EXHIBIT A

No.	Vendor	Question	Response
1	SpryPoint	Most modern, cloud-native, CIS solutions include a module for Mobile Field Service that is purpose built for short-cycle work which we define as service orders generated out of the Customer Information/Utility Billing System related to customer, meter or premise. This is an industry best practice as opposed to using a Work Order/Asset Management application (EG. Lucity, Cartegraph, CityWorks, etc.....) for short-cycle work. Is it safe to assume that the County would like for us to include Mobile Field Service for Service Orders in scope with the CIS solution? The application is priced by the number of named users. Can the County please identify the **user counts** as follows: (NOTE: CSR's do not require a license.) a. Full Users – Have the ability to create, edit, and close a service order. b. Light Users – Have the ability for read-only access, with the ability to generate reports, view a dashboard; but otherwise, do not have ability to edit a record. These users are typically managers.	Yes, the County would like Mobile Field Service for Service Orders to be included in scope with the CIS solution. The County views this as aligned with industry best practice for short-cycle work management. Estimated user counts are as follows (these numbers are approximate and for planning/pricing purposes only): •Full Users: ~10 (Field technicians and staff who create, edit, and close service orders) •Light Users: ~5 (Supervisors/managers with read-only access, reporting, and dashboard capabilities) Final counts and licensing requirements will be confirmed during contract negotiations and implementation planning."
2	SpryPoint	Is billing for trash/recycling in scope?	SFC Utilities does not provide trash/recycling services. See SFC Solid Waste for pay-as-you-go transfer stations.
3	SpryPoint	How many trash/recycling customers does the County have?	See above.
4	SpryPoint	What vendor(s) supply the AMR meters that the County uses? Does the County have AMI meters? The RFP references AMR meters but notes a requirement to support interval data from AMI meters. What types of meters are in use, and who are the vendors? If AMI is used, is there a Meter Data Management System (MDMS)?	Mueller, Neptune. The County has ~76 AMI meters at current and will be extending to the entire county customer base in the near future. MDMS is through Sentryx for the Mueller meters.
5	SpryPoint	Does the County have AMI meters? The RFP specifies the ability to use interval data. If so, what vendor? Does the County have an Meter Data Management solution? If not, please answer 6.	See above.
6	SpryPoint	Does the County plan to convert to AMI meters for all customers? If so, when does the County anticipate completing the project?	Yes. The County plans to convert to AMI meters for all customers within the next two years.
7	SpryPoint	What vendor does the County anticipate selecting?	The County has not predetermined a vendor and will evaluate all proposals in accordance with the criteria outlined in the RFP.
8	SpryPoint	What online customer portal does the county currently have?	Cubic (Frey Software) has a proprietary system.
9	SpryPoint	Is the county committed to abandoning CUBIC, and the deployment of Central Square UB and replacing both as part of this project?	Yes, the County intends to replace both Cubic and Central Square UB as part of this project. The County is committed to moving forward with replacement if the proposed solution meets its operational, technical, and cost requirements.
10	SpryPoint	Will the County retain Lucity?	The County's preference is to replace Lucity with a modern, integrated Asset Management solution that provides robust asset lifecycle tracking, preventive maintenance scheduling, mobile field access, GIS integration, and seamless integration with work orders, procurement, and financials. Vendors are encouraged to propose replacement if their solution meets or exceeds the current capabilities.
11	SpryPoint	What Bill Print provider is the county using?	The County's bill print provider is NM State Printing and Graphics.
12	SpryPoint	What meter data management system, if any, does the County use?	MDMS is through Sentryx for the Mueller meters. See answer #4.
13	SpryPoint	Does the county provide an IVR? If so, what services can residents access in the IVR.	Yes. The County's IVR (Interactive Voice Response) services for utility billing are provided by PSN – Payment Service Network. Through the IVR, residents can make payments, check account balances, and hear due dates via phone-based self-service integrated with the Cubic Utility Billing System.
14	SpryPoint	How many backflow/cross-connection devices does the county test?	The County does not currently test any backflow or cross-connection devices.
15	SpryPoint	What backflow device testing software is the county using?	The County does not currently use any software for backflow device testing.
16	SpryPoint	Is Backflow in scope for this RFP?	Backflow management is not specifically included in the scope of this RFP. However, the County does have backflow preventers (RPDA with water meters) in place. While these devices are not billed as consumption meters, the new utility billing system should have the capability to track them as part of system protections. Vendors are welcome to propose backflow management functionality if they consider it beneficial to the County.
17	SpryPoint	Can an offeror be a sub as the Utility Billing solution and part of more than one team?	Yes, an offeror may submit a proposal as a prime vendor for a Best of Breed solution and also participate as a subcontractor providing Utility Billing or another solution as part of another team's ERP prime proposal. All proposals will be evaluated independently based on the requirements in the RFP, and the County may require disclosure of all such relationships to ensure transparency and fairness in the evaluation process.

No.	Vendor	Question	Response
18	SpryPoint	Can an offeror submit a Best of Breed proposal and be included as a sub providing Utility Billing with an ERP Prime?	Yes, an offeror may submit a proposal as a prime vendor for a Best of Breed solution and also participate as a subcontractor providing Utility Billing or another solution as part of another team's ERP prime proposal. All proposals will be evaluated independently based on the requirements in the RFP, and the County may require disclosure of all such relationships to ensure transparency and fairness in the evaluation process.
19	SpryPoint	Is the County amenable to the CIS/Utility Billing provider providing the Point of Sale/(Cashiering) for payments other than Utility Payments?	No, Santa Fe County has chosen to use one merchant service vendor countywide. The County is currently transitioning from Paymentus to Point and Pay.
20	SpryPoint	Will the County consider converting less than the 5 years of customer data for utility billing? The best practice is to convert 2-3 years of active customer accounts, meters, etc. This reduces risk, complexity, and costs for the County. Modern cloud-native CIS systems can store unlimited years of inactive customer data in a data archive for access and reference without additional costs. The archive is a part of the SaaS subscription.	The County is open to considering alternative data conversion approaches that balance risk, cost, and operational needs. While the RFP specifies 5 years of customer data for conversion, offerors may propose options that include converting 2–3 years of active customer accounts and meters, with older or inactive records stored in an accessible data archive as part of the SaaS subscription. Any proposed alternative must: •Meet the County's business and operational requirements •Ensure historical data remains readily accessible for reference and compliance •Be clearly documented in the proposal, including cost and risk implications The County will evaluate such alternatives during proposal review.
21	SpryPoint	Does the County plan to do the data extraction and conversion, or would they prefer that the offeror include it in their scope of work and pricing?	The County expects the offeror to include data extraction, transformation, and conversion services as part of their scope of work and pricing. The County will provide access to source systems, subject matter expertise, and support for data mapping and validation, but the offeror will be responsible for managing and executing the overall data conversion process.
22	SpryPoint	What payment processing service is the County using?	Santa Fe County has chosen to use one merchant service vendor countywide. The County is currently transitioning from Paymentus to Point and Pay with the exception of utility payments. Currently, The County's payment processing service for utility billing is provided by PSN – Payment Service Network. This service is integrated with the Cubic Utility Billing System and supports payments via the IVR, online portal, and other customer self-service channels. It is expected that utility payments will be transitioned to the County's single merchant service vendor after the transition from Central Square.
23	SpryPoint	Please confirm whether the Executive Summary is included in the 50-page limit. In the text is says it is EXCLUDED ... in the table the RFP says it is included.	The Executive Summary will count toward the 50-page limit only if it exceeds two (2) pages. The first two pages of the Executive Summary are excluded from the count; any content beyond the second page will be included in the page count.
24	SpryPoint	Is the County open to replacing its current payment processing service. The following questions relate to payments processing:	No. Santa Fe County has chosen to use one merchant service vendor countywide. The County is currently transitioning from Paymentus to Point and Pay.
25	SpryPoint	a. Is the future payment processing service intended to be deployed for County-wide or utility-only payments?	N/A See response to question 24.
26	SpryPoint	b. What is the Utility's current fee model, Absorbed (Utility Funded) or a Convenience (Customer Paid) fee model?	The County passes the convenience fee to the customer.
27	SpryPoint	c. Is the desired plan to keep the existing model or to change?	The County's desired plan is to keep the existing model.
28	SpryPoint	d. What payment cards/types do you currently accept?	For Utilities, the County currently accepts Visa, MasterCard, American Express, Discover, and e-check.
29	SpryPoint	e. Please provide the payment card volume (by card type if possible) for each month for the last 12 months (a Merchant Statement or monthly invoice from the incumbent processor will have this information)	N/A See response to question 24.
30	SpryPoint	f. Do you have a maximum payment amount for card and/or ACH transactions? If yes, what is the amount?	N/A See response to question 24.
31	SpryPoint	g. How many ACH transactions are processed annually?	For Utilities, the County processes 12 ACH transactions annually (one per month).
32	SpryPoint	h. Is the ACH merchant, SEW? If not, please identify the merchant.	N/A See response to question 24.
33	SpryPoint	i. How many e-checks transactions are processed annually?	From July 2024 to July 2025, the County processed 4,209 e-check transactions.
34	SpryPoint	j. What is the APA (Average Payment Amount) per month per customer?	N/A See response to question 24.
35	SpryPoint	k. What is the desired payout frequency (transaction date +1, or transaction date +2)?	The desired payout frequency is transaction date +1.
36	SpryPoint	l. Is Interactive Voice Response (IVR) payment required?	Yes. Santa Fe County has chosen to use one merchant service vendor countywide. The County is currently transitioning from Paymentus to Point and Pay.
37	SpryPoint	m. Does the Utility accept any other forms of payment (i.e., digital wallets, PayPal, google pay, Venmo, apple pay etc.)?	Yes, the County's merchant service vendor will provide all forms of payments availalbe. Santa Fe County has chosen to use one merchant service vendor countywide. The County is currently transitioning from Paymentus to Point and Pay.

