

REQUEST FOR QUILIFICATIONS
FOR
INFORMATION TECHNOLOGY & NETWORK SUPPORT SERVICES
RFQ NO. 122823
FOR
CITY OF SOCORRO, NEW MEXICO



City of Socorro
111 School of Mines Rd.
Socorro, New Mexico 87801

ISSUE DATE: December 14, 2023

DUE DATE: December 28, 2023

Overview

The City of Socorro is requesting proposals from qualified, professional technology vendors for Information Technology & Network Support Services. The qualified vendor would provide necessary technical services, which would enable the City to:

- Protect and secure its technology facilities
- Ensure the efficient operation of its data processing networks and related computer systems in its defined user community
- Enhance its quality of service for departments defined in the enclosed schedules
- Minimize the spending and maximize the ROI for investment in technology

The ideal vendor will resolve computer systems and network issues in accordance with standard and acceptable maintenance and support benchmarks. The successful vendor will be expected to provide a help desk and handle help desk service calls efficiently and to ensure that there is NO significant computer downtime during normal working hours, generally 8:00AM to 5:00PM, Monday through Friday. The vendor is expected to report on status of technology issues and communicate effectively with the IT Director.

Scope/Specifications

The successful offeror will be legally registered business by the state of New Mexico, registered with sam.gov and will provide a full range IT service on an as-needed basis. The IT team shall be capable of providing the following for the City of Socorro:

1. Daily, on-site, end user support for City workstations, software & peripherals, at the City's various offices, including but not limited to:
 - a. Animal Shelter, City Hall, City Pool, Convention Center, Finley Complex and Youth Center, Gas Division, Heritage and Visitor Center, Landfill, Maintenance Shop, Municipal Airport, Police department, Police Dispatch, Public Library, Rodeo & Sports Complex, Senior Center, Socorro Fire Departments, Teen Center, Transportation Office, and the Wastewater Treatment Plant.
2. User account management
3. Email license management & end user support
4. Phone system management & end user support
5. Fax system management & support
6. Antivirus administration & support
7. Employee off-site/remote access support
8. Mobile device support
9. City Council meeting streaming support

10. Website administration support
11. Network infrastructure management including:
 - i. Firewall
 - ii. Router
 - iii. DMZ & VLAN configuration
12. Wireless network management
13. Wireless network bridges management (including City network devices located on Socorro Municipal Schools property)
14. Physical Server Management, 8 current
15. Virtual Server Management, 21 current
16. This contract will cover labor only. The City of Socorro is responsible for hardware, licensing, software and related fees and costs.
17. This contract will cover management and support services for existing IT and network infrastructure. Major restructuring, re-configuration and new hardware installations are billable for time and materials at the offeror's prevailing rate.

Procurement

The City of Socorro is seeking qualified, professional technology vendors for Information Technology & Network Support Services.

Interested firms shall submit one (1) original and four (4) copies of the information on or before 11:00 a.m., December 28, 2023, at 111 School of Mines Road, Socorro, New Mexico 87801.

The envelope shall be addressed to:

City of Socorro
Leopoldo (Polo) Pineda
Chief Procurement Officer
Post Office Drawer K
Socorro, New Mexico 87801

The following information shall be provided on the front lower left corner of the envelope: Project Title: Information Technology & Network Support Services, RFQ No. 122823. If the Proposal is sent by mail, the sealed envelope shall have the notation "SEALED PROPOSAL ENCLOSED" on the face thereof. The proposer shall assume full responsibility for the timely delivery of the Proposal.

Copies of the Request for Qualifications can be obtained from Leopoldo (Polo) Pineda, Jr. at 575-835-0240 or email ppineda@socorronm.gov.

Scope of Procurement

The duration of the professional services contract resulting from this RFQ shall be for one (1) year from the date of award. This Contract will automatically renew on an annual basis, for up to three (3) additional one (1) year terms unless terminated as provided by this Contract or law. In accordance with Section 13-1-150 NMSA 1978, no term for a professional services contract, including extensions and renewals, shall exceed four (4) years, except as set forth in Section 13- 1-150 NMSA 1978. This

procurement will result in a single source award. Contract award is expected on or about Tuesday January 2, 2024.

SELECTION CRITERIA

Selection criteria will be applied in the following order of importance:

1. **Qualifications of Firm**
Qualifications of firm, specifically as they relate to this project.
2. **Firms Experience on Similar Projects**
Related project experience of the firm and the individuals who would be assigned to the project.
3. **Available Resources to Complete Project**
This criterion would include the analytical, design tools, personnel, resources, or methodologies commonly used by the firm that may be applicable to the project categories.
4. **Responsiveness to the RFQ**
5. **Professional References**
Provide names and contact information for professional references.