Spottedhorse Infosystems LLC

November 3, 2023

EXECUTIVE SUMMARY

Spottedhorse Infosystems LLC is 100% Navajo owned and Navajo speaking professional services provider including cloud-based business engagement solutions that create and bring together people with common interests to improve quality of life within an economy. We have unbridled passion to bring you digital information solutions that are customizable with flexibility and cultural competency. As such, here is existing state, moving away from manual processes, and going into an electronic automated system explained.

A sense of urgency looms as our clunky legacy systems that no longer meet our needs exist in most of our Navajo Nation departments. A case in point is Navajo Nation Division of Economic Development's manual business registration process. The manual process of business (vendors/suppliers) registration hurts us in almost every part of the organization(s) with increased labor costs, increased risk, prone to human errors, reduced visibility, poor customer support, and inconsistency to name a few ways. Meanwhile, off the Navajo Reservation, we see organizations trying to keep up with economic turbulence by digitalization of business processes as technology advances at an even faster pace.

In the environment of having more enforcers than risk takers (doers), the tribal government needs to remove regulatory barriers and market distortions to enable tribal departments and risk takers (subject matter experts) to start digitalizing general administration functions like an automated vendor registration ecosystem.

Within our Nation's Division of Economic Development, we are in dire need of an online vendor registration system using digital forms. What is an online vendor registration form? An online vendor registration form includes first creating an account to login with and then filling out an online form with vendor name, contact information, tribal affiliation if applicable, banking information if applicable, the products or services provided by the vendor, and a certification section that verifies the information on the form is true and accurate.

Digital adoption takes time and planning. A robust plan ensures alignment across team members with shared understanding of the project's goals. Steps can also help with collaboration efforts and keep all stakeholders informed and engaged throughout the implementation process.

ONLINE VENDOR REGISTRATION PLANNING FLOW

Step 1: Define Objectives

Defining software implementation plan's goals and objectives, using specific, measurable, achievable, relevant, and time-bound (SMART). By establishing clear objectives, we align project team and stakeholders with a common purpose, which is essential for successful software implementation.

Step 2: Assemble Team

Identify key stakeholders and assemble a cross-functional implementation team to oversee the software implementation process. This team includes representatives from different project stakeholder departments and organizations. Each team member should be clear on their roles and responsibilities.

Step 3: Conduct a Needs Assessment

Analyze organization's current systems, processes, and workflows to determine the requirements for the new software. Identify any gaps, inefficiencies, or areas that need improvement. This information will help select the right software and configure it to meet the project owner's specific needs.

Step 4: Choose the Right Software

Based on the needs assessment, research and evaluate potential software options. Consider factors such as ease of use, scalability, customization, data ownership and integration capabilities. Look for a solution that addresses the organization's specific needs and requirements keeping your team involved in the decision-making process to ensure buy-in and support.

Step 5: Develop a Detailed Timeline

Create a project implementation plan that outlines each phase of the implementation process. Break the project down into smaller tasks and assign deadlines for each. Utilize project management best practices to ensure the timeline is realistic and provides enough time for training, testing, and troubleshooting.

Step 6: Allocate Resources and Manage Implementation Costs

Determine the resources needed for the implementation, including personnel, budget, and equipment to ensure there are enough resources to support the project throughout its duration, being mindful of avoiding budget overruns.

Step 7: Develop a Communication Plan

Effective communication is vital for successful implementation. Develop a communication plan that outlines how all stakeholders will be kept informed about the project's progress, including regular status updates, meetings, and progress reports. Ensure communication channels are clear and all team members know how and when to provide updates or ask for assistance.

Step 8: Plan for Training and Support

The Project team will need training and ongoing support to ensure a smooth transition to the new software. Develop a training plan that covers all relevant aspects of the software, tailored to the needs of different user groups. Additionally, establish a support system for addressing questions, troubleshooting issues, and providing ongoing assistance.

Step 9: Test and Troubleshoot

Before going live with the new software, conduct thorough testing to identify and resolve any issues. This may include unit testing, integration testing, and user acceptance testing (UAT). Fix any bugs and make any necessary adjustments so the software performs optimally. A critical milestone is user acceptance, which also signals the readiness of the new online system for organization-wide deployment.

Step 10: Rollout and Monitor

Once testing is complete, go live with the new online registration system to the entire organization in accordance with your timeline. Monitor implementation closely, gather feedback from users, and make any necessary adjustments. Continue ongoing support regularly evaluating the performance to ensure it meets the organization's needs.

