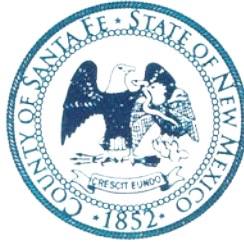


Henry P. Roybal
Commissioner, District 1

Anna Hansen
Commissioner, District 2

Robert A. Anaya
Commissioner, District 3



Anna T. Hamilton
Commissioner, District 4

Ed Moreno
Commissioner, District 5

Katherine Miller
County Manager

May 22, 2018

SANTA FE COUNTY
RFP# 2018-0292-GM/MAM
MOBILE APPLICATION SERVICES
SANTA FE COUNTY TRAILS APP

ADDENDUM #2

Dear Proponents,

This addendum is issued to reflect the following immediately. It shall be the responsibility of interested Offerors to adhere to any changes or revisions to the RFP as identified in this Addendum No. 2. This documentation shall become permanent and made part of the departmental files.

Question# 1: Why is the Department not seeking the services of the incumbent for all the three phases listed in the RFP? Has their contract ended or is the Department not satisfied with their current work, or any other reason? Please clarify?

Answer# 1: **The current mobile app is outdated and the services need to be updated. It is in the best interests of the County to bid and/or re-bid services in order to obtain the best price and value for the public. The past performance of the “incumbent” has no relevance to the County’s decision to issue this RFP. The County has been satisfied with the services provided.**

Question# 2: Is there any defined budget for phase 1 and phase 2 of the project? If yes, what is the budget for these phases?

Answer# 2: **\$70,000.00 for phases 1 & 2, phase 3 is to be determined.**

Question# 3: Why wasn't Mindshare Labs contracted directly for the mobile trails enhancement?

Answer# 3: **Santa Fe County is required by State Statute to procure services over \$60,000.00, hence the RFP process.**

Question# 4: Is the decision to “stick” with React Native as the preferred coding technology because of the previous development investment?

Answer #4: Please refer to the “II Contract Objectives, A Purpose and Background of This Request for Proposal” on page 5 of the RFP.

Question #5: Does Mindshare Labs have any current contracts with Santa Fe County?

Answer #5: Santa Fe County does not currently have any contracts with Mindshare.

Question #6: Is there an incumbent competing? Is there an internal team currently working on the development, or are you outsourcing current development?

Answer #6: Yes. No, the County is outsourcing development through this RFP.

Question #7: How long after the submission due date will you issue an award?

Answer #7: Santa Fe County intends to issue an award late July 2018.

Question #8: Do you accept offshore development services for this project?

Answer #8: Offeror may provide and describe how they intend to provide the services needed in their proposal. Onsite visits are not anticipated, but possible.

Question #9: What is the priority of this project?

Answer #9: Please refer to the “II Contract Objectives; A. Purpose and Background of This Request for Proposal” on page 5 of the RFP for an in-depth explanation for this procurement.

Question #10: When are you expecting to engage with the vendor after the award has been given? What is the expected/needed “go live” date of the project?

Answer #10: Please refer to the “Sequence of Events” on page 18 of the RFP, as soon as contract is fully executed.

Question #11: Is the project scope listed in the RFP finalized?

Answer #11: Yes.

Question #12: To the best of your knowledge, are there any circumstances that will cause you to:
a. Cancel the RFP?
b. Not move forward with the winning bidder?
c. Lower the budget for the project?
d. Prolong the evaluation process or reissue the RFP?

Answer #12: a. Not at this time.

- b. No, not at this time.**
- c. No.**
- d. No.**

Question #13: Does the Offeror need to possess each of the following to be eligible to win the business: A valid NM State Resident Business Certificate, a NM State Resident Veteran Business Certificate, or a Santa Fe County Preference Certificate?

Answer #13: No.

Question #14: If a potential offeror has not submitted Appendix-A of RFP duly filed by the mentioned deadline in the RFP document, will the offeror still have a chance to receive all offeror written questions and the County's written response to those questions and RFP amendments, if any are issued? Kindly let us know. It will definitely help us to prepare our proposal accordingly.

Answer #14: The offeror will have the opportunity to review the questions/answers on the SFC website: [https://www.santafecountynm.gov/asd/current bid solicitations](https://www.santafecountynm.gov/asd/current_bid_solicitations) effective May 22, 2018.

Question #15: As per page #24 of RFP document Contract Terms and Conditions, it is mentioned that format is available in Appendix-D however in Appendix D it is Cost Bid format whereas in Appendix E contract format is available. Please confirm if our understanding is correct.

Answer #15: CLARIFICATION – Appendix “D” was a typographical error, the correct Appendix is “E” regarding the “Contract Terms and Conditions”.

Question #16: We are assuming that latest code with all the recent changes will be provided to the selected vendor as Github code was added on September 24, 2016 and app were last updated on May 16, 2017, on Google play store.

Answer #16: No. This is the vendor's responsibility to update the code that was posted to Github.

Question #17: What problem(s) did the County face with the previous vendor?

