



City of Truth or Consequences
505 Sims Street
Truth or Consequences, New Mexico 87901
City (575) 952-0490 ▪ Fax (575) 894-0363

ADDENDUM #2

Wednesday, October 27, 2021

PROJECT: INTEGRATED TECHNOLOGY SUPPORT SERVICES RFP# 21-22-006

Owner: City of Truth or Consequences New Mexico

This addendum forms a part of the Contract Documents and modifies the original RFP Documents. Each proposer shall acknowledge receipt of addendum number two (2) on Appendix A below.

This addendum is in response to written questions submitted prior to or by the deadline of 10/22/21.

Question 1: Referring to Section IV. Specifications 1. Detailed Scope of Work, 1. Initial Assessment

Q: Any reoccurring issues your organization is dealing with?

A: No

Q: Does the City of T or C have an IT strategic plan?

A: No

Question 2: Referring to Section IV. Specifications A. Detailed Scope of Work, 6. Support and Maintenance of the Following:

Q: Full list of existing IT hardware?

A: *See Attached listing on Exhibit A. This is the only listing of IT Hardware currently available*

A: *See Attached listing on Exhibit B for Computers. This listing is not all-inclusive by any means.*

Q: What hardware is currently end of life or in need of replacing? Please list

A: Many of the staff PC's should be replaced and the Cisco ASA 5506x should probably be replaced soon. All the main servers, etc are relatively recent. There is also a legacy EXSI server hosting a VM running their old billing software to lookup old records.

Q: What software/tech vendors do you work with? Bodycam software, ISP, phones, for example

A: Software Listing (not all-inclusive)

1. Tyler Incode Financial and Utility Billing Software (Administration of users and passwords, updates)
2. Silversky for Email Service
3. Revize Website and Annual tech Support
4. Malwarebytes
5. Datamatic –
6. Paradigm
7. Go-Daddy
8. Trans Union Risk & Alternative Date Solutions TLO Software (Police Data Base)
9. FlowPoint Environmental
10. Go to Meeting
11. TFS – truck fill station for effluent water billing
12. Command Center- Landis & Gyr – AMI Electric
13. ETS- Credit card processing
14. ArchiveSocial for our Facebook stuff.
15. *Watchguard Body cams Body and police vehicle camera software)
16. LEADS (NM Department of Public Safety law enforcement database software)
17. *TRACS (New Mexico Department of Public Safety law enforcement database software)
18. *Trac10 Police reporting software (records management)
19. *LEADS Online (police database).
20. *Sleuth (old records management)
21. Xerox leased printers
22. Justice System Municipal Court
23. Laserfische System (Professional Document Systems)
24. Liberty Recording System (JCG Technologies)
25. Library Solution -
26. ITSMARC (Interactive Library System) does check-in check out, cataloguing, reports, inventory
27. Fortres Grans Fortres 101 and Time Limit Manager: public use computers security and user time control
28. Baker & Taylor: BT CAT: Book purchasing control and inventory assistance

*TLO, LEADS, TRACS, TAC 10, Sleuth, Watchguard, and LEADS Online have their own IT support, but whomever our city IT provider is would have to work alongside

Q: What software, if any, is near end of support? Please list

A: ADG legacy software for billing records running on the legacy ESXI server.

Q: How many locations/separate buildings require support other than City Hall, Police Department, Municipal Court and the Library?

A: See Attached listing on Exhibit A.

Q: What ISP is used at the listed locations?

A: All locations have either TDC Metro fiber service or TDS cable internet.

Q: Are the listed locations intra connected and is so what type of connection (Fiber, Copper, Wireless, mix)?

A: Described in Exhibit A.

Question 3: What is the City of T or C's IT budget? What was the previous cost?

A: The City has a current budget of \$60,000 plus gross receipt taxes of 5,100 for a total of \$65,100 for IT Service Provider. The previous cost is the same. This fiscal year is July 1, 2021 through June 30, 2022. 6 months of that budget has been utilized already.

Question 4: Referring to Section IV. Specifications A. Detailed Scope of Work 5. Email, Security and Backup Efforts

Q: What is the raw data amount (GB) that needs to be backed up?

