



Request for Proposal (RFP)

Customer Relations and Service Management (CRSM) System

Comanche Nation

RFP No. 2025-09-01

Issue Date: August 28, 2025

Proposal Due Date: September 30, 2025 (Late Submission will not be considered)

1. Introduction

The Comanche Nation is seeking proposals from qualified vendors to provide a comprehensive, secure, and user-friendly Customer Relations and Service Management (CRSM) System to support and streamline member interactions, service requests, case tracking, and internal program communications across departments.

2. Background

The Comanche Nation operates over 50 programs, many of which provide direct services to tribal members, including both financial assistance and in-kind contributions, in areas such as rental/utility assistance, burial assistance, driveway gravel, lawn mowing, car repair assistance, smoke detectors, food/groceries, back-to-school clothing assistance, prescription assistance, among other things. Eligibility for services varies, but generally requires tribal membership, is available on a period basis (e.g., utility assistance every six months, prescription assistance every thirty days, etc.), and may or may not require residency in area. Currently, there is no centralized system to track members' use of services, detect fraud, manage incoming inquiries, provide for service follow-ups, or send interdepartmental referrals. This project aims to implement a digital solution that enhances responsiveness, accountability, and reporting for services delivered to tribal members.

3. Scope of Work

The CRSM system must include, but is not limited to, the following features:

- CRM & Case Management Capabilities
 - Member profile creation and tracking
 - Case initiation, routing, and closure
 - Document and communication logging
 - Notification and escalation workflows
 - Online applications for services
- Service Request Management
 - Online and in-person service intake
 - Real-time tracking of service requests
 - Department-specific service routing
- Internal Collaboration Tools



- Role-based access controls
 - Interdepartmental messaging and notes
 - Task assignments and status updates
- Reporting and Analytics
 - Customizable dashboards
 - Exportable reports for program data
 - Performance metrics and usage statistics
- Integration and Compatibility
 - Integration with (or ability to replace) existing systems (HR, Finance, Enrollment, etc.)
 - Current HR system is Paycom, current Enrollment system is Progeny
 - Cloud-based, secure, and mobile-friendly platform
 - Comanche Nation has several offices in many locations, including its headquarters, Lawton offices, Anadarko office, Oklahoma City office, and Dallas office—platform must be accessible from all these locations.
 - API access for future scalability
- Training and Support
 - Onboarding training for users and administrators
 - Ongoing technical support
 - User manuals and help desk resources

4. Proposal Requirements

Vendors must submit a proposal that includes the following:

- Company Overview and Qualifications
- Technical Description of the Proposed System
- Implementation Timeline and Milestones
- Training and Support Plan
- Pricing Structure (licensing, setup, maintenance)
- References from Previous Clients
- Security and Data Protection Measures
- Description of Tribal Sovereignty Compliance (if applicable)

5. Evaluation Criteria

Proposals will be evaluated based on:

- Functionality and ease of use
- Experience with tribal or government clients
- Cost-effectiveness and value



- Data security and compliance
- Implementation and support plan

6. Submission Instructions

All proposals must be submitted electronically in PDF format to:

Lisa Dawsey
Tribal Administrator
Comanche Nation
Email: administration@comanchenation.com
Phone: (580) 492-3240