Answer #17: The County was satisfied with the services the vendor provided.

Question #18: On page number 27 of the document it is mentioned that all submitted proposals shall be double-sided, and on page 28 under proposal format, it is mentioned that the page limit is 20 pages. So please confirm, will it be 20 pages printed on both sides or will it be 10 pages printed on both sides?

Answer #18: All proposals shall be limited to twenty (20) pages. Double sided pages are count as two (2) pages. The page limit is specific to the Offeror's response the criteria factors. Appendices are not counted against the 20 page limit.
a) Letter of Transmittal (not included in page count)

- b) **Table of Contents (not included in page count)**
- c) **Proposal Summary (optional and not included in page count)**
- d) **Response to Specifications – Evaluation Factors**
- e) **Campaign Contribution Disclosure Statement (not included in page count)**

Question #19: Can an out of state firm respond to the RFP? Currently we are not registered with the state of New Mexico. We are based out of New Jersey and can provide the required services.

Answer #19: Yes.

Question #20: Would the County consider extending the proposal due date of June 1, 2018?

Answer #20: The submission of proposal is June 1, 2018.

Question #21: Based on the RFP and the Pre-Proposal conference, we find it extremely difficult to provide firm, fixed-price costing for Phases 2 and 3, as the requirements are not clearly defined yet. Would the County consider a firm, fixed-price Cost Proposal for Phase 1, with costing for Phases 2 and 3 to be covered by a contract amendment when the requirements are firmed up?

Answer #21: Yes, the solicitation is qualifications based, costs to be negotiated after the most qualified vendor is selected.

Question #22: Is there going to be a more detailed specification for Phase 1 requirements?

Answer #22: Not for the RFP process. During this phase of the RFP, the County is evaluating the responses received to each of the evaluation criteria listed in the RFP. Detailed specifications will be negotiated with the selected Offeror.

Question #23: Are there going to be screen wireframes of full visual mockups provided for Phase 1 or beyond which outlines how new features will look from a UI/UX perspective:

Answer #23: Not by Santa Fe County, this is the vendor's responsibility.

Questions #24: Phase 1, 1eiii (page 7) states: "Elevation profiles shall also be designed to allow the user to define a custom hike within and across connecting trail systems to see the associated elevation of the user's planned hike".

a. Can you provide more detail around how the custom hike planning feature is supposed to work?

b. Where in the application (from an app navigation standpoint) do users go to create a custom hike?

c. How do the users choose to define a custom hike from a UI/UX perspective? Do the trails chosen by the user have to be physically connected? Is there a distance limitation?

d. Are custom hikes saved? Where in the UI will users go to load a custom hike?

e. Are there any limitations to the number of custom hikes?

- Answer #24:**
- a. Offeror may describe how they intend to provide the services needed in their proposal.**
 - b. Offeror may describe how they intend to provide the services needed in their proposal.**
 - c. This is vendor's responsibility to recommend and design. Yes. Yes, limited to extent of Santa Fe County. Interactively, with known accuracy; vendor's responsibility to recommend and design.**
 - d. Offeror may describe how they intend to provide the services needed in their proposal.**
 - e. Offeror may describe how they intend to provide the services needed in their proposal.**

- Question #25:** Phase 1, 1g (page7) states: "The app shall allow users to access data off-line. Areas exist within Santa Fe County where cell coverage is limited, intermittent, or non-existent". Can you provide detailed specifics on how the app is expected to behave when internet access is not available across a wide variety of use cases and app features: Some examples are, but not limited to:
- a. App has a full local copy of all remote data that is synced whenever an internet connection is established. Therefore, the app has complete functionality regardless of internet connectivity. Note that this is more complicated to implement and will be heavy from a data transfer perspective and could eat up user's data plans.
 - b. The app retains a local cache for all data that is loaded that session. If a user has looked at a specific trail, loses internet connectivity, and opens the same trail again – they will see the cached copy. However, in this case, if the user opens a trail while they are without internet connectivity, then an error would be shown.

- Answer #25:** **Offeror may provide and describe how they intend to provide the services needed in their proposal.**

- Question #26:** Phase 1, 1j (page 7) talks about deployment to Apple App store. The Apple app store is known for lengthy app review processes and for applications getting stuck in extended review. This can happen unexpectedly and is hard to predict or control. Does the Phase 1 deadline of October 31, 2018 have any consideration for this use case? Is an app submission to Apple prior to the deadline sufficient?

- Answer #26:** **Allowance can be made in negotiating an agreement. Perhaps, allowance for this scenario can be made in negotiated contract.**

Please add this Addendum #2 to the original proposal documents and refer to proposal documents, hereto as such. This and all subsequent addenda will become part of any resulting contract documents and have effects as if original issued. All other unaffected sections will have their original interpretation and remain in full force and effect. Responders are reminded that any questions or need for clarification must be addressed to Michelle A. Marmion, Senior Procurement Specialist at mmarmion@santafecountynm.gov