MORONGO BAND OF MISSION INDIANS
A SOVEREIGN NATION

Request for Services (RFS)

Website Consolidation, Modernization, and Cultural Experience
Platform

Issued by: Morongo Band of Mission Indians (MBMI)
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RFS Contact:

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Table of Contents

1. Introduction & Background

The Morongo Band of Mission Indians (MBMI) is a federally recognized, sovereign tribal government located in Southern California. The Tribe is committed to self-determination, cultural preservation, economic vitality, and the wellbeing of Tribal Members and the surrounding community.

MBMI currently maintains multiple public-facing websites across departments and programs, including but not limited to morongonation.org and morongoculture.com. These websites serve distinct audiences and functions but lack a unified design system, information architecture, and content governance framework.

MBMI is issuing this Request for Services (RFS) to engage a qualified consulting firm to assess, redesign, consolidate, and modernize its web presence into a cohesive, accessible, culturally grounded digital experience that reflects the Tribe's sovereignty, values, and living culture.

2. Project Goals & Objectives

The primary goal of this project is to consolidate multiple departmental and program websites into a single, cohesive, and professionally managed user experience that effectively serves and controls for both internal and external audiences.

The unified website must serve:

- Tribal Members and their families seeking programs, services, events, and Tribal information
- Potential vendors, consultants, and business partners seeking procurement-related information and points of contact
- Employees, community stakeholders, and the general public seeking accurate, authoritative information about MBMI

Key objectives include:

- Establishing a modern, intuitive, and mobile-responsive web experience
- Centralizing content while maintaining appropriate governance and approval workflows
- Preserving and elevating non-confidential Tribal culture, heritage, language, and identity

- Improving accessibility, usability, performance, and searchability
- Simplifying long-term content management, maintenance, and scalability
- Providing a consistent, professional digital presence for vendors and external partners

3. Current Digital Landscape

MBMI currently operates multiple websites and web properties with varying purposes, technologies, and content structures, including:

- morongonation.org – Tribal government, programs, services, and public information
- morongoculture.com – Cultural heritage, language revitalization, archives, workshops, and events
- Additional department-specific or program-specific websites

Current challenges include fragmented user experiences, inconsistent branding, duplicated or outdated content, and decentralized maintenance processes.

4. Vision for the Future State

MBMI envisions a unified, scalable web ecosystem that supports both current operations and future growth. The future-state platform should:

- Operate on a shared platform and Content Management System (CMS)
- Utilize a consistent design system aligned with tribal branding and cultural values
- Support departmental or program sub-sections without fragmenting the overall user experience
- Enable centralized governance with delegated editorial access
- Be adaptable for future initiatives, programs, and organizational growth

The website must clearly reflect MBMI's sovereignty, history, living culture, and future-focused vision while remaining intuitive and approachable for all audiences.

5. Cultural Preservation & Design Requirements

Tribal sovereignty, cultural representation, and accessibility are critical success factors for this project. The selected vendor must demonstrate cultural humility, sensitivity, and a clear understanding that Morongo cultural content represents living traditions, identity, and sovereign authority—not simply visual or aesthetic elements.

Requirements include:

- Design that includes certain Tribal colors, patterns, symbols, and visual identity as defined by MBMI
- Recognition that cultural elements may be subject to protocols, permissions, or access restrictions
- Integration of cultural storytelling beyond a standard "About Us" section, including history, language, and community narratives, as appropriate and subject to consultation with MBMI stakeholders
- Support for language revitalization content, including text, audio, video, and other multimedia formats
- Dedicated cultural heritage sections for events, workshops, public archives, and educational resources
- Flexible content governance for culturally sensitive, restricted, or internal-only materials
- Ongoing collaboration with Tribal staff, designated reviewers, and advisors throughout the project lifecycle
- Commitment to revising or removing content at MBMI's direction if cultural concerns arise

6. Scope of Services

The selected firm shall provide end-to-end services, including but not limited to the following:

6.1 Discovery & Planning

- Stakeholder meetings and facilitated workshops
- Comprehensive website and content audit
- Audience analysis and user journey mapping

- Information architecture development and sitemap creation

6.2 Design

- User experience and user interface (UX/UI) design
- Creation of a reusable design system and component library
- Accessibility-first design approach
- Integration of cultural design elements and storytelling

6.3 Development & Implementation

- CMS selection, configuration, and setup
- Front-end and back-end development
- Content migration, cleanup, and validation
- Integration with forms, workflows, and third-party tools as needed

6.4 Testing & Launch

- Accessibility testing to meet or exceed WCAG 2.1 AA and Section 508 standards
- Cross-browser, device, and mobile testing
- Performance optimization and quality assurance
- Launch planning, execution, and transition support