No.	Vendor	Question	Response
38	SpryPoint	n. What is the average monthly volume of cash payments for all customers (e.g., POS, kiosk, retailer, other)?--	Utilities does not accept cash.
39	NEOGOV	How many part time County employees are there? If part-time or seasonal employees are expected to use the system, can the County provide counts and service times for each group to support accurate pricing?	The County currently has two part-time employees. Additionally, the County does not anticipate having more than 30–50 part-time or seasonal employees
40	Tyler	Is the Executive Summary included in the page limit?	The Executive Summary will count toward the 50-page limit only if it exceeds two (2) pages. The first two pages of the Executive Summary are excluded from the count; any content beyond the second page will be included in the page count.
41	Other	Has the County seen a demonstration of any ERP platform prior to releasing this RFP? Does the County have a preferred ERP?	No, the County has not participated in any ERP demonstrations prior to this RFP. No defined preference will be shared at this time; the aim is to find a partner which can offer the best fit.
42	SpryPoint	Who is the County's current CIS provider? Does the County intend to migrate from Cubic CIS/Utility Billing to CentralSquare, and then from CentralSquare to a new CIS/Utility Billing platform as a result of this RFP?	The County's current CIS/Utility Billing provider is Cubic, provided by Fry & Associates, with the EnGraph customer portal and PSN – Payment Service Network for payment processing. Transition to CentralSquare's Utility Billing system is in progress, but the County is open to other utility billing solutions proposed via RFP.
43	SpryPoint	What is the County's desired implementation timeline and go-live date?	The County is seeking a partner who can provide comprehensive support throughout the implementation. There is no fixed timeline or go-live date; the County is flexible and anticipates negotiating the schedule during contract discussions. The priority is ensuring sufficient time to support a successful implementation.
44	SpryPoint	For page limits, can the County confirm if the table on page 30 should serve as the authoritative reference? If the County could issue an updated version of that table (if needed), that would be appreciated.	The 50-page limit applies to the main proposal content, including all narrative responses to RFP requirements and any diagrams, charts, or images embedded within those sections.

The Executive Summary will count toward the 50-page limit only if it exceeds two (2) pages. The first two pages of the Executive Summary are excluded from the count; any content beyond the second page will be included in the page count.

The following items are excluded from the 50-page limit:
•Letter of Transmittal
•Table of contents
•Tab dividers
•Resumes of key staff
•Required forms and certifications
•Pricing proposals
•Appendices containing supplemental materials not specifically requested in the narrative |
| 45 | SpryPoint | Does the County have AMI meters? The RFP references AMR meters but notes a requirement to support interval data from AMI meters. What types of meters are in use, and who are the vendors? If AMI is used, is there a Meter Data Management System (MDMS)? | The County does not currently use AMI (Advanced Metering Infrastructure) meters. All water meters in use are Sensus AMR (Automated Meter Reading) meters, which integrate with the County's Cubic Utility Billing System via Neptune 360 for meter reading data exchange.

The County does not have a dedicated Meter Data Management System (MDMS) at this time. The RFP's requirement to support interval data from AMI meters is intended to ensure that the future system can accommodate potential future upgrades to AMI technology. |
| 46 | Other | Within Appendix A, it is indicated that the "failure to read may lead to disqualification." Does it refer to the content above or below that point? | It refers to the content below the indicated language - for the following section "Functional Areas [2.1] (Current State)" on page 50. |
| 47 | SpryPoint | Is Utility Billing truly within scope of the RFP? | The County's current CIS/Utility Billing provider is Cubic, provided by Fry & Associates, with the EnGraph customer portal and PSN – Payment Service Network for payment processing. Transition to CentralSquare's Utility Billing system is in progress, but the County is open to other utility billing solutions proposed via RFP. |
| 48 | Tyler | The Offeror Proposal Identification Schedule lists Business Licensing & Rental Permits as a function, however, the RTM does not contain any related requirements. Similarly, Fire Prevention requirements are listed within the RTM but not clearly defined as a functional area within the Scope of Work. It is not clear if a new system for Fire Prevention is sought after. Please clarify. | Business Licensing & Rental Permits is confirmed to be out of scope for this procurement. An updated Offeror Proposal Identification Schedule will be provided to reflect this change. If an ERP solution includes native business licensing functionality, the County is open to learning more about these capabilities. However, such features would be considered optional and not scored.

References to Fire Inspection within the RTM are intended to provide context for broader functional integration within the ERP system. Vendors may propose integration solutions with ImageTrend for fire prevention where such proposals enhance operational efficiency. The County will evaluate all proposed solutions for alignment with its business and technical requirements.

Integration between the future ERP and ImageTrend is expected. The County is not currently seeking to replace ImageTrend; however, this may be considered as a potential future initiative. |

No.	Vendor	Question	Response
49	Cognizant's Workday Practice	Is the County looking for a single service agreement, or are separate agreements acceptable?	The County is open to either approach. We are accustomed to seeing both single and separate service agreements. We are flexible and will work with the new partner during contract negotiations. Please clearly break out software costs and professional services in your proposal.
50	Creoal	How should vendors structure responses – by RFP section or evaluation criteria?	Follow Section IV (page 30) for proposal structure. Evaluation criteria from Section VI is to provide a reference for internal scoring. The 50-page limit applies to the main proposal content, including all narrative responses to RFP requirements and any diagrams, charts, or images embedded within those sections.

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•Required forms and certifications
•Pricing proposals
•Appendices containing supplemental materials not specifically requested in the narrative. |
| 51 | SpryPoint | Can the County issue a one-page guidance format for proposal submissions? | Follow Section IV (page 30) for proposal structure. Evaluation criteria from Section VI is to provide a reference for internal scoring. The 50-page limit applies to the main proposal content, including all narrative responses to RFP requirements and any diagrams, charts, or images embedded within those sections.

The Executive Summary will count toward the 50-page limit only if it exceeds two (2) pages. The first two pages of the Executive Summary are excluded from the count; any content beyond the second page will be included in the page count.

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•Appendices containing supplemental materials not specifically requested in the narrative |
52	Central Square	How many payment receipts does the County anticipate processing via their credit card processor?	The County anticipates processing approximately 155,000 payment receipts annually through its credit card processor.
53	Can/Am Technologies	Would the County be interested in moving to more of a centralized cashiering solution where all payments reside in one cashiering software via real-time or payment imports or electronic for streamlined one-entry reconciliation, or the current decentralized process with multiple entries into finance for reconciliation?	Santa Fe County's current system, CentralSquare, does have a centralized cashiering system with multiple locations. One department is using a separate software but is in the process of transitioning to CentralSquare. Ideally, the County's future-state vision is to maintain a single solution that supports all essential accounting functions, including cash receipts.
54	Can/Am Technologies	Based on the response above, could the County provide us with the total number of cashiering users, including supervisors? (Note that read-only users and daily departmental revenue submitters are no charge.)	The County has approximately 50 cashiering users, including supervisors.
55	Can/Am Technologies	Can the County list the current POS equipment and model you would like the Cashiering solution to integrate with and/or would the County like additional POS equipment to be included in the RFP response (receipt printers, scanners, cash drawers, check imaging/MICR devices, encrypted credit card swipe and EMV/chip/tap-to-pay devices)?	The integration needs to be at the application level, not at the terminal level.
56	Can/Am Technologies	What credit processors are the County currently using?	Santa Fe County has chosen to use one merchant service vendor countywide. The County is currently transitioning from Paymentus to Point and Pay.
57	Can/Am Technologies	Would the County like the new cashiering solution to become the County's Online Customer Payment Portal? If so, what applications or forms (like short term rental), including A/R, would the County like to take online payments for?	No. Santa Fe County has chosen to use one merchant service vendor countywide. The County is currently transitioning from Paymentus to Point.