A: City Hall: 5TB

Police Dept: 20 TB if body cam video is included

Municipal Court: 1TB

Q: What is the RPO and RTO required of the DR solution?

A: Presently everything is backed up locally to disk nightly, and retained as long as space allows. A more formally retention policy should be established.

Question 5: Referring to Section IV. Specifications, A. Detailed Scope of Work 9. Transition

Q: Who is the city currently using for IT support?

A: *Integrated Technologies Group from Socorro, NM*

Q: How long will we have to transition with the previous provider?

A: *The current contract ends 12/31/2021; however, the contract with the current provider states that the current contractor is to assist the new selected vendor with the transition per requests and at their present rates and fees. The City would like to only extend the current contract for one addition month to end 01/31/2022 to accommodate the transition but will consider other options if needed.*

Question 6: Referring to Section IV. Specifications, A. Technical Specifications 2. Capability and Agreement to Perform

Q: Clarification for required onsite visits, what are the expectations, number of hours per week?

A: *Section IV. Specifications, B. Technical Specifications .3. Capability and Agreement to Perform states "Provide on-site visits at a minimum of once a week (8:00 am to 5:00 pm) in addition to any other times needed.*

Question 7: #9 Web Support

They want us to update, design, and support the city's website.

IMPORTANT UPDATE: It has been discovered that the City maintains its own website via the City Clerk's Office; and therefore will not be needing assistance with the website.

Q: What kind of updates are typically requested and the frequency.

A: None will be needed by provider.

Q. Who designed the website?

A: *The website has been in existence for quite some time and has not been updated in many years. It is unknown who originally designed it. They are probably no longer working for the City.*

Q: Where is it hosted and does the City have the admin credentials?

A: Registered on GoDaddy and hosted by Revize. Have admin credentials for GoDaddy, will need to get from Revize.

Q: Who currently maintains changes and updates?

A: *The City Clerk currently maintains the changes and any updates.*

Question 8: Who manages the current Verizon phone system (Verizon or current IT or current IT has to coordinate WITH Verizon to make modification)?

A: Presently, the city is managing the Verizon account with as needed assistance From Integrated Technologies Group (current IT Company) Managed from OneTalk webpage from Verizon.

Donna Gardner

Chief Procurement Officer

575-952-0490

APPENDIX A

ACKNOWLEDGEMENT OF RECEIPT OF **ADDENDUM #2 TO RFP# 21-22-006**

INTEGRATED TECHNOLOGY SUPPORT SERVICES

This Acknowledgement of Receipt of **Addendum #2** should be signed and submitted **prior to** submission of the proposal due date as stated in Section II. A. SEQUENCE OF EVENTS November 5, 2021.

In acknowledgement of receipt of this Addendum #1 for Request for Proposal, the undersigned agrees that he or she has received a complete copy of the Revised RFP and the Addendum #1.

The name and address below will be used for all correspondence related to the Request for Proposal.

ORGANIZATION:

CONTACT

NAME:

TITLE: _____ PHONE NO.: _____

E-MAIL: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

Submit Acknowledgement of Receipt of Addendum Form to:

To: Chief Procurement Officer

E-mail: procurement@torcnm.org

Subject Line: Addendum #2 RFP #21-22-006 Integrated Technology Support Services

EXHIBIT A

CITY OF TRUTH OR CONSEQUENCES

RFP 21-22-006 INTEGRATED TECHNOLOGIES

PRE-PROPOSAL CONFERENCE INFORMATION SHEET

General Notes:

The primary internet source is TDS Metro Fiber service installed at city hall. Several offices connect back to city hall through TDS Metro Fiber equipment for network and internet access. TDS owns Metro equipment, the city is responsible for Netgear switches at each location configured with VLANs to connect to TDS equipment.

All locations have Verizon One Talk IP phones which require an internet connection and either POE or an AC adapter. Most locations have several leased Xerox Workcentre Printers.