6.5 Training & Support

- Training for administrators and content editors
- Comprehensive documentation
- Post-launch support and warranty period

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7. Technical & Functional Requirements

At a minimum, the proposed solution must utilize a modern, secure, and widely supported Content Management System (CMS) and meet the following requirements:

- Full ownership and administrative control by MBMI
- Support for multi-site or modular architecture
- Fully responsive and mobile-first design
- Compliance with WCAG 2.1 AA and Section 508 accessibility standards
- Role-based access control and editorial workflows

- Support for multilingual expansion, including Indigenous language content
- Analytics and reporting tools owned and accessible by MBMI
- Adherence to industry-standard security best practices, including regular patching and vulnerability management

Proposed platforms and infrastructure must not impose vendor lock-in. MBMI must retain full administrative control over all systems.

8. Content Governance, Data Sovereignty & Intellectual Property

MBMI asserts full data sovereignty over all digital assets, content, and systems developed under this engagement. Proposals must explicitly acknowledge and comply with the following requirements:

- All website content, data, configurations, code, designs, documentation, and digital artifacts produced under this project shall be the sole property of Morongo Band of Mission Indians (MBMI)
- MBMI shall retain full ownership of all intellectual property (IP), including source code, design files, content models, documentation, and custom integrations
- No proprietary frameworks, licenses, or dependencies may be introduced that restrict MBMI's ability to manage, modify, or transfer the system independently
- MBMI must have full administrative access to all CMS environments, hosting infrastructure, analytics tools, and repositories
- All data must be stored, processed, and backed up in accordance with MBMI's data governance and sovereignty requirements
- Vendors may not reuse, resell, publish, or reference Morongo IP materials without explicit written permission

Proposals should also address:

- Editorial workflows and approval processes
- Departmental content ownership and permissions
- Long-term scalability and maintainability
- Training for non-technical staff
- Complete documentation and knowledge transfer at project completion

9. Project Timeline

Vendors shall propose a realistic and achievable project schedule that includes, at a minimum:

- Discovery and planning
- Design and approvals
- Development and configuration
- Content migration and validation
- Testing, training, and launch

Phased or incremental launches are acceptable and encouraged, particularly where they reduce risk or support continuity of services.

10. Vendor Minimum Qualifications (Industry Standards)

At a minimum, responding vendors must:

- Have at least five (5) years of experience in professional website design and development
- Demonstrate experience delivering large, multi-site, or enterprise-level websites
- Provide a minimum of three (3) relevant case studies
- Demonstrate accessibility expertise and compliance experience
- Show experience working with Tribal, government, or cultural organizations (preferred)
- Employ in-house UX/UI, design, development, and project management staff
- Maintain appropriate business insurance coverage

11. Proposal Submission Requirements

Proposals must be clear, concise, and well-organized, and shall include the following sections:

- Firm overview, history, and qualifications

- Understanding of the project goals and cultural considerations
- Proposed approach, methodology, and assumptions
- Relevant experience and representative case studies
- Proposed project team, roles, and availability
- High-level timeline and key milestones
- Pricing structure, assumptions, and optional phased approaches
- References from comparable engagements

12. Evaluation Criteria

Proposals will be evaluated using a best-value approach based on the following criteria:

- Demonstrated understanding of MBMI's goals, priorities, and cultural context
- Relevant experience and qualifications
- Quality, clarity, and feasibility of the proposed approach
- Demonstrated cultural sensitivity and design philosophy
- Technical expertise, accessibility knowledge, and security practices
- Cost reasonableness and overall value to MBMI

13. Conditions, Sovereignty & Legal Disclaimers

Morongo Band of Mission Indians is a sovereign Tribal nation. Nothing in this RFS or any resulting contract shall be construed as a waiver of Tribal sovereign immunity.

MBMI reserves the right to:

- Reject any or all proposals
- Request additional information or clarification
- Modify the RFS timeline or scope
- Negotiate scope, pricing, and contractual terms
- Terminate the procurement process at any time

Submission of a proposal does not obligate MBMI to award a contract.

14. Budget Guidance

MBMI may elect to award a contract based on overall best value rather than lowest cost. Vendors are encouraged to clearly explain pricing assumptions, optional services, and opportunities for phased implementation.

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15. Questions & Communications

All questions regarding this RFS must be submitted in writing to the designated RFS contact by the deadline specified in this document. Responses, clarifications, or addenda will be issued at MBMI's discretion.

Vendors are discouraged from contacting other MBMI staff regarding this RFS.

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16. Submission Instructions

Proposals must be submitted electronically in PDF format to:

kwestphal@morongo-nsn.gov
By: March 27, 2026

Late submissions may not be considered.