No.	Vendor	Question	Response
58	Can/Am Technologies	Would the County like the cashiering solution to create an Image Cash Letter (ICL) containing check images for deposit, and send it to your bank? If so, what bank?	The County does not currently utilize an Image Cash Letter (ICL) solution. However, the option would be considered if it aligns with operational needs. It has been confirmed that U.S. Bank is able to accommodate this solution. At present, checks are transferred digitally via a Remote Deposit Capture (RDC) system, and physical checks are not sent to the bank.
59	Can/Am Technologies	Does the County have a multi-check scanning process in place for recording checks and invoices in batch? If not, should this be included in the response? What is the annual volume that the County would scan using this process?	Yes, the County is using remote depositing throughout the County.
60	Can/Am Technologies	Does the County have scenarios where different departments/agencies not associated with the new cashiering solution would need to submit end-of-day receipt summary information? If so, would the County like to automate that?	No, the County expects all departments to use the same system for cash receipts. The only difference would be the batch types. For tax the cash receipts batch is tied to a parcel/account number. For department transactions they are tied to a code attached to a GL fund account on the back end. Tax and "Misc" payments do not get processed the same currently.
61	Can/Am Technologies	For cash receipting, what are your top five issues you experience? Of those five, which is most important and why?	1. We do not have an actual "Cashiering" module or software. Cash input and output archiving is not an option. 2-The current system does not have a balancing module for end of day closing. It is all manual today. 3-The system is difficult and manual for advance payments and calculating ADVP's for mobile homes/permanant foundation vs. real property. 4-Adjustments to batch/transaction details can be modified without any record of the change (example: changing a check transaction to cash). A record of the modification should be shown and time stamped. 5-Better ad hoc search options for staff to locate properties and/or property owners. Also a built in customer facing portion of the tax module that displays documents created for each account (tax bill, delinquent notice, tax certificate, etc...) The most important is finding a solution that seperates the taxing module from cash receipts and has better customization of reports that are easier to use without scripts needed to get the needed info. ALso, having a better streamlined process built in for distribution is badly needed. A better and less manual process for tax bill creation is a MUST.
62	UKG	Will you provide a list of attendees to the pre-proposal call? The Teams link did not work, and I was kicked off of the phone call several times so missed some of the discussion.	To be included in Addendum #2 body - pre-proposal agenda, list of attendees, response of question (attachments); For reference, the meeting recording can be accessed using the following link: https://averooffice-my.sharepoint.com/:v:/g/personal/dbuchan_averoadvisors_com/EcA4OeVC-RZNpcarxsaRznQBa5aYOVLC-TUnjYYCRgtaaA?nav=eyJyZWZlcnJhbEluZm8iOnsicmVmZXJyYWxBcHAiOiJPbmVEcml2ZUZvckJ1c2luZXNzIiwicmVmZXJyYWxBcHBQbGF0Zm9ybSI6IldlYiIsInJlZmVycmFsTW9kZSI6InZpZXciLCJyZWZlcnJhbFZpZXciOiJNeUZpbGVzTGlua0NvcHkifX0&e=4Ylien
63	UKG	Is the County preferring to replace UKG timekeeping and/or Telestaff for public safety scheduling, if that functionality in a unified ERP is deemed on par with same/similar functionality?	Yes, the County is open to replacing UKG timekeeping and/or Telestaff for public safety scheduling if the unified ERP solution offers same or similar functionality that meets or exceeds current operational needs.
64	UKG	Will the County consider a stand-alone, best of breed proposal for HCM only, if the respondent confirms integration with the selected ERP will be included in scope?	Yes, an offeror may submit a proposal as a prime vendor for a Best of Breed solution and also participate as a subcontractor with another solution as part of the ERP proposal. All proposals will be evaluated independently based on the requirements in the RFP, and the County may require disclosure of all such relationships to ensure transparency and fairness in the evaluation process.
65	Oracle	Can you please clarify columns F and G on the RTM (Attachment 5)? My understanding is that we would put our Response per the instructions in Column F "Response" of either S, F, T or N, and then use Column G for additional information. The reason I ask is in some instances, the County has notes included in column G. Should we use Column G for additional comments?	Yes, you may use column G for additional comments.
66	Oracle	Can you please let us know how many Utility customers the County currently has?	The County currently has 4,329 utility customers.
67	Oracle	Would the county consider a two-week extension to the due date of the RFP, due September 22nd? With summer holidays, scheduled software demonstrations, Labor Day, etc., our team is stretched quite thin now. We would like to be able to provide the County with the most thorough and comprehensive response and the additional time would allow for us to put our best response forward.	The County has extended the proposal deadline per Addendum No. 1. The new and final deadline is Monday, September 22, 2025. No further extensions are anticipated at this time.
68	Oracle	Can you please clarify if the County is looking to implement a new Permitting and Licensing Solution? Are you looking to replace OpenGov and GeoCivix, or looking for ERP system to simply integrate with these solutions?	The County is not looking to replace GeoCivix. An integration is required with the future ERP system. OpenGov is under consideration for replacement, if an HCM/ERP offers better experience and native functionality.
69	Oracle	Can you please give a detailed count of total employees at the County, including part time, seasonal, volunteer, etc. Could you provide a total number of W2 employees, 1099's, etc. How many part time County employees are there? If part-time or seasonal employees are expected to use the system, can the County provide counts and service times for each group to support accurate pricing?	In 2024, the County issued approximately 300 1099's and approximately 1,550 W2s.

No.	Vendor	Question	Response
70	Apps Associates	May we submit a proposal limited to a portion of the scope (i.e. Financials, Procurement, HCM only), or will that disqualify our response? If not, will responding to only part of the scope reduce our overall score?	Offerors may submit proposals for a portion of the scope; doing so will not result in disqualification. All proposals will be evaluated independently based on the requirements in the RFP, and the County may require disclosure of all such relationships to ensure transparency and fairness in the evaluation process.
71	Apps Associates	Would it be possible to grant an extension to the submission timeline to ensure the most comprehensive response?	The County has extended the proposal deadline per Addendum No. 1. The new and final deadline is Monday, September 22, 2025. No further extensions are anticipated at this time.
72	Apps Associates	Would it be possible to receive the demo scripts in advance to allow adequate preparation?	Demo scripts will be provided to all short-listed vendors approximately one to two weeks prior to the scheduled demonstrations. This timeframe will allow vendors sufficient time to prepare and tailor their presentations to address the County's specific requirements and evaluation criteria.
73	Highstreet	The Tax Bills Module is listed on your Appendix G Cost Proposal, but we don't see any requirements. What are the requirements for your Tax Bills module?	Requirements for the County's Tax Bills module are captured within the Requirements Traceability Matrix (RTM) under the Treasurer's Office functional area. Vendors should review the RTM for all requirements related to property tax billing, collection, and related treasury functions. These requirements define the County's expectations for functionality, integration, and reporting capabilities for tax billing processes.
74	Highstreet	May we kindly ask the County for a 3-week extension? This schedule runs over the 4-day Labor Day Weekend Holiday, school is starting, and we have a very busy response calendar.	The County has extended the proposal deadline per Addendum No. 1. The new and final deadline is Monday, September 22, 2025. No further extensions are anticipated at this time.
75	Highstreet	Does Central Square Utility Billing run stand-alone?	Yes, it is a stand-alone system; Payments are received through Point and Pay (merchant services provider). The Point and Pay integration is required for the future UB and ERP system interaction.
76	Highstreet	Would the County accept cities of similar size for references? They run similar systems of this size.	The County will accept references from County, City or Government Entities of similar size, provided the referenced projects are comparable in scope, complexity, and system functionality to the County's ERP implementation.
77	Highstreet	If the solution we are proposing doesn't have native functionality represented by your legacy applications, would the County prefer us to propose a third-party application that works well with our solution or would the County prefer to interface with your current system? Please address each one individually (Kronos, Telestaff, Bentek, NeoGov, ClearGov, CentralSquare UB, Lucity, Project Mates, Terralogic)	The County's preference is to evaluate the most effective approach on a case-by-case basis for each legacy application: •Kronos / Telestaff – If equivalent or superior native functionality exists within the proposed solution, replacement is preferred; otherwise, propose a proven third-party application that integrates seamlessly. •Bentek – Propose either native functionality or a well-integrated third-party solution; replacement is preferred if it provides equivalent capabilities. •NeoGov – If native functionality is available and comparable, propose replacement; otherwise, propose an integration approach with the current system. •ClearGov – Replacement with native capabilities is preferred; otherwise, integration with the current system will be considered. •CentralSquare Utility Billing (UB) – The County in the process of replacing Cubic Utility Billing with CentralSquare's utility billing solution; however, a replacemen is preferred. Vendors should propose either a fully integrated replacement within the ERP modernization effort or demonstrate robust interfacing capabilities to ensure seamless data flow and avoid siloed operations between a new stand alone UB solution and the future ERP system. •Lucity – A replacement of Lucity is preferred, with a modern, integrated asset management system that offers robust asset lifecycle tracking, maintenance scheduling, mobile field access, GIS integration, and seamless integration with work orders, procurement, and financials. Vendors should propose replacement if their solution meets or exceeds these capabilities. •Project Mates – Replacement is preferred if the proposed solution offers equivalent or superior project management capabilities and provides full integration with the ERP system. •Terralogic / Document Management – Replacement is preferred with native document management functionality in the proposed ERP solution, including secure storage, version control, attachments, search, access controls, and workflow automation. •GovOS – Integration with the GovOS platform is required to support Clerk's Office functions such as vital records, land and official records, business licensing, and public access. The ERP solution must enable linkage or data exchange with GovOS where relevant to ERP processes (e.g., document management, property records, licensing). The specific requirements will need to be determined during the scoping and discovery phase of the implementation.

