

SIEMBRA LEADERSHIP HIGH SCHOOL

REQUEST FOR PROPOSALS (RFP)

Informational Technology Services



RFP #SLHS-2025-02

RFP Release Date: June 10, 2025

Proposal Due Date: July 10, 2025

REQUEST FOR PROPOSALS (RFP)

Siembra Leadership High School

Mailing Address:

524 Central Ave SW

Albuquerque, NM 87102

Informational Technology Services

RFP #SLHS-2025-02

I. INTRODUCTION

A. PURPOSE OF THIS REQUEST FOR PROPOSALS

Siembra Leadership High School ("Siembra") is requesting proposals from qualified information technology (IT) service providers to deliver comprehensive, school-wide IT support under a managed services agreement. The selected provider will be responsible for maintaining and supporting network infrastructure, hardware, software, security systems, and on-site technical support across multiple school buildings to ensure smooth and secure daily operations.

B. BACKGROUND INFORMATION

Siembra Leadership High School is an innovative charter high school focused on project-based, entrepreneurial learning. We empower students through real-world experiences and a student-centered approach. As our school continues to grow and expand its operations across multiple sites, maintaining a secure, stable, and high-performing technology infrastructure is essential. We seek a reliable IT partner to provide ongoing managed services, ensuring all systems—from classroom devices to network security—support our educational mission and evolving needs.

C. SCOPE OF PROCUREMENT

The selected contractor will partner with Siembra to deliver comprehensive IT managed services, including network maintenance, hardware and software support, cybersecurity, data backup, on-site technician services, and help desk response. Services will cover multiple school sites and include both preventative and responsive support. The initial contract will be for one year, renewable annually based on performance and mutual agreement.

D. PROCUREMENT CONTACT

Jennifer Valdez

Procurement Manager

j.valdez@siembraabq.org

(505) 000-0000

1. Any inquiries or requests regarding this procurement should be submitted, in writing, to the Procurement Manager. Offerors may contact ONLY the Procurement Manager regarding this procurement. Other state employees or Evaluation Committee members do not have the authority to respond on behalf of the SPD.

2. Protests of the solicitation or award must be submitted in writing to the Protest Manager identified in Section II.B.13. As a Protest Manager has been named in this Request for Proposals, pursuant to §13-1-172, NMSA 1978 and 1.4.1.82 NMAC, ONLY protests delivered directly to the Protest Manager in writing and in a timely fashion will be considered to have been submitted properly and in accordance with statute, rule and this Request for Proposals. Protests submitted or delivered to the Procurement Manager will ...

II. CONDITIONS GOVERNING THE PROCUREMENT

This section of the RFP contains the schedule of events, the descriptions of each event, and the conditions governing this procurement.

A. SEQUENCE OF EVENTS

The Procurement Manager will make every effort to adhere to the following schedule:

Action	Responsible Party	Due Dates
1. Issue RFP	Siembra/Procurement	June 10, 2025
2. Acknowledgement of Receipt	Potential Offerors	June 20, 2025
3. Deadline to Submit Questions	Potential Offerors	June 20, 2025
4. Response to Written Questions	Procurement Manager	June 24, 2025
5. Submission of Proposal	Potential Offerors	July 10, 2025
6. Proposal Evaluation	Evaluation Committee	July 11–21, 2025
7. Selection of Finalists	Evaluation Committee	July 21, 2025
8. Oral Presentations	Finalist Offerors	July 22, 2025
9. Best and Final Offers	Finalist Offerors	July 23, 2025
10. Finalize Agreements	Siembra & Offerors	July 24–30, 2025
11. Contract Award	Siembra	July 31, 2025
12. Protest Deadline	SPD	August 15, 2025

Dates indicated in events 6 through 12 are estimates and subject to change without formal amendment to the RFP.

B. EXPLANATION OF EVENTS

1. **Issue RFP**

This RFP is being issued on June 10, 2025, by Siembra Leadership High School. Potential Offerors may obtain a copy of the RFP from the Procurement Manager listed in Section I.D.

2. **Acknowledgement of Receipt**

Potential Offerors should acknowledge receipt of this RFP by email to the Procurement Manager no later than June 20, 2025. The acknowledgment should indicate whether the organization intends to submit a proposal.

3. **Deadline to Submit Written Questions**

Potential Offerors may submit written questions as to the intent or clarity of this RFP

until June 20, 2025. All questions must be addressed to the Procurement Manager (see Section I.D).