City Hall

- Dell Poweredge R740 (purchased 2020) File Server
- Dell Poweredge R340 (purchased 2020) Domain Controller
- Dell Poweredge R340 (purchased 2020) Laserfiche Server
- Cisco ASA 5506-X Primary Firewall
- Network switches (8)
- Dell Powerconnect x3
- Cisco SG28P x3
- Linksys x2
- Dedicated switch for TDS Metro Fiber internet
- Netgear M4100 Ethernet Switch
- Ubiquiti Wifi Access Point
- Legacy ESXI Server hosting a VM for old billing record software. Needed for looking up old records.

The following offices are connected to City Hall via TDS Metro Fiber. Each Location has a Netgear M4100 switch configured with VLANs to connect back to City Hall and connect to the network and main internet there.

- City Hall Annex
- Electric Utility
- Transfer Station
- Golf Course
- WWTP offices

- Maintenance/Fleet Building
- City Pool

The following offices are connected via fiber connections between the buildings to the Electric Utility, where they then connect to the City's network/internet

- Facilities
- Streets

Commission Chambers

- TDS Cable internet
- Dell Powerconnect switch x2
- Contains audio and video equipment and PC with software for recording Commission Meetings

Civic Center

- TDS Cable internet
- Ruckus Zone Director – manages Wifi for Civic Center and Commission Chambers

Library

- TDS Cable Internet
- Dell Tower Server Catalog software
- Netgear firewall segregating Office PCs from Public PCs
- Public Wifi Router
- Linksys Switch sw2008p x3
- Pool of Public PCs running Fortress Grand software to control use

Municipal Court

- TDS Cable Internet
- Dell Poweredge T340 (purchased 2020) Database Server
- Dell Poweredge T340 (purchased 2020) Application Server
- Cisco SG300 28P x2 network switches

Police Department

- TDS Cable Internet
- Cisco ASA 5506-x Firewall
- Netgear Prosafe Smart switch x2
- Dell Poweredge R730 Hyper-V host (Hosting Domain Controller, File Server, Bodycam Server, Tac10 Application servers(3))
- Synology NAS x2 Storage for Virtual Servers and Video
- Dell Poweredge T140 (purchased 2020) runs Sleuth Software, old data lookups.
- Ubiquiti Wifi Access Point x2 one for user access, second outside the building for downloading video from Police Dept Vehicles.

- Watchguard Bodycams and Vehicle Cameras

EXHIBIT B

INTEGRATED TECHNOLOGY SUPPORT SERVICES RFP# 21-22-006

City of Truth or Consequences

Computer Inventory (not all inclusive)