No.	Vendor	Question	Response
78	Oracle	In the Instructions for the response matrix, Santa Fe County has instructions for indicators for Standard, Future, Third Party, and No. It is typical for question matrices to also include an indicator for advanced configuration or modification, where the answer would not fit under the Standard response code, but isn't a No since the application could be configured with a PaaS solution or additional coding available during implementation. The System Implementors would then provide an estimated effort of cost as part of the proposal – similar the costs added for the third-party solutions. We are asking for an additional indicator to be added or for a clarification how advanced configuration should be answered with the existing indicators.	The County appreciates the suggestion. For the purposes of the RFP, "Standard" should be used when the functionality exists natively within the proposed solution without requiring significant customization. If the functionality can be met through advanced configuration or modification (e.g., PaaS solution, custom coding) that is part of the proposer's implementation scope, it should also be marked as "Standard" in the response matrix, with a clarifying note in the comments column describing the approach and any anticipated level of effort. Costs for such configuration should be reflected in the pricing proposal. A separate indicator for advanced configuration will not be added.
79	360S2G	1. How many different customer classes are defined (e.g., residential, commercial, industrial, government)?	The County currently defines two customer classes: Residential and Non-Residential.
80	360S2G	2. Are any customers billed on shared meters or master meters?	Yes, the County has approximately 4 master meter customers.
81	360S2G	3. Are there seasonal rate structures or time-of-use billing models in place?	No, there is one consistent rate structure for each type of customer which changes each fiscal year.
82	360S2G	4. Does the County offer any tiered billing or consumption-based discounts?	Both residential and non-residential water consumption is on a tiered basis where the price per 1000 gallons increases every 4000 gallons.
83	360S2G	5. Are there any utility rebate or credit programs currently in use or planned?	No, the County does not currently have any utility rebate or credit programs in place.
84	360S2G	6. Does the County provide services to external jurisdictions or neighboring communities?	No, the County does not provide services outside of Santa Fe County boundaries.
85	360S2G	7. Are there special billing arrangements for low-income or senior citizens?	Yes. Payment arrangements can be made for low-income or senior citizens, as outlined in Resolution 2012-88.
86	360S2G	8. What are the typical bill generation, review, and approval timelines each cycle?	Meter reading is performed once per month, on the closest work day to the 1st. Auditing, processing and posting is kept under 3 days.
87	360S2G	9. Is there a need for bill printing and mailing services, or is it all done electronically?	The County currently outsources paper bill printing for customers who opt out of e-bills. The RFP scope of work does not specify a need for this service. If the awarded vendor offers this service, the County is open to exploring it.
88	360S2G	10. Is there a need for integration with a third-party payment processor or bank lockbox?	Yes. Santa Fe County has chosen to use one merchant service vendor countywide. The County is currently transitioning from Paymentus to Point and Pay.
89	360S2G	11. Are delinquent accounts handled in-house, or referred to collections?	Delinquent accounts are handled in-house.
90	360S2G	12. What is the average volume of adjustment or correction entries per billing cycle?	n average, fewer than two accounts require adjustment or correction entries per billing cycle.
91	360S2G	13. Is the system expected to automatically calculate penalties, interest, or late fees?	Yes, the system is expected to automatically calculate penalties, interest, and late fees.
92	360S2G	14. Is back-billing (billing retroactively) a supported or required process?	Back-billing is not a required process; however, the ability to perform it in certain circumstances would be beneficial.
93	360S2G	15. Is there a need for prorated billing when accounts open/close mid-cycle?	Yes, there is.
94	360S2G	16. Can the current system handle multiple meters per account?	No, it is not able to.
95	360S2G	17. Is there support needed for sub-metering (e.g., for apartments or complexes)?	No, these will be handles through one master meter account.
96	360S2G	18. Are customers provided with usage history comparisons on their bills?	Yes, they are.
97	360S2G	19. Is the County exploring or currently using budget billing or equalized payment plans?	No, the County is not.
98	360S2G	20. Is there any integration needed between utility billing and tax or assessment billing?	If this question is referring to POS, the current system offers similar shopping cart functionality. We are looking to utilize these existing features in the future.
99	360S2G	21. What challenges or limitations are you currently facing with your existing utility billing solution?	The current utility billing solution presents several challenges. There is no on-demand assistance available during the County's business hours. Online customer history is limited, and the system lacks the ability to import or export customer databases. In addition, in-system reporting is limited, and the overall system lacks modernization.
100	360S2G	22. What are the key goals Santa Fe County hopes to achieve with the new ERP system?	Santa Fe County's key goals for the new ERP system are to modernize and integrate core business processes, improve operational efficiency, enhance data accuracy and accessibility, strengthen decision-making through advanced reporting and analytics, and ensure long-term scalability to support future needs.
101	360S2G	23. Are there any anticipated changes in organizational structure during or after the ERP implementation?	There are no organizational changes anticipated during or after the ERP implementation.
102	360S2G	24. How does the five-member Board of County Commissioners interact with ERP-related decision-making?	The BCC makes a decision on the budget and contracts, therefore they would collectively review the Evaluation Committee's recommendation.
103	360S2G	25. What level of involvement is expected from the Board in project milestones or approvals?	The BCC would be kept up-to-date, however it will not be involved at this level.
104	360S2G	26. Will the County's internal IT team be supporting the ERP implementation directly?	The County's IT team will not be dedicated exclusively to the ERP project but will provide support as needed throughout the implementation.
105	360S2G	27. Can the County confirm which utility services are currently billed through the utility billing system (e.g., water, sewer, solid waste)?	The County currently bills for water, wastewater, and conservation fees related to water consumption through the utility billing system.
106	360S2G	28. How many utility customers does the County currently serve?	The County currently serves 4,329 utility customers.

No.	Vendor	Question	Response
107	360S2G	29. How many billing cycles are run per year, and what is the frequency?	The County runs 12 billing cycles per year, with one cycle conducted each month.
108	360S2G	30. Is billing done monthly, bi-monthly, or quarterly?	Billing is conducted on a monthly basis.
109	360S2G	31. How many different rate structures does the County currently maintain?	The County currently maintains 33 rate structures.
110	360S2G	32. Are there different rate tiers or zones based on usage or geography?	The County does not maintain different rate tiers or zones based on usage or geography.
111	360S2G	33. Does Santa Fe County bill based on metered consumption or flat rates (or a mix)?	Santa Fe County bills based on metered consumption.
112	360S2G	34. What types of meters are currently used (e.g., analog, digital, smart)?	The County currently uses a mix of analog and digital meters and is in the process of phasing out analog meters.
113	360S2G	35. Is there an active or planned transition to AMI (Advanced Metering Infrastructure)?	The County is not currently using AMI but is working toward its implementation.
114	360S2G	36. If AMI is planned, what is the timeline for its implementation?	The County plans to convert to AMI meters for all customers within the next two years.
115	360S2G	37. How is meter reading currently conducted — manually, via drive-by, or remotely?	Meter reading is conducted primarily via drive-by, with approximately 76 accounts currently on AMI.
116	360S2G	38. Is there a need for the new system to integrate with meter reading software or devices?	Yes, there is.
117	360S2G	39. Are there existing integrations with customer portals for bill viewing and payment?	Yes, there is.
118	360S2G	40. What are the current payment channels available (e.g., online, in-person, auto-pay)?	The County currently offers payment channels including online, in-person, ACH, and mail.
119	360S2G	41. Are late fees, shutoffs, or reconnection fees automated or manual in your current system?	Late fees, shutoffs, and reconnection fees are processed manually in the current system.
120	360S2G	42. Are there any third-party systems that the ERP must integrate with?	It is expected that the ERP will need to integrate with all relevant third-party systems that remain out of scope for replacement. For example, the RFP states that GeoCivix is out of scope for the ERP so the ERP must integrate with that system. The system is also expected to support Single Sign-On (SSO) and Multi-Factor Authentication (MFA), with Microsoft 365/Azure AD serving as the identity provider. SSO will be implemented using SAML 2.0, and MFA will be enforced through Azure AD policies.
121	360S2G	43. Is training for end users included in the scope, or will it be handled internally?	Training for end users is included in the scope of this RFP. Vendors are expected to propose training options that may include both a train-the-trainer model and comprehensive end-user training. Proposals should clearly outline the training methodology, delivery formats (e.g., in-person, virtual, self-paced), materials provided, and how training will be tailored to different user groups to support effective system adoption.
122	360S2G	44. How many departments or users will require access to the new ERP system?	Approx. 250 active users.
123	360S2G	45. Will role-based access controls be required for different user groups?	Yes. Role-based access controls will be required, following the principle of least privilege.
124	360S2G	46. Is data migration from legacy systems expected as part of the scope?	The County expects the offeror to include data extraction, transformation, and conversion services as part of their scope of work and pricing. The County will provide access to source systems, subject matter expertise, and support for data mapping and validation, but the offeror will be responsible for managing and executing the overall data conversion process.
125	360S2G	47. Are there data retention and archival requirements the system must support?	Yes. Data retention and archival requirements must align with the County's document retention policies as determined by Legal, as well as business requirements. For example, certain records such as employee data may be required to be retained for extended periods (55 years) following retirement.

No.	Vendor	Question	Response
126	360S2G	48. What is the County's expectation for post-implementation support and maintenance?	Per the RFP, the County expects vendors to provide post-implementation support and maintenance as part of their proposals. This includes: •A minimum of two (2) months of post–go-live support as part of the base proposal, before transitioning to the vendor's ongoing support team. •Initial post-go-live support to address stabilization needs, system adjustments, and resolution of issues identified during the transition period. •Ongoing system maintenance and support services for the duration of the contract, including software updates, patches, and technical assistance. •Defined service levels (SLAs) for response and resolution times, as outlined in the proposal. •Knowledge transfer and documentation to ensure County staff can effectively manage and support the system after the vendor's involvement concludes. •The County requires onsite support during go-live for a period of up to 2 to 3 weeks to ensure immediate issue resolution, user assistance, and smooth transition to the new system. Additionally, for payroll, we request support with 2 full pay periods (over 14-days intervals) onsite support. Following this initial onsite period, remote support will be acceptable for the remainder of the post–go-live support phase, which is 2 months. The County encourages vendors to describe their proposed support model, staffing, escalation procedures, and available service tiers to ensure system continuity and user satisfaction."
127	360S2G	49. Will onsite support be required during go-live or will remote support be sufficient?	Yes. The County requires onsite support during go-live for a period of up to 2 to 3 weeks to ensure immediate issue resolution, user assistance, and smooth transition to the new system. Additionally, for payroll, we request support with 2 full pay periods (over 14-days intervals) onsite support. Following this initial onsite period, remote support will be acceptable for the remainder of the post–go-live support phase, which is 2 months.
128	360S2G	50. Is the County open to a phased rollout or is a full system cutover preferred?	The County is open to vendor recommendations regarding deployment strategy. While it is prioritizing the implementation of core financials and HR as initial focus areas, vendors are encouraged to propose their best-fit rollout approach tailored to the County's needs, operational requirements, and risk mitigation considerations. Both phased and full cutover strategies will be evaluated based on their ability to support project goals and minimize disruption.
129	360S2G	51. What is the County's preference for system configuration vs. customization?	The County's preference is for system configuration over customization to ensure ease of maintenance, upgradeability, and long-term sustainability. Customization is discouraged unless there is no equivalent out-of-the-box functionality available that can produce the required end result. In such cases, vendors should clearly identify the proposed customization, justify its necessity, and outline its potential impact on future upgrades and support. Level of effort and cost should be included as well.
130	360S2G	52. Are detailed use cases or business process flows available for review?	Yes, the current ("as-is") business process workflows have been made available as part of the RFP package for vendor review. In addition, the RTM consists of user stories for each functional area.
131	360S2G	53. How should vendors document their ability to meet the requirements (e.g., tables, narrative)?	Vendors should follow the instructions outlined in the RFP, particularly the Proposal Format and Required Content section. Specifically, vendors must complete and submit the Requirements Traceability Matrix (RTM) provided in the RFP package, indicating their level of compliance and providing comments or clarifications as needed. In addition to the RTM, vendors are encouraged to include supporting narrative responses, tables, and diagrams in their technical proposal to further describe their approach, functionality, and ability to meet the County's business and technical requirements.
132	360S2G	54. Are integrations with GIS, tax, or permitting systems required?	Yes, integrations with GIS, tax, and permitting systems are required where applicable. The Requirements Traceability Matrix (RTM) outlines specific integration needs, and the RFP Scope of Work provides additional context regarding existing systems and desired interoperability. Vendors should review these documents closely and address how their proposed solution will support or enable these integrations.
133	360S2G	55. Does the system need to support multiple legal entities or business units?	Yes. While the County currently operates under a single legal entity, it anticipates adding a Housing Trust entity in the future and would prefer to maintain it as a separate entity within the system.
134	360S2G	56. What level of audit trail and change tracking is required in the ERP?	The County requires audit trail and change tracking at both the system and transactional levels. For software deployments, a documented change management process is required, and all upgrades or updates must be communicated to Santa Fe County users and IT prior to deployment in the Test and Production environments. For transactional data, the system must, at a minimum, capture timestamping, user identification, detailed action descriptions, location/system information, before-and-after values, and the reason for the change.