4. **Response to Written Questions**

Responses to all written questions will be posted publicly no later than June 24, 2025. Only written responses provided by the Procurement Manager will be considered official.

5. **Submission of Proposal**

All Offeror proposals must be received by the Procurement Manager by July 10, 2025, no later than 5:00 PM MT. Late submissions will not be accepted.

6. **Proposal Evaluation**

The Evaluation Committee will evaluate all responsive proposals according to the evaluation criteria listed in Section V. This process is expected to take place from July 11–21, 2025.

7. **Selection of Finalists**

Based on scores from the initial evaluation, the Evaluation Committee may select a group of finalist Offerors. Finalists will be notified by July 21, 2025.

8. **Oral Presentations**

If requested, finalists may be invited to participate in oral presentations with the Evaluation Committee on July 22, 2025. Oral presentations will be scored and included in the overall evaluation.

9. **Best and Final Offers**

Finalists may be asked to submit best and final offers (BAFOs) by July 23, 2025. The Evaluation Committee may adjust scores based on these revised submissions.

10. **Finalize Agreements**

The highest-ranked Offeror will be invited to finalize the contract between July 24–30, 2025.

11. **Contract Award**

The final contract will be awarded on or about July 31, 2025.

12. **Protest Deadline**

Any protest of the award must be submitted in writing to the Protest Manager no later than August 15, 2025, in accordance with §13-1-172, NMSA 1978 and applicable procurement rules.

C. GENERAL REQUIREMENTS

Acceptance of Conditions Governing the Procurement

Offerors must indicate their acceptance of the Conditions Governing the Procurement and Evaluation by completing and signing the Letter of Transmittal form, pursuant to the requirements in Section II.C.30, located in APPENDIX E.

Incurring Cost

Any cost incurred by the Offeror in preparation, transmittal, and/or presentation of any proposal or material submitted in response to this RFP shall be borne solely by the Offeror.

Prime Contractor Responsibility

Any resulting contract shall specify that the prime contractor is solely responsible for fulfillment of all requirements of the contractual agreement.

Subcontractors/Consent

The use of subcontractors is not allowed unless explicitly approved in writing by the agency.

Amended Proposals

An Offeror may submit an amended proposal before the deadline. It must be clearly marked and a complete replacement.

Offeror's Right to Withdraw Proposal

Proposals may be withdrawn by written request to the Procurement Manager before the deadline. After the deadline, approval of withdrawal requests is governed by procurement regulations.

Proposal Offer Firm

Proposal prices will be considered firm for 120 days after the deadline or 90 days after any best and final offer submission.

Disclosure of Proposal Contents

Proposal contents are confidential until a final award is made. Proprietary data must be clearly marked and a redacted version provided. Pricing cannot be marked confidential.

No Obligation

This RFP does not obligate the School to any Offeror until a contract is fully executed.

Termination

This RFP may be canceled at any time. All proposals may be rejected if deemed in the School's best interest.

Sufficient Appropriation

Any contract award is subject to the availability of funding and may be terminated if funding is not secured.

Legal Review

All Offerors must agree to be bound by the RFP's general terms and conditions. Concerns must be submitted to the Procurement Manager.

Governing Law

This RFP and any resulting contract shall be governed by the laws of the State of New Mexico.

Basis for Proposal

Only written communication from the Procurement Manager or this RFP should be used as the basis for proposals.

Contract Terms and Conditions

The School reserves the right to negotiate provisions with the selected Offeror. No draft contract is included in this RFP.

Offeror's Terms and Conditions

Offerors may submit additional terms and conditions they wish to negotiate. These must be included in the proposal.

Contract Deviations

Any additional contract terms proposed must have been submitted during the procurement process. No later additions will be accepted.

Offeror Qualifications

The Evaluation Committee may investigate the Offeror's ability to perform. Proposals may be rejected if Offeror is not responsible or fails to meet RFP requirements.

Right to Waive Minor Irregularities

The Committee reserves the right to waive minor irregularities or mandatory requirements if all proposals fail to meet the same standard.

Change in Contractor Representatives

The School may require a change in contractor representatives if they are not meeting expectations.

Notice of Penalties

Violations of the Procurement Code may result in civil, misdemeanor, or felony penalties.

Agency Rights

The School may accept all or a portion of any proposal.