| Department: | Location | Manager or Supervisor: | Desktop Computer | Laptop Computer | Server | Printer | Model | Year | Serial Number(s) | Tag Number | How many monitors? |
|---------------------|------------------|------------------------|--------------------|-----------------|--------|---------|---------------------|------|------------------|------------|---------------------|
| Communtiy Services | 2800 S. Broadway | O.J. Hechler | 1 | | | | Dell Optiplex 7080 | 2020 | C35S2B3 | 1597 | 2 |
| Electric Department | 404 E Joffre | Bo Easley | 1 | | | | Dell Optiplex 7080 | | 0155001 | 1602 | 1 (DELL 27") |
| Electric Department | 404 E Joffre | Bo Easley | 1 | | | | Dell Optiplex 7050 | | DCTX7X2 | | 1(DELL 24") |
| Electric Department | 404 E Joffre | Bo Easley | 1 | | | | HP PRO 3130 MT | | MXL0520XM9 | | 1(ACER LCD (21.5")) |
| Electric Department | 404 E Joffre | Bo Easley | 1 | | | | HP PRO 3500 MT | | MXL25108C7 | | 1(ACER LCD (20")) |
| Electric Department | 404 E Joffre | Bo Easley | | | 1 | | LENOVO IDEA PAD 3 | 2020 | PF1BNHVK | | |
| Electric Department | 404 E Joffre | Bo Easley | | | 1 | | LENOVO IDEA PAD 3 | 2020 | PF18MYX4 | | |
| Electric Department | 404 E Joffre | Bo Easley | | | 1 | | DELL LATITUDE 5580 | | 2.74367E+11 | | |
| Electric Department | 404 E Joffre | Bo Easley | | | | 1 | | | | | |
| Electric Department | 404 E Joffre | Bo Easley | | | | 1 | VERSALINK B405INMFP | | 9HB-182542 | | CONTRACT |
| Electric Department | 404 E Joffre | Bo Easley | | | | 1 | VERSALINK C505 | | 3RB732226 | | CONTRACT |
| Electric Department | 404 E Joffre | Bo Easley | | | | 1 | BROTHER MFC-J985DW | | U64491F6H446287 | | OWNED |
| Electric Department | 404 E Joffre | Bo Easley | VIZIO 65" SMART TV | | | | M65Q8-HI | | LYWZMLW5150480 | | 1601 |
| Electric Department | 404 E Joffre | Bo Easley | VIZIO 50" SMART TV | | | | D50X-G9 | | 33LINIXUAAU01754 | | |
| Electric Department | 404 E Joffre | Bo Easley | TOWER | | | | OPTIPLEX 3020 | | | | |
| Electric Department | 404 E Joffre | Bo Easley | TOWER | | | | HP PRO 3130 MT | | MXL1040LVZ | | |
| Finance Department | 505 Sims St | Carol Kirkpatrick | 6 | 1 | 3 | 4 | VARIOUS | | | | 12 |
| Golf Course | 601-699 Marie St | Wes Owens | 1 | | | | Dell Optiplex 3050 | 2019 | 155QZV2 | | 1 |
| Library | 325 Library Lane | Pat O'Hanlon | 1 | | | | HP COMPAQ PRO | 2014 | MXL3251SS1 | | 1 |
| Library | 325 Library Lane | Pat O'Hanlon | 1 | | | | HP COMPAQ PRO | 2014 | 2UA8381JXS | | 1 |