No.	Vendor	Question	Response

135	360S2G	57. Are there performance metrics (e.g., uptime, response time) vendors must commit to?	**Uptime Expectations**
			Uptime is expected to be 100%. It is acknowledged that the industry standard is 99.99% or higher. Fee reductions or service credits should be applied based on uptime performance. For example:
			-10% discount for uptime between 99.99% and 99.1%
			-20% discount for uptime between 99.09% and 95.0%
			-30% discount for uptime below 94.9%
			
			Response Time Expectations (Minimum Requirements)
			•Critical – Severe issue where the system and/or service is completely down, critical function is unusable or unreachable, or issue with data (damaged or corrupted).
			   o Response Time should be immediate or within 30 (thirty) minutes of first contact from Santa Fe County (24/7/365).
			•High – Significant issue impacting usability and functionality, potentially causing major disruption to Santa Fe County business operations, but not a complete outage.
			   o Response Time should be within 2 (two) hours of first contact from Santa Fe County (24/7/365).
			•Medium – Minor issue or a problem that causes some disruption but allows users to continue working with some limitations.
			   o Response Time should be within 4 (four) hours of first contact from Santa Fe County (24/7/365).
			•Low – Low issue or a general inquiry that does not require immediate attention.
			   o Response Time should be within 1 (one) business day of first contact from Santa Fe County.

136	360S2G	58. How should exceptions to functional requirements be addressed in the proposal?	Vendors should document any exceptions to the functional requirements directly within the Requirements Traceability Matrix (RTM) by indicating the appropriate compliance level and providing clear comments or explanations for each exception. In addition, vendors may include a separate section in their proposal that summarizes all exceptions and provides rationale or proposed alternatives, if applicable. This approach will assist the evaluation team in understanding any limitations or deviations from the stated requirements.
137	360S2G	59. Will the County perform sandbox or demo testing during the selection phase?	The County does not plan to conduct sandbox or hands-on testing during the selection phase. However, the County will request system demonstrations from shortlisted vendors. These demonstrations will be guided by scripted scenarios provided by the County to ensure consistency and allow vendors to showcase how their solution meets the County's key functional requirements.
138	360S2G	60. What user authentication protocols are required (e.g., SSO, MFA)?	Santa Fe County will require both Single Sign-On (SSO) and Multi-Factor Authentication (MFA) for ERP access, with Microsoft 365/Azure AD serving as the identity provider. SSO will be implemented using SAML 2.0, and MFA will be enforced through Azure AD policies.
139	360S2G	61. Does the system need to support workflow-based approvals for financial or billing tasks?	Yes, the system needs to support workflow-based approvals for financial or billing tasks.
140	360S2G	62. Are automated alerts or notifications required in the system?	Yes, automated alerts and notifications are required. The system should support configurable notifications to inform users of key events, tasks, approvals, deadlines, and exceptions. Specific notification requirements are detailed in the Requirements Traceability Matrix (RTM), and vendors should describe their system's capabilities to meet these needs in their response.
141	360S2G	63. Will there be a need for multi-language or ADA-compliant interfaces?	ADA-compliant interfaces are preferred to ensure accessibility for all users in compliance with applicable laws and regulations. While multi-language support is not a mandatory requirement, vendors are encouraged to describe any available capabilities for multi-language interfaces, especially for public-facing modules or portals.
142	360S2G	64. Is there an expectation for real-time dashboards for executive or departmental use?	Yes, the County expects the system to provide real-time dashboards for both executive and departmental use. Dashboards should offer configurable, role-based views that present key performance indicators, metrics, and actionable insights to support informed decision-making. Vendors should detail their capabilities in these areas within their proposal.
143	SMX	Page 29 of the RFP states "Proposals shall be bound with tabs delineating each section." Does this requirement apply to electronically submitted proposals?	For electronically submitted proposals, the requirement to include tabs should be interpreted as using clearly labeled, bookmarked, or hyperlinked sections within the PDF document to delineate each section of the proposal. While physical binding is not applicable to electronic submissions, vendors are expected to organize their proposals in a manner that reflects the required structure and enhances ease of navigation for the evaluation team.
144	SMX	a. Would the County prefer that the proposal's formatting reflect the questions asked in Section V.B. (Evaluation Factors), or the more detailed questions asked in "Proposal Format"?"	Vendors should follow the Proposal Format outlined on page 30 of the RFP. This structure ensures consistency and completeness in responses and aligns with the County's expectations for proposal organization.
145	SMX	2. If the County prefers the former option, can the numbering used in the "Proposal Format" section (9a, 9b, etc) be excluded from the proposal narrative?	Vendors are encouraged to follow the numbering and structure provided in the "Proposal Format" section to ensure clarity and facilitate the County's review process. While minor formatting adjustments are acceptable, proposals should clearly address each item as outlined, including referencing the corresponding numbering where possible.

No.	Vendor	Question	Response
146	SMX	3. Page 41 Section 7 – Staffing Plan: This section seems like it should be part of section 7 Staffing Plan on page 32. Should we consolidate the responses accordingly?	Yes, vendors should consolidate their responses. The content in Section 7 on page 41 aligns with the requirements outlined in Section 7 of the Proposal Format on page 30. Vendors should address all relevant staffing-related items in a single, clearly labeled "Staffing Plan" section of their proposal, following the outline provided on page 30.
147	SMX	4. Page 29: The proposal states "Within each section of their proposal, Offerors should address the items in the order in which they appear in this RFP under Section V.B. EVALUATION FACTORS." Which section is being referred to by "within each section of their proposal"?	Vendors should refer to the table on page 30 and follow the Proposal Format outlined there. The phrase "within each section of their proposal" refers to the sections defined in that table. While the Evaluation Factors in Section V.B. provide insight into how proposals will be scored, vendors should structure their responses according to the Proposal Format to ensure completeness and alignment with the County's expectations.
148	SMX	5. Submission: Can all documents be submitted via email as drop box is a shared space across competitors.	Emailed responses will not be accepted. Please use the DropBox link (https://www.dropbox.com/request/2fFc9uzuemEU3Vp1FDX5) for submittal. Vendors cannot see each-other's proposal responses within the DropBox. You will receive an email receipt from (no-reply@dropbox.com) for each file upload you complete.
149	SMX	6. Page 30: Section 8 is included in the page limit. Given that it is submitted as a separate document, can you confirm it is NOT included in the page limit.	This is accurate. The completed Cost Response Form (Section 8) is submitted as a separate document and is not included in the page limit for the main proposal narrative.
150	Sprypoint	Does Staff submit their time for grant/award reporting purposes?	Yes. Staff submit their time for grant and award reporting purposes using the project ID functionality within CentralSquare. When time is tied to a project ID, it is included with timesheet processing and recorded to the General Ledger.
151	Sprypoint	Regarding the RFP on Page 34: "Describe your approach to phasing the implementation of proposed solution(s), by functional area." Does the County have a preference towards a phased approach? What's the business driver? Would the County be open to a big-bang approach?	The County is open to vendor recommendations regarding deployment strategy. While it is prioritizing the implementation of core financials and HR as initial focus areas, vendors are encouraged to propose their best-fit rollout approach tailored to the County's needs, operational requirements, and risk mitigation considerations. Both phased and big-bang approaches will be evaluated based on their ability to support project goals and minimize disruption. Vendors should demonstrate a clear methodology, risk mitigation strategy, and successful track record with similar projects. Vendors should describe their recommended approach and provide justification based on best practices, project scale, and County readiness.
152	Tyler	General Format & RFP Questions: Given the scope of the RFP, would it be possible to offer a second Q/A deadline to allow for additional review ?	This request has been addressed in Addendum 1, which includes a revised schedule. No additional time for questions is allowed. Please refer to Addendum 1 for details.
153	Tyler	General Format & RFP Questions: Please confirm formatting for Executive Summary. There is a contradictory statement about whether it is included in the page limit or not: "All proposals shall be limited to fifty (50) pages, specifically pertaining to the Offeror's response to the proposed methodology and evaluation criteria. It excludes the Executive Summary"	The Executive Summary will count toward the 50-page limit only if it exceeds two (2) pages. The first two pages of the Executive Summary are excluded from the count; any content beyond the second page will be included in the page count.
154	Tyler	General Format & RFP Questions: Thank you for the As-Is documentation. Curious if you have similar As IS mapping to represent JMS, Public Safety, Sheriff, Asset Management/Inventory?	All available As-Is process maps have been included as part of the RFP documents. For JMS-specific maps, please refer to the separate JMS RFP, which includes documentation relevant to that system.
155	Tyler	General Format & RFP Questions: Employee Count: Please confirm W2 employee count	The County issued approximately 1,550 W2 for 2024.
156	Tyler	Timekeeping/Scheduling: 1) Please provide a total count for all staff you expect to use timekeeping system.	The County currently has approximately 900 staff using the timekeeping system, with a fully staffed total expected to be closer to 1,000 staff members.
157	Tyler	Timekeeping/Scheduling: 2) How many total users are necessary for advanced scheduling processes, in Sheriff and Public Safety, Roads, Public Works, etc?	Currently, advanced scheduling is utilized by Public Safety staff, including Fire, RECC, and Corrections, representing approximately 250 users or fewer. The Sheriff's office is interested in using scheduling software.
158	Tyler	Timekeeping/Scheduling: 3) Do you have an idea of the number of people who you expect to use a timeclock? Do you have any clock hardware preference?	The County has approximately 520 employees using timeclocks, with 10 timeclocks deployed throughout the County.
159	Tyler	Asset Management: Please provide an estimate of the total user to process (create, edit/close) work orders in the system?	Public Works currently has an unlimited number of seats with Lucity because it has 50+ users, however this does not include any other existing and/or potential new county users of a new work order system like Lucity.
160	Tyler	Utility Billing: 1. How many total utility accounts (estimate is okay)	The County currently manages approximately 4,329 utility accounts.