Right to Publish

Offerors and contractors must obtain written approval from the School prior to releasing any information related to the RFP or resulting contract.

Ownership of Proposals

All documents submitted become property of the School and will be destroyed if the RFP is canceled, unless the Offeror arranges pickup within 3 business days.

Confidentiality

All confidential information gained during the performance of the contract must remain confidential.

Electronic Mail Address Required

All Offerors must have a valid email address for communication regarding this RFP.

Use of Electronic Versions of this RFP

In case of discrepancies between versions of this RFP, the version maintained by the agency shall govern.

Campaign Contribution Disclosure Form

Offerors must complete and submit the form in Appendix B, regardless of whether a contribution was made.

Letter of Transmittal

Proposals must include a signed Letter of Transmittal (Appendix E) with all required information.

Disclosure Regarding Responsibility

Offerors must disclose if they or their principals are debarred, convicted, or have delinquent taxes. Disclosure must be updated throughout the contract.

III. RESPONSE FORMAT AND ORGANIZATION

Offerors must organize proposals in the following format and order:

1. Letter of Transmittal (Appendix E)
2. Table of Contents
3. Proposal Summary
4. Statement of Qualifications
5. Experience and Past Projects (including three similar fundraising campaigns and amounts raised)
6. Project Approach and Work Plan
7. Project Timeline
8. Pricing/Cost Proposal (submitted in a separate sealed envelope)
9. Required Appendices:
 - Campaign Contribution Disclosure Form (Appendix B)
 - Offeror's Additional Terms & Conditions (if applicable)
 - Redacted Copy for Public Disclosure

Proposal Submission Requirements:

Offerors must submit the following by the deadline:

- One (1) original proposal
- Three (3) physical copies
- One (1) electronic PDF version on a USB drive

Proposals must be received no later than July 10, 2025 at 5:00 PM MT.

E. PROPOSAL DELIVERY

All deliveries of proposals via express carrier, courier, or hand delivery must be addressed and submitted as follows:

Name: Jennifer Valdez

Reference RFP Name: Informational Technology Services – RFP #SLHS-2025-02

Siembra Leadership High School

Attn: Jennifer Valdez, Procurement Manager

524 Central Ave SW

Albuquerque, NM 87102

Late proposals will not be accepted.

IV. SPECIFICATIONS

A. DETAILED SCOPE OF WORK

The selected IT service provider will collaborate closely with Siembra Leadership High School to provide comprehensive technology support and management. Services expected within the contract scope include:

1. General IT Support and Maintenance

- Provide a minimum of one (1) site visit per month, or more as reasonably required to properly service the equipment, software, and network.
- Offer unlimited help desk phone and remote support.
- Include three days of on-site support per week with a four (4) hour response window.

2. Network and Server Management

- Maintain and support HP Windows Server, VMware ESXi Server, Meraki Switches (Qty 5), HP Switch (Qty 1), Meraki Firewalls (Qty 2), and Access Points (Qty 18).
- Design and implement network infrastructure solutions.

3. Security and Backup Services

- Provide advanced security protection with DNS protection, endpoint malware security, cloud security backups, and phishing/malware threat prevention.
- Develop and manage data backup and recovery strategies (best-effort service, no guarantees).

4. Hardware and Software Deployment

- Deploy new hardware and software as required.
- Provide Google Workspace (G Suite) and Office 365 integration and support.

5. Student Assessment and Classroom Technology Support

- Support integration of testing platforms (NMASR, SBA, WIDA, NWEA, etc.).
- Manage Chromebook systems including enrollment, software lockdown, and Google Classroom setup.

6. Site Locations

- Provide full service to 524 Central Ave and 610 Central Ave locations.
- Install and maintain hardware/software for network security and virus protection.

7. Dedicated On-Campus Technician

- Provide a dedicated technician on-site two days per week (16 hours/week), selected by the school.

- Support staff and teachers in resolving technology issues and managing help desk tickets.

8. Rapid-Response and After-Hours Support

- Respond to service requests within four (4) hours to one (1) business day.

- Offer after-hours onsite service upon request (billed at \$115/hour, not included in TAP).

9. Exclusions

- Hardware/software purchases, proprietary software, and certain on-site installations (e.g., RAM upgrades) are outside the scope.