| Library | 325 Library Lane | Pat O'Hanlon | 1 | | | | HP COMPAQ PRO | 2013 | MXL3041GMT | | 1 |
| Library | 325 Library Lane | Pat O'Hanlon | 1 | | | | HP COMPAQ PRO | 2013 | MXL3031152 | | 1 |
| Library | 325 Library Lane | Pat O'Hanlon | 1 | | | | HP COMPAQ PRO | 2013 | MXL3031154 | | 1 |
| Library | 325 Library Lane | Pat O'Hanlon | 1 | | | | HP ELITE 7000 | 2010 | 2UA0130VXK | | 2 |
| Library | 325 Library Lane | Pat O'Hanlon | 1 | | | | HP COMPAQ PRO | 2013 | MXL3382YJS | | 1 |
| Library | 325 Library Lane | Pat O'Hanlon | 1 | | | | HP COMPAQ PRO | 2013 | MXL3382YJH | | 1 |
| Library | 325 Library Lane | Pat O'Hanlon | 1 | | | | VIZIO CA24-A1 | 2012 | VIZAS127CH09700 | | 1 |
| Library | 325 Library Lane | Pat O'Hanlon | 1 | | | | HP COMPAQ PRO | 2013 | MXL3041GMJ | | 1 |
| Library | 325 Library Lane | Pat O'Hanlon | 1 | | | | HP PRO 3420 | 2012 | MXL201244P | | 1 |
| Library | 325 Library Lane | Pat O'Hanlon | 1 | | | | HP ALL-IN-ONE | 2018 | 8CC7321KQF | | 1 |
| Library | 325 Library Lane | Pat O'Hanlon | 1 | | | | HP COMPAQ PRO | 2014 | MXL3251SQY | | 1 |
| Library | 325 Library Lane | Pat O'Hanlon | 1 | | | | HP PRO 3420 | 2012 | MXL2012443 | | 1 |
| Library | 325 Library Lane | Pat O'Hanlon | 1 | | | | HP COMPAQ PRO | 2014 | MXL3382YJV | | 1 |
| Library | 325 Library Lane | Pat O'Hanlon | 1 | | | | HP COMPAQ PRO | 2012 | MXL1490X79 | | 1 |
| Library | 325 Library Lane | Pat O'Hanlon | 1 | | | | HP COMPAQ PRO | 2014 | MXL3382YJW | | 1 |
| Library | 325 Library Lane | Pat O'Hanlon | 1 | | | | HP COMPAQ PRO | 2014 | MXL3251SS9 | | 1 |
| Library | 325 Library Lane | Pat O'Hanlon | | | 1 | | DELL POWER EDGE | 2018 | T630/2 3.0HHZ | | |
| Library | 325 Library Lane | Pat O'Hanlon | | | 1 | | HP PROLIANT | 2013 | 2M23080017 | | |
| Library | 325 Library Lane | Pat O'Hanlon | | | | 1 | EPSON TM-88111 | 2004 | D6JG70396 | | |
| Library | 325 Library Lane | Pat O'Hanlon | | | | 1 | EPSON TM-88111 | 2004 | D6KG081310 | | |
| Library | 325 Library Lane | Pat O'Hanlon | | | | 1 | EPSON TM-88111 | 2004 | D6KG081311 | | |
| Library | 325 Library Lane | Pat O'Hanlon | | | | 1 | HP LASERJET 600 | 2013 | CNCCF1H38C | | |
| Library | 325 Library Lane | Pat O'Hanlon | | | | 1 | HP LASERJET 600 | 2013 | CNCCF1H38C2 | | |
| Library | 325 Library Lane | Pat O'Hanlon | | | | 1 | HP LASERJET 1200 | 2005 | CNBJJ00979 | | |
| Library | 325 Library Lane | Pat O'Hanlon | | | | 1 | LASERJET 3800 | 2007 | CNWB29828 | | |