No.	Vendor	Question	Response
161	Tyler	Utility Billing: 2. Please confirm all of the types of utility billing services (water, wastewater, solid, irrigation etc)	The County currently bills for water, wastewater, and conservation fees related to water consumption through the utility billing system.
162	Tyler	Utility Billing: 3. Do you handle special assessments/local improvements?	The County does handle local distribution line improvements.
163	Tyler	Utility Billing: 4. Lien Processing?	No, the County does not currently perform lien processing within the utility billing system.
164	Tyler	Utility Billing: 5. Are you using AMI?	The County is not currently using AMI but is working toward its implementation.
165	Tyler	Bus. Licensing: Business Licensing in page 81 of the main RFP is listed in Scope and there is a statement that it is expected to be integrated within the ERP; however we do not see any Business License Requirements in the separate RTM file. Can you please confirm that the County is interested in an integrated solution that includes Business Licensing? Or is the plan to continue to use OpenGov? Open to changing if available within ERP?	Business Licensing Scope and Requirements Business Licensing is currently out of scope for replacement under this ERP RFP, based on the County's project discovery and analysis. The process is managed by Growth Management, with support from the Treasurer's Office, which handles payments and license issuance. At this time: •The County is interested in streamlining the business licensing process, without replacing GeoCivix. •Any potential changes to the process or underlying systems would need to be initiated and defined by the Growth Management Department, as they are the primary owners of the function. •The ERP system is expected to integrate with OpenGov as part of its standard integration capabilities. If an ERP solution includes native business licensing functionality, the County is open to learning more about these capabilities. However, such features would be considered optional and not scored, and any transition away from OpenGov would require further internal planning and departmental engagement.
166	Tyler	Bus. Licensing: If expected to be included, how many total licensing users?	Bus. Licensing is out of scope per the project discovery and analysis.
167	Tyler	Bus. Licensing: How many Bus. License data conversion sources	Bus. Licensing is out of scope per the project discovery and analysis.
168	Tyler	Fire Prevention: In the Public Safety tab in Attachment 5, RTM, there are workflows relating to Fire Department Inspections: 1. Can you please confirm if the County wishes to continue using ImageTrend or if you are open to replacing with the proposing vendor's platform for fire prevention?	References to Fire Inspection within the RTM are intended to provide context for broader functional integration within the ERP system. The County currently uses ImageTrend for Fire Department inspections and is not currently seeking to replace it; however, replacement may be considered as a potential future initiative. Integration between the future ERP and ImageTrend is expected. Vendors may propose integration solutions for fire prevention where such proposals enhance operational efficiency, provided they align with the County's business and technical requirements.

No.	Vendor	Question	Response
169	Tyler	Fire Prevention: 2. Are inspections being completed by County fire staff? If so, how many full time inspectors? # of inspectable properties?	Yes. The County has four (4) full time inspectors on staff. One (1) inspector for the County, less the Town of Edgewood. One (1) inspector for the Town of Edgewood. Number of inspectable properties = 92. Number of inspectable structures on the 92 properties = 306. Please reference the details below for additional information.

Property – Number of Structures:
Glorieta Adventure Camp – 50
Bishop's Lodge Resort – 28
Four Seasons Resort – 27
Bishop's Ridge - Camp Stoney – 14
Ojo Santa Fe – 14
Casa Rufina Apartments – 9
PVS - Middle School – 8
PVS - Elementary School – 7
Ten Thousand Waves – 7
Turquoise Trail Charter School – 7
Chi Center – 6
Davey Audobon Society – 6
Tony Quintana Elementary School – 6
Santa Fe Opera – 5
South Mountain Elementary – 5
Sun Mountain (formerly Waldorf) – 5
THRIVE Community School – 5
Holy Cross Catholic School – 4
Academy for the Love of Learning – 3
El Gancho Sports Club – 3
Eldorado La Tienda – 3
Gorham Scount Ranch – 3
Khalsa Sihk Center – 3
NM Wildlife Center – 3
PVS - High School – 3
Las Campanas Clubhouse – 2
Las Golondrinas – 2
Mineshaft Tavern – 2
Santo Maria De La Paz Church – 2
SFPS ATC School – 2
4 Banana Lane – 1
5 Banana Lane – 1
Advent Life Church – 1
Amma Center – 1
Arroyo Seco Headstart – 1
Arroyo Vino – 1
Beer Creek Brewery – 1
Blackbird Saloon – 1
Blaze Christian Fellowship – 1
Bourbon Grill – 1
Café Fina – 1
Children's Garden Montessori – 1
Dollar General Hondo – 1
Edgewood Middle School – 1
El Nido Tesuque – 1
El Parasol - Dinosaur Trail – 1
El Parasol - Pojoaque – 1
Eldorado Agora Supermart – 1
Eldorado True Value – 1
Estacia Valley Classical Academy – 1
Family Dollar Pojoaque – 1
Foundation Fitness – 1
Harry's Roadhouse – 1
Izanami – 1
Jambo Bobcat – 1
JW Kingdom Hall – 1
Kokoman Liquers – 1
La Mariposa Montissori – 1 |

No.	Vendor	Question	Response
170	Tyler	Fire Prevention: 3. What fire codes are adopted and required? (IFC an or NFPA).	IFC2021 and all reference Standards, SFC Ordinance #2023-06 & SFC Ordinance 2023-09.
171	Tyler	Fire Prevention: 4. Does the County want an invoicing option to be included to bill for inspection or operational permit activities?	Yes. The County would like an invoicing option included to bill for inspection and operational permit activities. The preferred approach is for this functionality to be native to the ERP system to work with all amounts billed by departments, with integration to ImageTrend or other systems considered as a secondary option. Integration between the ERP and ImageTrend is expected where it supports fire prevention workflows and operational efficiency.
172	Tyler	Fire Prevention: 5. If invoicing is included do you want to include a module for receiving payments via e check or credit card?	No, Santa Fe County has chosen one merchant service vendor for countywide usage. The County is currently transitioning from Paymentus to Point and Pay.
173	Tyler	Fire Prevention: 6. Is this one entity or many individual entities within the county with unique processes?	Fire Prevention operates as a single division within the Santa Fe County Fire Department. However, it supports multiple fire districts and collaborates with other internal departments and external agencies, which may introduce some variation in workflows. For the purposes of this RFP, Fire Prevention should be considered a centralized function, but vendors should design flexible solutions that can accommodate variations in inspection types, permitting, and reporting processes.
174	Tyler	Fire Prevention: 7. Do you want to view pre-plan information and disseminate to MDTs on trucks and cell phones?	Yes, this would be helpful for the Fire Department's response and ISO inspections.
175	Tyler	Fire Prevention: 8. Do you do shift-level inspections or pre-plan surveys? If so, how many stations and average # of inspections per station?	Yes. The Fire Department has 7 manned stations in four regions.
176	Tyler	Fire Prevention: 9. Are you looking for an option to manage NFIRS/NERIS reporting and EPCR?	Yes.
177	Tyler	Assessor Office: We notice that while a new Property Tax does not seem to be in scope, there are statements suggesting need/desire to modernize many functions specific to ProVal and Ascend. Can you please elaborate on the County's future plans for these systems?	The County does not intend to replace its core Property Tax system as part of this ERP RFP. However, the County identified a desire to modernize and improve workflows related to property appraisal, parcel management, and document imaging that currently rely on ProVal (appraisal and valuation) and Ascend (records management). At this time: - ProVal and Ascend are expected to remain in place. - The County is seeking an ERP solution that can integrate with these systems, where appropriate, to streamline processes, reduce duplication, and enhance access to property and appraisal data across departments. - Any potential future replacement or modernization of ProVal or Ascend would be handled under a separate initiative, pending further analysis and funding. Vendors should focus on ensuring that their proposed ERP solution can support integration points with these existing platforms and accommodate Assessor-related workflows where applicable.
178	Tyler	Growth Management: Similar to Property Tax/Land Records, we notice that while a new permitting/community development software system does not seem to be in scope, there are statements suggesting need/desire to modernize many functions specific to GeoCivix. Can you please elaborate on the County's future plans? Is there interest in replacing GeoCivix with a solution that is integrated with the vendor's ERP platform?	While the replacement of the current permitting system (GeoCivix) is not within the immediate scope of this ERP RFP, the County has expressed interest in modernizing permitting-related workflows and improving interoperability between permitting, inspections, land records, and financial systems. In the short term, an integration between the future ERP and GeoCivix is required to support Accounts Receivable processes, particularly for billing, payment tracking, and revenue recognition associated with permitting activities. This need is reflected in the RTM under the Finance section (Requirements #30–38), which outlines critical A/R capabilities that rely on data exchange with systems like GeoCivix. Although GeoCivix integration requirements are not called out by name in the RTM, vendors should describe how their solution can support these functions and propose integration strategies with third-party permitting platforms. The County is also open to learning about ERP-based or partner solutions that could support permitting functions as part of a longer-term modernization roadmap.
179	AVAAP	Adaptive Planning	FIN	Does The The County of Santa Fe use a single budget calendar (i.e. month/quarter/year)?	Yes, the County uses a single budget calendar.
180	AVAAP	Adaptive Planning	FIN	Outside of personnel, what types of allocations does The County of Santa Fe make in their planning processes?	Currently there are no other allocations done, but the County would like to look at allocating revenues and expenditures for cash flow planning and project planning.
181	AVAAP	Budgets	FIN	Do you maintain Budgets vs Actuals by Fund or Grant?	Budgets versus actuals are currently maintained by fund. The County would like to expand this capability to include lower levels, such as grants or projects, to provide visibility into all funding sources together.
182	AVAAP	Budgets	FIN	Do you need the ability to track budgets and encumbrance by position? Do you need the ability to budget check against a position budget?	The County does not currently encumber funds for positions, but would consider this tool along with position control.