B. OFFEROR QUALIFICATIONS

Each Offeror must demonstrate their qualifications and experience by providing the following:

1. **Organizational Overview**

A brief history and profile of the firm, including mission, years in operation, areas of IT specialization, and any relevant licenses, certifications (e.g., Microsoft, Cisco, CompTIA), or industry affiliations.

2. **Key Personnel**

A summary of the qualifications and experience of key personnel who will be assigned to this project. Include résumés or bios highlighting their roles in delivering managed IT services, system administration, cybersecurity, and network infrastructure support for schools or similar institutions.

3. **Experience with Comparable Projects**

Offerors must describe three (3) similar managed IT service contracts completed within the past five years, including:

Name and description of the project

Client name and contact information

Scope of services provided

Offeror's role and key deliverables

Duration and outcomes of the engagement

4. **Cultural and Mission Alignment**

Offerors must describe three (3) similar managed IT service contracts completed within the past five years, including:

Name and description of the project

Client name and contact information

Scope of services provided

Offeror's role and key deliverables

Duration and outcomes of the engagement

5. References

Provide at least three (3) professional references from clients for whom the Offeror has provided similar IT services. Include name, title, organization, phone number, and email address.

6. Capacity to Deliver

A clear statement of the Offeror's current capacity and availability to fulfill the scope of work outlined in this RFP, including staffing, tools, and infrastructure readiness to begin service on September 1, 2025.

V. EVALUATION CRITERIA

Each proposal will be evaluated based on the following criteria and corresponding point values. The maximum score possible is 100 points.

Evaluation Factor	Points
1. Experience with Similar IT Managed Services Contracts	25
2. Project Approach and Work Plan for IT Service Delivery	20
3. Qualifications and Certifications of Key Personnel	15
4. Alignment with Siembra's Mission and Educational Context	10
5. References and Demonstrated Results (Uptime, Responsiveness, Client Satisfaction)	10
6. Capacity to Deliver Services Across Both Sites Within Required Timeline	10
7. Cost Proposal (evaluated separately for reasonableness)	10
Total	100

Proposals will be reviewed and scored by an Evaluation Committee. The Committee may invite top-scoring Offerors for oral presentations or interviews at its discretion.

1. All Offeror proposals will be reviewed for compliance with the requirements and specifications stated within the RFP. Proposals deemed non-responsive will be eliminated from further consideration.

2. The Procurement Manager may contact the Offeror for clarification of the response as specified in Section II. B.7.
3. Responsive proposals will be evaluated on the factors in Section IV, which have been assigned a point value in Section V. The responsible Offerors with the highest scores may be selected as finalist Offerors, based upon the proposals submitted. In accordance with §13-1-117 NMSA 1978, the responsible Offerors whose proposals are most advantageous to the State taking into consideration the Evaluation Factors in Section V will be recommended for award (as specified in Section II.B.12). Please note, however, that a serious deficiency in the response to any one factor may be grounds for rejection regardless of overall score.

APPENDICES TO FOLLOW

APPENDIX A

ACKNOWLEDGEMENT OF RECEIPT FORM

APPENDIX A

REQUEST FOR PROPOSAL

Informational Technology Services

RFP #SLHS-2025-02

ACKNOWLEDGEMENT OF RECEIPT FORM

This optional Acknowledgement of Receipt Form establishes a distribution list to be used for the distribution of written responses to questions, and/or any amendments to the RFP. Failure to return the Acknowledgement of Receipt Form does not prohibit potential Offerors from submitting a response to this RFP. However, by not returning the Acknowledgement of Receipt Form, the potential Offeror's representative shall not be included on the distribution list, and will be solely responsible for obtaining from the Procurement Library (Section I.G.) responses to written questions and any amendments to the RFP.

The information below will be used for all correspondence related to the Request for Proposal. Only one contact per Offeror is permitted.

