



Request for Qualifications FY 22-06

Apple Products/ServiceScan Training and Technical Assistance

Posted January 26, 2022

North Central New Mexico Economic Development District (NCNMEDD)/Non-Metro Area Agency on Aging is seeking a contractor, team or firm to provide technical assistance and training to providers of senior services on Apple technology products and ServiceScan application. The scope of services will include the following:

1. Assist NCNMEDD to develop a basic training tool for the Providers of Senior Services in all counties of the State except for Bernalillo County. The tool will be available in printed, power point and webinar formats and will cover all relevant information required to implement the ServiceScan process.
2. Provide customized technical assistance for 56 providers, and may include:
 - Operation of Apple technology products (Ipad, Ipods, etc.)
 - Navigating the Apple Store
 - Downloading applications, mainly the ServiceScan application
 - The ServiceScan best practices, processes, and procedures
3. Training and technical assistance will be conducted virtually and in-person, in different areas of the State, with sessions occurring at various sites that will best serve the greatest number of providers, volunteers, and provider staff.

Other Information

- The scope of services will be conducted through June 30, 2022.
- All services will be performed under the direction of NCNMEDD/Non-Metro Area Agency on Aging Director and Data Center Manager.
- NCNMEDD is a council of governments, which is the parent organization for the Non-Metro Area Agency on Aging (NMAAA). The NMAAA contracts with providers around the state to provide services for older adults in all counties of the State, with the exception of Bernalillo County.

Responses to this Solicitation

To respond to this solicitation, please email a letter of interest and the following information in a single .pdf document to ncnmedd@ncnmedd.com no later than **Friday, February 11, 2022, at 5:00 pm.**

1. Cover letter summarizing the experience of the consultant, team or firm, including a statement which verifies that personnel are willing to travel as required throughout NM as needed to provide in-person training and technical support;
2. A list of all personnel who will provide services and a statement of qualifications relevant to the scope of services for each team member. Key personnel must have experience providing training on Apple Products, preferably the ServiceScan application.
3. Hourly rates for all personnel providing services, indicating rates for specific services, such as travel, if appropriate; and
4. Additional information relevant to the scope of services as determined by the consultant, team or firm.

Please contact Crystal L. Sanchez, Non-Metro Area Agency on Aging Director at crystals@ncnmedd.com or 505-310-4012 with any questions.