No.	Vendor	Question	Response
183	AVAAP	Business Assets | FIN | What is the number of active assets – capital, non-capital, zero dollar (i.e., key cards, ID badges)? How many categories of assets are being tracked – equipment, buildings, building improvement, land, land improvements, etc..?	Number of Active Capital Assets – 9188 (number includes improvements) Number of Inventory Exempt Assets – 11,753 Other supplies are not tracked by Finance (Badges, Uniforms, Office Supplies, etc.) Number of Categories – 22, plus an additional 27 subcategories
184	AVAAP	Business Assets | FIN | How are budgets setup for moveable asset purchases? How are asset capitalized (multibook)? How often are capital assets depreciated? What depreciable method is used – ex. current period convention/straight line? Is depreciation posted centralized or at the department/ownership level?	Budgets for asset purchases are allocated to specific general ledger accounts based on categories for applicable departments. The County capitalizes all assets with a value in excess of $3,000. All asset purchases below this threshold are called inventory exempt and still tracked as non-depreciable assets with their own tags. Straightline depreciation is calculated at year end (one-time) and is only allocated in the General Ledger for the County's two enterprise funds (Housing & Utilities). The remaining depreciation is recognized at the financial statement level as we do to have separate general ledgers for modified accrual and full accrual. All full accrual transactions are manually recorded in the financial statements.
185	AVAAP	Financial Accounting | FIN | Is there 1 main chart of accounts for all reporting and all companies?	Yes, the County currently uses one main chart of accounts for all reporting and companies; however, it would be ideal to maintain separate sets of accounts for modified accrual and full accrual accounting.
186	AVAAP	Financial Accounting | FIN | How many federal IDs are there?	The County maintains one federal ID.
187	AVAAP	Financial Accounting | FIN | Do you currently use multi-book accounting? If so, what books do you use? For example, common book (operating book), asset book, financial reporting book, audit book, etc.	The County does not currently use multi-book accounting; however, it would be beneficial to maintain separate books for modified accrual and full accrual accounting and reporting.
188	AVAAP	Financial Accounting | FIN | "Do you do a soft close or hard close each month? How many days does it typically take to close a month?	The County follows a hard close schedule, established each fiscal year, with monthly closes typically occurring about 30 days after month-end.
189	AVAAP	Are open commitments and obligations such as requisitions and PO's rolled forward into the next fiscal year? Are open commitments and obligations closed out at year end?"	Currently, only Purchase Orders are rolled forward into the next fiscal year, while requisitions are not. Purchase Orders are closed at year-end; however, it would be ideal for the system to support rolling forward select requisitions in process at fiscal year-end to reduce duplicate effort for departments. For projects, it would also be ideal for Purchase Orders to remain effective for the life of a project (across multiple fiscal years) with the ability to process change orders in subsequent fiscal years.
190	AVAAP	Financial Accounting | FIN | Are payroll costing allocations needed to split payroll and benefits across multiple organizations?	Yes, The County does need to allocate payroll costs to different internal units like mutiliple divisions within a department.
191	AVAAP	Grants | FIN | Do you certify time and/or effort of your grant workers?	Yes, the County certifies employee time if payroll costs are charged to a grant.
192	AVAAP	Inventory | FIN | Do you currently work with an Inventory document/label designer? If not, do you currently have bins/stocking locations labeled today? What data is present on your inventory labels? Are there any custom barcodes or your current labels?	No, the County does not track inventory of supplies.
193	AVAAP	Procurement | FIN | Do you have punchouts or externally housed catalogs?	No, the County does not track inventory of supplies.
194	AVAAP	Procurement | FIN | Do you have internally housed supplier catalogs?	No, the County does not track inventory of supplies.
195	AVAAP	Procurement | FIN | Do you have Encumbrances generated for procurement transactions? Are there budget checks on procurement transactions?	Yes, encumbrances are generated for procurement transactions, and budget checks are performed on those transactions.
196	AVAAP	Procurement | FIN | How many addresses do suppliers directly ship to?	The County has approximately 75 addresses suppliers ship to.
197	AVAAP	Procurement | FIN | Do you use p-cards?	The County does not currently use p-cards, but will be looking to implement P-cards in the near future.
198	AVAAP	Procurement | FIN | Is there a need to capture sales or use tax on requisitions/purchase orders?	Yes, the County requires the ability to capture sales or use tax on requisitions and purchase orders.
199	AVAAP	Projects | FIN | Are there specific funding requirements such as priority of spend, federal/state/local matching, restricted funds, etc.	Yes, County policy requires that restricted resources (e.g., grants, bond funding, restricted tax revenue) be used first.
200	AVAAP	Projects | FIN | Who is responsible for allocting capital costs to future capitalized assets?	The Board of County Commissioners approve capital projects and assets. At the time of purchase order, the estimated breakout of the projects costs is detailed out. When an invoice is paid, the itemization is reviewed and the capital expenditure account is confirmed. Finally, as part of the monthly reconciliation, all payments would be reviewed a final time to ensure the correct capital expenditure account is correct. Once the asset is complete and placed into service, the costs would be capitalized under the correct asset account and set to depreciate.
201	AVAAP	Receivables | FIN | How many revenue types or revenue streams do you have?	The County maintains 11 revenue types: property tax, gross receipts taxes, other taxes/assessments, licenses/permits/fees, charges for services, fines/forfeitures, investment income, federal and state grants, intergovernmental revenues, and miscellaneous one-time amounts.
202	AVAAP	Receivables | FIN | How many customer contracts do you currently have?	Outside of grant agreements, the County has approximately 50 customer contracts
203	AVAAP	Receivables | FIN | Do you have invoices/contracts with deferred revenue	Yes, however, currently this applies only to a single grant agreement with upfront funding.
204	AVAAP	Receivables | FIN | Do you have any custom or unique requirements for invoice and statement formats?	No, the only requirement is that invoice and statement formats include the County's branding.
205	AVAAP	Receivables | FIN | Are there any intercompany charges?	Yes, water & waste water utility charges to a few departments.

