

**Henry Roybal**  
Commissioner, District 1

**Anna Hansen**  
Commissioner, District 2

**Rudy N. Garcia**  
Commissioner, District 3



**Anna T. Hamilton**  
Commissioner, District 4

**Hank Hughes**  
Commissioner, District 5

**Gregory S. Shaffer**  
County Manager

September 30, 2022

**SANTA FE COUNTY**  
**RFP No. 2023-0023-AO/APS**  
**Online Live and Chatbot Services**

**ADDENDUM NO. 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 Addendum No. 1 and this Addendum No. 2. This documentation shall become permanent and made part of the departmental files.

- Question No. 1: In Appendix E, under the heading “Chat and Messages”
- What do you mean by the term “Shortcut”? What type of shortcut are you asking about, or would be looking for?
  - Can you explain or elaborate on what you are asking with, “Canned Responses Input Synchronous Matching”?
  - Under the sub-header Advanced, what do you mean by “Chat Value”?

**Answer No. 1:** **The shortcuts mean creating a “shortcut” or a phrase word like, “exemptions” that links to information or a response that we have developed in the past 8 years to answer property/valuation/assessment questions efficiently and quickly. Canned Responses include frequently asked questions that have been asked before or more consistently that can be re-shared to answer a question. Refer to samples of shortcuts/canned messages below:**

<b>Name: “shortcut”</b>	<b>Message: “canned message”</b>
<b>Anything Else</b>	<b>Is there anything else I can assist you with?</b>
<b>Assessment</b>	<b>Our office is responsible for the assessment and valuation of properties and to make these assessments, our office uses comparable sales of similar properties. When a property is purchased, the first year after the sale, the assessed value will be the market value of that property. In New Mexico, for residential properties, we have what is called the 3% cap.</b>

	<b>What this means is that for residential properties that have not had a change in ownership, the assessed value cannot increase more than 3% per year. The county does have various tax rates depending on the school districts, and the tax rates are set by the State of New Mexico in September. The County Treasurer's office is responsible for the tax bills and collection of taxes.</b>
<b>Assist</b>	<b>How may I assist you today?</b>
<b>Change of Address</b>	<b>Here is a link to our Change of Mailing Address Form. By filling out this form and signing you are authorizing the Office of the Santa Fe County Assessor to change your mailing address to what you have requested. This updated request will be reflected on your property tax records with the Santa Fe County Treasurer. <a href="https://www.santafecountynm.gov/assessor/forms/mailing_address_change">https://www.santafecountynm.gov/assessor/forms/mailing_address_change</a></b>
<b>Claim for Refund</b>	<b>To file for a Claim for Refund you will need to pay the tax bill sent out by the Treasurer's office in November by the due date. Once paid, you will then file a Claim for Refund with District Court. You will be responsible for additional court costs.</b>
<b>County Treasurer</b>	<b>This is the contact information for the Treasurer's Office. Someone there should be able to assist you with your inquiry. Santa Fe County Treasurer's Office <a href="https://www.santafecountynm.gov/treasurer">https://www.santafecountynm.gov/treasurer</a>; 100 Catron St. Santa Fe, NM 87501 Phone:(505)986-6245 <a href="http://www.santafecountynm.gov/treasurer">www.santafecountynm.gov/treasurer</a></b>
<b>CRM</b>	<b><a href="http://www.santafecountynm.gov/assessor/forms_and_exemptions/crm_portal">www.santafecountynm.gov/assessor/forms_and_exemptions/crm_portal</a></b>

**In terms of “chat value” and metrics, we utilize these metrics through reporting daily, in return gives us the opportunity to measure success of the overall chat experience and if we are effectively and efficiently serving the public.**

**Question No. 2: Do you require a sandbox or test environment?**

**Answer No. 2: No, we will not require a sandbox or test environment.**

Please add this Addendum No. 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 Amanda Patterson-Sanchez, Procurement Specialist Senior at [apatterson-sanchez@santafecountynm.gov](mailto:apatterson-sanchez@santafecountynm.gov).