CONCLUSION

The key to moving away from manual processes is automation even if it's just with the low hanging fruit like basic, repetitive tasks that employees do which can be done with streamlined digital system. Also, unprecedented times like COVID-19 Pandemic

we just experienced should be reason enough to start focusing on our Nation's digital future so we can be better prepared to respond expediently to not only help our Nation's needs but to better serve our business community during challenging times.

We conclude with the hope that all Navajo Nation departments start thinking about their digital adoption plans, so they know what they need for business; not just for today, but for the future too.

Are we going to become masters or victims of digital adoption?

Sincerely,

Mabel Tsosie

President | M: 602-769-0389

Spottedhorse Infosystem LLC
Unbridled *Passion* for Digital Information

Online Vendor Registration System Recommendation for Navajo

For an organization to run procurement smoothly in the age of automation, it's essential to have well-structured systems for registration for every entity. Vendors (suppliers of services & products) of the host organization (NNDED, Business Regulatory Office) are just as important members of the economic development ecosystem. Registration is vital, therefore, to maintain good relations with registrants, the system needs to be well organized, and avail extra benefits. This is exactly what a vendor registration form helps us with.

However, while the form as a tool is very helpful in getting the registrations, it is necessary to understand the significance of the vendor registration process. Above all, the vendor registration process offers two-way advantages to the tribal business and the vendors themselves. These are the aspects and component we need to understand:

What is the vendor registration process?

Every firm has suppliers who are not a part of the in-house team. These suppliers are the outside vendors who supply a large range of materials or services to the tribal organization for them to carry on business smoothly.

Simply put, a vendor registration process is a procedure of gathering information from these outside vendors to create a system for better connections. For a long time, this registration process was carried out on paper not just for small firms but also for large businesses, which was very tedious.

Now with the widespread acceptance and implementation of digitization, this procedure also has taken a turn for the good. With the web-based registration process and tools, the process of onboarding vendors for any company has become fairly simple.

Why is an automated vendor registration so important?

Firstly, the vendor registration process helps in supplier qualification checks. This is the very first step of the process. Secondly, the vendor registration process helps tribal organization keep a smooth track of all the suppliers. Finally, the vendor registration process helps in the final background check and licensing process for the suppliers/vendors for maintaining legal records.

The system also plays a vital part in the whole compliance requirement procedure. This is exactly what helps the suppliers/vendors to enter into the actual system of the

business. Additionally, it's with the assistance of the data this procedure provides that the tribal organization gets a structured list of vendors for their bidding processes when stakeholders decide to add procurement processes to the registration system.

Why should you focus on creating a vendor management system?

It helps with quality control, reducing defects, making customers happier, and gaining a competitive edge.

Every vendor contributes a lot towards tribal organization's overall success. They are the drivers of growth for your organization within the industry the tribal organization functions with. A good relationship and strong backing by vendors/suppliers will ensure higher profits, enhanced revenues, and transparency with all stakeholders.

The procurement from and of your vendors/suppliers is without a doubt a very significant part of the process. It's a bit unfortunate to see how tribal organizations underestimate the power of vendor management. Or it could be they just truly don't understand the system hence our effort to propose an online automated vendor registration system as a stand-alone and then linked into NNDED's current website.

Before we explain the actual vendor registration process, let's first understand what makes it so significant. Mentioned below are a few reasons why vendor management system is so vital:

1. **Mitigation of risks**: The vendor management system helps you reduce supplier-related risks effectively. These risks may include operations, sudden costs, regulatory compliance, etc. To curb these unforeseen issues, you need the visibility of your suppliers. A vendor management system by means of registration helps you do exactly that.
2. **Performance optimization**: The enrollment of your suppliers in the vendor management system is very important. The data that you collect from the vendor registration form plus additional data, helps a lot here. In short, this data helps you track vendor performance reports and signals systematically at regular intervals. With that kind of system at your disposal, you will be able to optimize their performance in no time.
3. **Reduction of costs repeat registrations by staff:** A vendor registration system further helps to have a transparent system of costs. When you're able to monitor the business process so closely, you can observe the costs to register one vendor. Current registration processed manually is causing extra costs related to extra time spent by staff correcting mistakes caused by manual processing.