| | | | | | | | | | | | |
|---------------------|--------------------|---------------|-------------|---|---|---|-------------------------|---------|-------------------------------------|-------------------|------------------|
| Library | 325 Library Lane | Pat O'Hanlon | | | | 1 | XEROX 3615 | 2015 | A2T-382749 | OWNED | |
| Library | 325 Library Lane | Pat O'Hanlon | | | | 1 | XEROX 7845PT | 2015 | MX4-767319 | OWNED | |
| Municipal Court | 297 W Third Ave | Judge Sanders | | 1 | | | Lenovo | 2014 | OC0FC6DE | | 2 |
| Municipal Court | 297 W Third Ave | Judge Sanders | | 1 | | | Lenovo | 2014 | PC0FC6D9 | | 2 |
| Municipal Court | 297 W Third Ave | Judge Sanders | | 1 | | | ASUS Master | 2015/16 | BUILD BY B. HUFF | | 1 |
| Municipal Court | 297 W Third Ave | Judge Sanders | | 1 | | | HP PRO 3130 | 2011 | MXL3243BF6 | | 1 |
| Municipal Court | 297 W Third Ave | Judge Sanders | | 1 | | | HP PRO 3130 | 2011 | MXL1331191 | | 1 |
| Municipal Court | 297 W Third Ave | Judge Sanders | | 1 | | | HP COMPAQ 6200 | 2012 | 2UA2121249 | | 1 |
| Municipal Court | 297 W Third Ave | Judge Sanders | | 1 | | | DELL LATITUDE 10TH GEN | 2021 | i5-10310U | | 2 |
| Municipal Court | 297 W Third Ave | Judge Sanders | | | 1 | | LATITUDE 5410 | 2021 | D7J80F3 | | |
| Municipal Court | 297 W Third Ave | Judge Sanders | | | 1 | | LATITUDE 5410 | 2021 | 78J80F3 | | |
| Municipal Court | 297 W Third Ave | Judge Sanders | | | 1 | | DELL POWER EDGE | 2021 | 5SSTRD3 | | |
| Municipal Court | 297 W Third Ave | Judge Sanders | | | 1 | | DELL POWER EDGE | 2021 | 5SSTD3 | | |
| Municipal Court | 297 W Third Ave | Judge Sanders | | | | 1 | ALTALINK C8145 | 2020 | EHQ-215139 | CONTRACT | |
| Municipal Court | 297 W Third Ave | Judge Sanders | | | | 1 | VERSALINK B405INMFP | 2021 | 9HB-977693 | CONTRACT | |
| Municipal Court | 297 W Third Ave | Judge Sanders | | | | 1 | WORKCENTRE3325 | 2018 | LA6-291621 | CONTRACT | |
| Municipal Court | 297 W Third Ave | Judge Sanders | | | | 1 | HP | 2016 | CNDF333285 | OWNED | |
| Municipal Court | 297 W Third Ave | Judge Sanders | RING CAMERA | | | | 5SUM5ES | 2020 | G5X125010395R5SL | | |
| Municipal Court | 297 W Third Ave | Judge Sanders | RING CAMERA | | | | 5UM5ES | 2020 | G5X1250102452QRX | | |
| Municipal Court | 297 W Third Ave | Judge Sanders | CAMERAS | | | | DEFENDER DVR | 2018 | 170601111 | | |
| Parks | 2800 S. Broadway | Ryan Lawler | | 1 | | | Dell | 2020 | C35T7B3 | 1598 | 2 |
| Parks | 2800 S. Broadway | Ryan Lawler | | | | 1 | XEROX C8045 | 2018 | 8TB618746 | XEROX CONTRACT | |
| Streets | 401 E Riverside | Benny Fuentes | | 1 | | | Dell Optiplex 7080 | 2020 | | 1603 | 1 (Dell 27") |
| Streets | 401 E Riverside | Benny Fuentes | | 1 | | | Dell Optiplex 3020 | | 29559721790 | | 1 (HP L1906 19") |
| Streets | 401 E Riverside | Benny Fuentes | | | 1 | | | | | | |
| Streets | 401 E Riverside | Benny Fuentes | | | | 1 | HP Office Jet 4652 | | TH62C3903G | OWNED | |
| Waste Water/Water | Radium St | Jesse Cole | | 1 | | | Dell | 2021 | 3517231467 | 1586 | 2 |
| Waste Water/Water | Radium St | Jesse Cole | | 1 | | | Dell | 2021 | 3517278123 | 1585 | 2 |
| Waste Water/Water | Radium St | Jesse Cole | | 1 | | | Dell | 2021 | E569FF4-A7DE-487B-9E4F-A403D28A32C8 | | 2 |
| Waste Water/Water | Radium St | Jesse Cole | | 1 | | | DELL | 2020 | 29319013910 | | 2 |
| Waste Water/Water | Radium St | Jesse Cole | | 1 | | | DELL | 2019 | 43489456598 | | 1 |
| Waste Water/Water | Radium St | Jesse Cole | | 1 | | | DELL | | 18186003399 | | 1 |
| Waste Water/Water | Radium St | Jesse Cole | | 1 | | | DELL | | 34342053373 | | 2 |
| Waste Water/Water | Radium St | Jesse Cole | | | | 1 | XEROX | | 2TX069545 | | |
| Waste Water/Water | Radium St | Jesse Cole | | | | 1 | XEROX | | LAG286524 | | |
| Waste Water/Water | Radium St | Jesse Cole | | | | 1 | BROTHER | 2021 | U65174DIN577350 | | |
| Facility Management | 400 E Riverside Dr | David Johnson | | 1 | | | LENOVO THINK CENTRE M78 | 2012 | 1S10BU0008USMG000YAB | | 1 |
| Facility Management | 400 E Riverside Dr | David Johnson | | 1 | | | LENOVO THINK CENTRE M78 | 2012 | 1S10BU0004USMJ00UAP9 | | 1 |
| Facility Management | 400 E Riverside Dr | David Johnson | | 1 | | | DELL | 2018 | 6JT3MNZ-14258429534 | | 1 |
| Facility Management | 401 FOURTH ST | David Johnson | | 1 | | | HP PRO 3500 MT | 2010 | MXL243112Y | | 1 |
| Facility Management | 400 E Riverside Dr | David Johnson | | 1 | | 1 | CIVIC CENTER | | | | |
| Facility Management | 400 E Riverside Dr | David Johnson | | | 1 | | OFFICE | | | | |
| Facility Management | 400 E Riverside Dr | David Johnson | | | | 1 | XEROX WORK CENTRE 3325 | 2014 | | CONTRACT | |