ORGANIZATION: _____

CONTACT NAME: _____

TITLE: _____ PHONE NO.: _____

E-MAIL: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

Submit Acknowledgement of Receipt Form to:

To: Jennifer Valdez

E-mail: j.valdez@siembraabq.org

Subject Line: Informational Technology Services

RFP #SLHS-2025-02

APPENDIX B

CAMPAIGN CONTRIBUTION DISCLOSURE FORM

Pursuant to the Procurement Code, Sections 13-1-28, et seq., NMSA 1978 and NMSA 1978, § 13-1-191.1 (2006), as amended by Laws of 2007, Chapter 234, a prospective contractor subject to this section shall disclose all campaign contributions given by the prospective contractor or a family member or representative of the prospective contractor to an applicable public official of the state or a local public body during the two years prior to the date on which a proposal is submitted or, in the case of a sole source or small purchase contract, the two years prior to the date on which the contractor signs the contract, if the aggregate total of contributions given by the prospective contractor or a family member or representative of the prospective contractor to the public official exceeds two hundred fifty dollars (\$250) over the two-year period. A prospective contractor submitting a disclosure statement pursuant to this section who has not contributed to an applicable public official, whose family members have not contributed to an applicable public official or whose representatives have not contributed to an applicable public official shall make a statement that no contribution was made.

A prospective contractor or a family member or representative of the prospective contractor shall not give a campaign contribution or other thing of value to an applicable public official or the applicable public official's employees during the pendency of the procurement process or during the pendency of negotiations for a sole source or small purchase contract.

Furthermore, a solicitation or proposed award for a proposed contract may be canceled pursuant to Section [13-1-181](#) NMSA 1978 or a contract that is executed may be ratified or terminated pursuant to Section [13-1-182](#) NMSA 1978 if a prospective contractor fails to submit a fully completed disclosure statement pursuant to this section; or a prospective contractor or family member or representative of the prospective contractor gives a campaign contribution or other thing of value to an applicable public official or the applicable public official's employees during the pendency of the procurement process.

The state agency or local public body that procures the services or items of tangible personal property shall indicate on the form the name or names of every applicable public official, if any, for which disclosure is required by a prospective contractor.

THIS FORM MUST BE INCLUDED IN THE REQUEST FOR PROPOSALS AND MUST BE FILED BY ANY PROSPECTIVE CONTRACTOR WHETHER OR NOT THEY, THEIR FAMILY MEMBER, OR THEIR REPRESENTATIVE HAS MADE ANY CONTRIBUTIONS SUBJECT TO DISCLOSURE.

The following definitions apply:

“Applicable public official” means a person elected to an office or a person appointed to complete a term of an elected office, who has the authority to award or influence the award of the contract for which the prospective contractor is submitting a competitive sealed proposal or who has the authority to negotiate a sole source or small purchase contract that may be awarded without submission of a sealed competitive proposal.

“Campaign Contribution” means a gift, subscription, loan, advance or deposit of money

or other thing of value, including the estimated value of an in-kind contribution, that is made to or received by an applicable public official or any person authorized to raise, collect or expend contributions on that official's behalf for the purpose of electing the official to statewide or local office. "Campaign Contribution" includes the payment of a debt incurred in an election campaign, but does not include the value of services provided without compensation or unreimbursed travel or other personal expenses of individuals who volunteer a portion or all of their time on behalf of a candidate or political committee, nor does it include the administrative or solicitation expenses of a political committee that are paid by an organization that sponsors the committee.

"Family member" means a spouse, father, mother, child, father-in-law, mother-in-law, daughter-in-law or son-in-law of (a) a prospective contractor, if the prospective contractor is a natural person; or (b) an owner of a prospective contractor;

"Pendency of the procurement process" means the time period commencing with the public notice of the request for proposals and ending with the award of the contract or the cancellation of the request for proposals.

"Prospective contractor" means a person or business that is subject to the competitive sealed proposal process set forth in the Procurement Code [Sections [13-1-28](#) through [13-1-199](#) NMSA 1978] or is not required to submit a competitive sealed proposal because that person or business qualifies for a sole source or small purchase contract.

"Representative of a prospective contractor" means an officer or director of a corporation, a member or manager of a limited liability corporation, a partner of a partnership or a trustee of a trust of the prospective contractor.

Name(s) of Applicable Public Official(s) if any: _____

DISCLOSURE OF CONTRIBUTIONS BY PROSPECTIVE CONTRACTOR:

Contribution Made By: _____

Relation to Prospective Contractor: _____

Date Contribution(s) Made: _____

Amount(s) of Contribution(s) _____

Nature of Contribution(s) _____

Purpose of Contribution(s) _____

(Attach extra pages if necessary)

Signature

Date

Title (position)

--OR--

**NO CONTRIBUTIONS IN THE AGGREGATE TOTAL OVER TWO HUNDRED FIFTY DOLLARS (\$250)
WERE MADE** to an applicable public official by me, a family member or representative.

Signature

Date

Title (Position)