Business-vendor relationships

1. **Loyal supplier relationships:** If you have excellent suppliers by your side, consider yourself as tribal organization fortunate, but that alone won't suffice. Tribal organizations must constantly work their way through to get to the good side of vendors/suppliers. This will require you to strengthen your relationship with them. A vendor system helps you do just that. Above all, it helps you maintain and build a close relationship with your suppliers.
2. **Improvise administration efficacy**: The record-keeping of vendor data also helps avoid duplication and repetition of information and by the vendors. Hence, this in turn helps improve the administrative efficacies of the business.
3. **Rise in the onboarding speed:** You must have certainly heard about merchant onboarding processes on large conglomerates. This process gets speed up by the vendor registration system because of the strong records and organization. The vendor registration form helps in collecting bank details, regulatory data, etc. in a quick and mistake-free way. This helps in speeding up the process a lot.
4. **Protection for your brand:** Any unethical act by any vendor would be recorded easily through these registration systems. These systems help you protect your brand and its image from fraudulent or rogue vendors right away.

VENDOR REGISTRATION FLOWCHART: Creating a flowchart involves outlining the main processes and interactions involved in their operations.
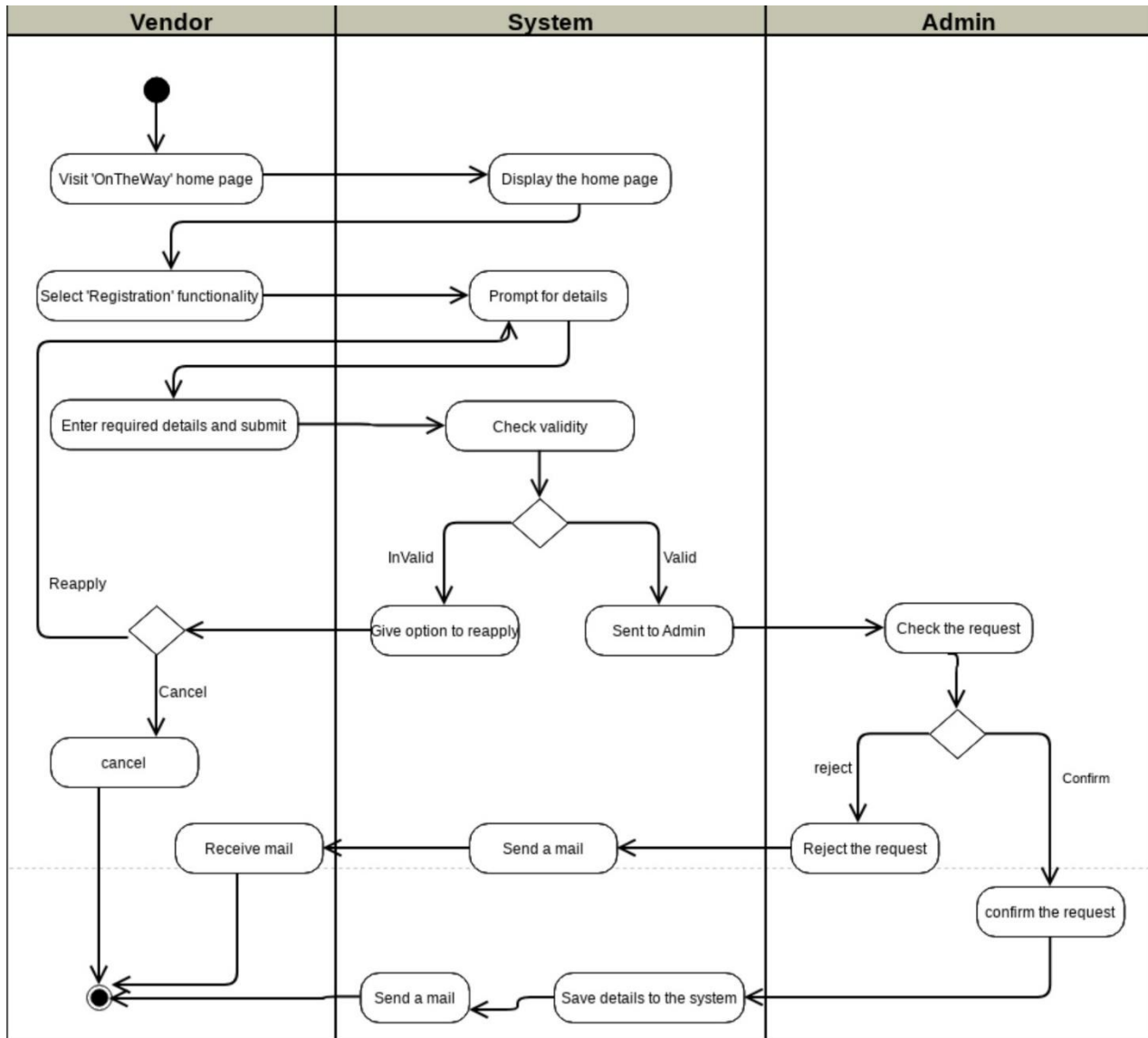
Here's a basic breakdown of vendor (suppliers) registration only:

