Cherokee culture and traditions. The company strives to be a responsible corporate citizen and contribute positively to the communities it serves. To accomplish this, the safety of our employees and our guests is of the utmost importance. Therefore, CNE wants to increase our emergency preparedness and business continuity program.

## 5.2 Sourcing Project Overview

Assess potential vendors' capabilities, experience, and reliability that can provide an all-encompassing business continuity program that supports CNE values.

## 5.3 Sourcing Project End Users

Individuals who perform essential organizational tasks, including management, sales representatives, IT staff, and customer service representatives. Departments within the organization that have critical functions, such as finance, human resources, operations, and marketing. Customers or businesses that rely on CNE's products or services. Suppliers that provide essential goods or services to the organization. Organizations with which the company has strategic relationships or collaborations.

## 5.4 Statement of Work

### INTRODUCTION

This SOW outlines the scope of work, deliverables, timelines, and other key terms for providing business continuity consulting services to Cherokee Nation Entertainment, LLC (CNE).

### PURPOSE and OBJECTIVE

Develop a comprehensive Business Continuity Plan for CNE that addresses critical business processes and functions.

### SCOPE

Identify critical business functions and quantify the potential impact of disruptions on these functions. Develop a comprehensive BCP outlining procedures, responsibilities, and resources for responding to and recovering from various disruptions. Develop and document recovery strategies for critical systems, processes, and data. Develop a communication plan for internal and external stakeholders, including procedures for crisis communication. Provide training and awareness programs for staff on BCP implementation and response procedures. Facilitate the testing and exercising of the BCP to ensure its effectiveness. Document all BCP-related activities, including risk assessments, BIA, recovery strategies, and testing results.

### LOCATION

Oklahoma, Mississippi, Arkansas

### PROJECT DELIVERABLES

Completed Risk Assessment Report

Business Impact Analysis Report

Business Continuity Plan Document

Communication Plan

Training Materials

Testing and Exercise Reports

Project Completion Report

### MILESTONES

Assessment Phase

* Identify critical business functions: Determine which processes and activities are essential for the organization's continued operations.
* Assess potential risks and threats: Evaluate various disruptions, including natural disasters, cyberattacks, supply chain disruptions, and pandemics.
* Conduct a Business Impact Analysis (BIA): Determine the potential financial, operational, and reputational consequences of disruptions.

Plan Development Phase

* Develop recovery strategies: Create plans for restoring critical functions in the event of a disruption.
* Define recovery time objectives (RTOs) and recovery point objectives (RPOs): Set target times for restoring operations and data.
* Create a crisis communication plan: Outline procedures for communicating with employees, customers, and stakeholders during a crisis.
* Develop a continuity of operations plan (COOP): Specify how essential functions will be maintained during a disruption.
* Develop a disaster recovery plan (DRP): Detail the steps for recovering IT systems and data.

Training and Education Phase

* Develop training materials: Create training materials for employees on business continuity procedures.
* Conduct training sessions: Deliver training sessions to relevant staff.
* Provide ongoing education: Offer ongoing education and updates on business continuity best practices.

Testing and Exercise Phase

* Conduct tabletop exercises: Simulate disruptions in a controlled setting to test response plans.
* Perform functional drills: Test specific aspects of the BCP, such as data recovery or communication procedures.
* Conduct full-scale simulations: Simulate a major disruption to evaluate the organization's overall readiness.

Maintenance and Review Phase

* Regularly review and update the BCP: Ensure the plan remains current and relevant.
* Conduct periodic assessments: Evaluate the organization's preparedness for potential disruptions.
* Address gaps and weaknesses: Identify and address any shortcomings in the BCP.

### TASKS

* Develop a BCP for use at all CNE locations.
* Develop a supply chain continuity plan: Address the risks associated with disruptions in the supply chain.
* Implement a business continuity management system: Establish a framework for managing business continuity activities.
* Integrate business continuity with other risk management initiatives: Align the BCP with the organization's overall risk management strategy.
* Establish a business continuity team: Assign responsibility for business continuity planning and execution.

### STANDARDS, TESTING, and COMPLIANCE

Assist in conducting regular tests and exercises to validate the BCP's effectiveness.

Provide guidance on tabletop exercises, functional drills, and full-scale simulations.

### REQUIREMENTS

Must be "turn-key" after the consultant(s) turn over deliverables.

### SUCCESS CRITERIA (expected outcomes)

CNE approval of the final BCP documents.

Completion of all project deliverables as outlined in the SOW.

# RFI Questionnaire

## Section 1: Organizational Background

1. **What products/services do you offer?**

Click or tap here to enter text.

1. **How many employees are currently working in your company?**

Click or tap here to enter text.

1. **Are you involved in partnerships with local/regional providers?**

Click or tap here to enter text.

## Section 2: Competitive Edge

1. **What are 2-3 capabilities that differentiate you from competitors? Are they unique value-added services that you can provide?**

Click or tap here to enter text.

1. **Do you have a policy offering discounts to preferred clients?**

Click or tap here to enter text.

1. **Do you engage subcontractors? If yes, mention the names of your major subcontractors.**

Click or tap here to enter text.

1. **What is your company's client-to-staff ratio?**

Click or tap here to enter text.

1. **What level of collaboration do you have with your customers around operational efficiency?**

Click or tap here to enter text.

## Section 3: Supplier Capabilities

1. **What communication techniques does your company follow to provide clients with the status of a project, etc.?**

Click or tap here to enter text.

1. **What controls do you have to maintain control over services or product quality?**

Click or tap here to enter text.

1. **What technology and systems does your company have in place to meet client demand?**

Click or tap here to enter text.

1. **How often does your company undertake process improvement initiatives?**

Click or tap here to enter text.

## Section 4: Relevant Experience

1. **Approximately how many clients do you have in the Business Continuity Consulting market?**

Click or tap here to enter text.

1. **Please list your company's top clients, the products/brands you support, and your services.**

Click or tap here to enter text.

1. **Please provide examples of successful projects completed for clients like us.**

Click or tap here to enter text.

1. **Please provide biographies of critical account and business function personnel detailing experience levels.**

Click or tap here to enter text.

## Section 5: Statement of Work Response

1. **Please provide estimated pricing and payment terms to execute the requirements outlined in the statement of work.** *(please include the total estimated cost and detailed information on billing requirements and processes)*

Click or tap here to enter text.

1. **Please briefly summarize your organization's proposal to meet the statement of work requirements.**

Click or tap here to enter text.

1. **Please provide an estimated completion timeline for the project defined in the statement of work.**

Click or tap here to enter text.

1. **Based on your organization's previous experiences, please identify any concerns, critical processes, or roadblocks not included in the statement of work.**

Click or tap here to enter text.