No.	Vendor	Question	Response
206	AVAAP	Suppliers/AP | FIN | What is your current number of current suppliers? What was your last data clean-up activity? Who owns the supplier master – Procurement, AP or both?	The County is currently conducting a vendor data clean-up, focusing on vendors used within the last three years. At present, Accounts Payable owns the supplier master list; however, ownership will transition to the Procurement Division in the future.
207	AVAAP	Suppliers/AP | FIN | What Payment types do you have (i.e. Check, Wire, Virtual Payments, ETF/ACH)? Is there Prenoting/micro deposit for supplier's bank account? ACH Advice Remittance via email?	The County currently issues warrants, wires, and EFT/ACH payments. Remittance advices are emailed to vendors. The County does not currently prenote vendor payments but plans to implement prenoting with the ERP implementation.
208	AVAAP	Suppliers/AP | FIN | Do you have Supplier classifications – i.e., MBE, WMBE, Bureau of Worker's Compensation, Certificate of Compliance, etc..? Custom objects – OPERS Reporting?	No, the County Finance Department does not.
209	AVAAP	Suppliers/AP | FIN | Do you fulfill requisitions for depts from your storerooms? If yes, is there a prioritization if multiple inventory sites are able to source/fulfill?	No, the County Finance Department does not.
210	AVAAP	Suppliers/AP | FIN | What types of contracts are currently capture in financial system? Lease accounting?	The County does not currently track contracts in its accounting system. Contracts and agreements are maintained in an external database, with some purchase orders tied back to contracts in that system. The County is exploring e-procurement solutions to strengthen contract management. For lease accounting, the County utilizes DebtBook.
211	AVAAP	Suppliers/AP | FIN | "Do you have a 2-way matching process (PO/Invoice only)?	No, the County Finance Department does not.
212	AVAAP	3-way (PO/Receipt/Invoice)?	Yes, the County Finance Department does.
213	AVAAP	4-way (PO/Receipt/Invoice/Inspection)?"	No, the County Finance Department does not.
214	AVAAP	Treasury/Banking | FIN | How many financial institutions do you have? How many bank accounts	The County maintains one fiscal agent bank in addition to nine supporting financial institutions for investments and standalone accounts. In total, the County has approximately 47 accounts for cash and investments.
215	AVAAP	Benefits | HCM | When do you process open enrollment and do you do it at different times for different groups?	Open enrollment is conducted once per year, typically in October or November, with benefits effective in January.
216	AVAAP	Benefits | HCM | How many different benefit plans do you track for employees? (Health Care, Insurance, Retirement, Ancillary, etc.)	The County tracks multiple benefit plans for employees, including medical, dental, vision, required deductions for PERA (retirement), optional deductions for deferred compensation, and flexible spending accounts.
217	AVAAP	Benefits | HCM | How many different benefit groups currently exist? (Full Time, ACA, Retirees, etc.)	The County provides benefits only for current active employees; no separate benefit groups exist for ACA or retirees.
218	AVAAP	Benefits | HCM | Do you manage retiree benefits? Surviving Dependents?	No, retiree benefits and surviving dependent benefits are managed by the state retirement system, not the County.
219	AVAAP	Compensation | HCM | Do you have a salary schedule/compensation range defined? How many?	Yes, the County maintains salary schedules/compensation ranges for six collective bargaining groups and non-covered employees. This includes at least six tables with ranges, most of which include step progressions.
220	AVAAP	Compensation | HCM | What criteria is used to determine when an employee receives a step increase? (i.e.. years of service, certifications, education, etc.)	Step increases are based on annual eligibility, provided the employee is not at the maximum of the range/step on their anniversary date. In addition, Cost-of-Living Adjustments (COLA) and/or market increases are typically applied early in the calendar year.
221	AVAAP	Compensation | HCM | How many different types of allowances are given to employees?	The County does not formally categorize "allowances." However, a limited number of employees receive additional pay for certifications or incentives (e.g., training officer, SWAT, paramedic).
222	AVAAP	Core HCM | HCM | Do all employees have a manager assigned in your legacy system?	Yes, all employees have a manager assigned in the current legacy system.
223	AVAAP	Core HCM | HCM | Are employees assigned to the managers who supervise them? Do you have instances where an employee reports to a manager in Legacy who does not actually actively supervise or approve transactions for the employee?	Yes, employees are generally assigned to the managers who actively supervise them. While there may be some errors in the current HRCI system, these can be corrected to ensure accuracy.
224	AVAAP	Core HCM | HCM | How many locations or work sites do you have? There will need to be a unique piece of contact information associated with location (address, phone, email)	The County has approximately 30 different work sites across the county. A universal email format is used, and most sites have internet access, though a few do not.
225	AVAAP	Core HCM | HCM | Do you have Remote workers? How are they tracked today for compliance?	Yes, the County allows remote work, with up to 50% of full-time schedules permitted to be remote, utilizing a VPN connection. Additional clarification is requested regarding the specific area of compliance referenced in this question.
226	AVAAP	Core HCM | HCM | Do you have remote/hybrid workers who work across multiple tax jurisdictions? (For example, an employee works in one township Monday through Wednesday and a differently taxed township Thursday through Friday).	No remote/hybrid workers work across multiple tax jurisdictions. While employees may reside outside of Santa Fe County, all reside within New Mexico. Managers and Directors may occasionally work from out-of-state locations, but only on an infrequent basis.
227	AVAAP	Core HCM | HCM | How many financial entities are used to pay workers? (i.e. are W-2s all reported on one FEIN)	The County uses one financial entity to pay workers, and all W-2s are reported under a single FEIN.
228	AVAAP	Core HCM | HCM | Do you have workers who occupy more than one position at a time? (i.e. workers with multiple jobs).	No, employees generally do not occupy more than one position at a time, with the exception of those in a regular full-time position who also serve as volunteer firefighters.
229	AVAAP	Core HCM | HCM | Do you have workers that work out of class of their current position? How do you compensate this population? How do you report on this population?	Yes, employees working out of class receive a salary increase, which may be either a set dollar amount or a percentage added to their base salary, typically for a defined period of time.

No.	Vendor	Question	Response
230	AVAAP	Core HCM | HCM | How many Job Profiles (i.e. Job Codes) exist now?	The County currently maintains approximately 325 job profiles. Job class codes are not utilized; instead, positions are organized by tool number for each individual role.
231	AVAAP	Core HCM | HCM | "Do you track Contingent Workers? Contingent Workers are paid via 1099/Accounts Payable or NOT paid at all.	No, the County does not track contingent workers.
232	AVAAP	(i.e. Temporary Agency Workers, Consultants, Contractors, Volunteers, Museum Docents, Board of Trustees, etc..)"	These types of workers are managed by contract and not paid through the County's current payroll system.
233	AVAAP	Core HCM | HCM | How many different hiring checklists do you currently have?	The County currently uses fewer than 10 hiring checklists.
234	AVAAP	Core HCM | HCM | How many Unions are represented in the County of Santa Fe? Are all members' dues-paying? If so, are there any collective bargaining efforts on-going that could impact the implementation?	The County has six collective bargaining units, representing just over 50% of employees. Fewer than half of represented employees are dues-paying members. No collective bargaining impacts are anticipated during the implementation.
235	AVAAP	Learning | HCM | How many courses (active and inactive) do you have in your current learning management system? Are you planning to bring all of these courses over into the ERP?	A crosswalk will be required to migrate legacy training data into the new system. The County currently partners with outside vendors as well as internal staff to provide a wide variety of training. It is anticipated that the County will eventually track more than 100 different classes and certifications.
236	AVAAP	Talent | HCM | Does your organization evaluate performance for employees after a specific probationary period (30 days, 6months, etc..) upon hire? If yes is this used for all employees or only specific populations? Is this also applicable to employees who change jobs/receive a promotion or only for new hires?	Yes. For new hires, performance evaluations are conducted at two weeks (form provided and expectations discussed), five months, eight months, and eleven months. All other employees receive annual evaluations.
237	AVAAP	Talent | HCM | "Does your organization utilize calibration in the performance review process? If yes, can you please provide an overview of the current setup? Calibration refers to the process of reviewing, comparing, and adjusting employee performance or potential ratings (standard 9box or nBox setup)."	No, the County does not currently use a calabration process.
238	AVAAP	Talent | HCM | Do performance review ratings tie to merit increases? If so, are the compensation reviews completed concurrently with performance reviews or sequentially (i.e.. performance reviews and merit increases both take place every January v. performance reviews are completed in January with compensation reviews taking place in March)?	No, merit increases are not currently tied to performance evaluations. The County typically implements Cost-of-Living Adjustments (COLA) and market adjustments early in the calendar year.
239	AVAAP	OCM | OCM | How have your past changes and transformation initiatives been managed in the past?	The current leadership team has been in place for four years; therefore, the County cannot fully speak to how similar initiatives were managed prior to that time.
240	AVAAP	OCM | OCM | What could potentially get in the way of user adoption and project success?	Potential issues may include project management issues and inconsistent implementation, particularly with respect to user adoption. It is recognized that some users adopt quickly while others adapt more gradually. Leadership is confident, however, that departments and divisions are supportive of the transformational change required during the ERP implementation.
241	AVAAP	OCM | OCM | Are there dedicated resources that can be the primary point(s) of contact for this project for change management and end user training?	Yes. We have primary and secondary resources within the County.
242	AVAAP	OCM | OCM | Does the The County have change management resources or do you need help from your system implementation partner?	The County sees a partnership between Avero, the project team, the SI partner, and County Leadership. The 3 organizations would collaborate and contribute towards the successful change management process.
243	AVAAP	Payroll | PATT | How many pay calendars, same start date, end date and pay date does The County of Santa Fe have, please describe or include examples.	The County has one pay calendar that is approved by the Board of County Commissioners each calendar year. The work week goes from Saturday to Friday.
244	AVAAP	Time Tracking | PATT | Are all hourly EEs paid based on actual in/out (punches), or are there cases where hourly EEs needed to be paid based on scheduled hours if the punches\hours total falls below the scheduled hours due to demand, routes cancelled, etc.?	The County has a mix of employees who punch in/out and exception reporting. All employees have a defined schedule in Kronos. All employees' bi-weekly time must equal at a minumum their scheduled hours. If any employee is short, the County uses applicable time codes (leave without pay, AWOL, etc.) to make up the difference.
245	AVAAP	Other | | What is the expected role Avero Advisors to play in the ERP implementation project	Avero Advisors will serve as the County's trusted implementation partner, providing comprehensive project management, implementation oversight, and vendor management services. The team will support the County throughout the ERP implementation by coordinating activities between the County and the selected vendor(s), monitoring project progress, managing risks, facilitating issue resolution, and ensuring that deliverables meet contractual, functional, and quality requirements.
246	SAP	Can you please provide a summary of expected user counts for the ERP's financial modules Advanced, Core and Self-service?	The County has approximately 250 active users, see attached list of current access groups as defined in CentralSquare.
247	SAP	Advanced: full access to all core ERP capabilities including general ledger accounting, project accounting, cash management, receivables management, etc.	The County estimates advance type users to be approximately 75.
248	SAP	Core: PO and supplier invoice processing, project management, order processing and invoicing, etc.	The County estimates core type users to be approximately 125.

No.	Vendor	Question	Response
249	SAP	Self-service: light users with display-only access, workflow approvals, timesheet confirmations, etc.	The County estimates self-service type users to be approximately 200.
250	SAP	Can you please provide the number of employees to use advanced scheduling (e.g. shift swaps, bidding, minimum coverages)?	Currently, advanced scheduling is utilized by Public Safety staff, including Fire, Sheriff, RECC, and Corrections, representing approximately 250 users or fewer.
251	SAP	Can you please provide the number of W-2's issued per year?	The County issued approximately 1,550 W2s for 2024.
252	SAP	Can you please provide the number of 1099's issued per year?	The County issued approximately 300 1099 for 2024.
253	SAP	Can you please provide the number of invoices submitted for payment per year?	The County processes approximately 14,000 invoices each year.
254	SAP	Can you please provide the number of invoices received per year?	The County processes approximately 14,000 invoices each year.
255	SAP	Can you please provide the number of active grants? Active projects?	The County has approximately 200 active grants with 193 active projects with multiple funding sources.