1. Registration Process:

   - User visits Navajo Nation DED Website with Vendor Registration Link.

   - User creates an account.

   - User logs back in.

2. Company Information: User fills in registration form providing this required business information.

   - Company Name

   - Mailing Address Street City, State, Zip

   - Physical Address Street, City, State, Zip

   - Office Phone # Fax #

   - Email Address

   - Website Address

   - Business License #

   - SAM.gov Unique Entity ID#

   - Department of Transportation Certification#

   - State Minority / Small Business Certification#

3. Point of Contact: User fills in registration form providing required point of contact information.

   - First Name, MI

   - Last Name

   - Title

   - Phone #

   - Cell #

4. Disciplines: User fills out registration form providing services and/or products offered.

   - Construction Professional Services

- Architectural Design

- Civil Engineering

- Environmental Engineering

- Maintenance & Operations

- ITS Design & Planning

- ITS Installation, Maintenance & Rep

5. Supporting Documentation: User fills out registration form with company qualification documentation.

- Brochure

- Professional License

- ROC # License

- Navajo Priority 1 or 2 Certificates

6. Security and SUBMIT: User fills out security acknowledgement form and submits vendor registration.

- Security Form

- SUBMIT Button

- Congratulations & Vendor Registration Confirmation Message

System can later evolve to having open bids, active contracts, and contract & bid search in hopes ALL Navajo Nation Departments can come to a one stop vendor management system.

Visual presentation of the above processes might look like this process flow diagram with fields that could be used to collect data.

NAVAJO AUTOMATED VENDOR REGISTRATION
(LINKS TO NDED EXISTING WEBSITE)
FLOW CHART WITH FIELDS

We define our Dine' homeland as the area between 4 sacred mountains, which link us to our ancestral homeland and the story of our creation. Each mountain in 4 directions represent colors & its association: White to east-Peace/Purity, Blue to south-wisdom/authority, Yellow to west-bravery and Black to north–aggression. It will take all of these associations for business processes to be automated as part of the Navajo Nation economic development spheres.

LOGIN

Company Info → **Point of Contact** → **Disciplines** → **Required Docs** → **Submit**
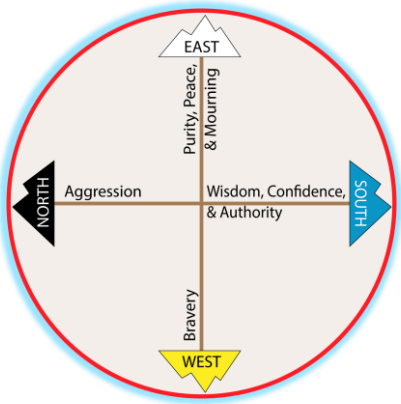
Company Info

Fields
(East Mountain: White)

- Company Name
- Mailing Address Street City, State, Zip
- Physical Address Street, City, State, Zip
- Office Phone # Fax #
- Email Address
- Website Address
- Business Lic. #

Point of Contact

Fields
(South Mountain: Blue)

- First Name, MI
- Last Name
- Title
- Phone #
- Cell #

Disciplines

Title
(West Mountain: Yellow)

- Construction Professional Services
- Architectural Design
- Civil Engineering
- Environmental Engineering
- Maintenance & Operations
- ITS Design & Planning
- ITS Installation, Maintenance & Rep

Required Docs

Documents
(North Mountain: Black)

- Brochure
- Professional License
- ROC # License
- Priority 1 or 2 Certs

Submit

Registration Confirmation

Check out (filing fees)

Fill out Security Form

SUBMIT Button

Congratulations & Registration Confirmation Message

OK Button

Navajo Directional Diagram:
- EAST — Purity, Peace, & Mourning
- NORTH — Aggression
- SOUTH — Wisdom, Confidence, & Authority
- WEST — Bravery