SANTA FE COUNTY

REQUEST FOR PROPOSALS (RFP)

Acquisition and Implementation of an Enterprise Resource Planning System (ERP)

NM Commodity Code(s): 20810, 20851, 20857, 20868, 20871

RFP NO. 2025-0370-CMO

July 28, 2025

I. ADVERTISEMENT
SANTA FE COUNTY
Acquisition and Implementation of an Enterprise Resource Planning System (ERP)
RFP NO. 2025-0370-CMO

Santa Fe County (County) requests proposals from qualified vendors or firms to provide an **Enterprise Resource Planning System (ERP).** All proposals submitted shall be valid for ninety (90) days subject to action by the County. Santa Fe County reserves the right to reject any and all proposals in part or in whole. A completed proposal shall be submitted in a sealed container indicating the proposal title and number along with the Offeror's name and address clearly marked on the outside of the container. All proposals must be received by **2:00PM (MST) on Monday, September 8, 2025, at the Santa Fe County Purchasing Division, 102 Grant Avenue, (First Floor), Santa Fe, NM 87501.** The submission of Proposals **will also be accepted electronically** utilizing Dropbox**.** Please utilize this link to upload your proposal submission. https://www.dropbox.com/request/2fFc9uzuemEU3Vp1FDX5

By submitting a proposal for the requested services each Offeror is certifying that it is a qualified firm and its proposal complies with the requirements stated within the Request for Proposals.

A **Pre-Proposal Conference** will be held at **2:00PM (MST)** on **Tuesday, August 5, 2025 online via Microsoft Teams using link https://teams.microsoft.com/l/meetup-join. Meeting number ID: 244 060 525 0191 5, Passcode: 8zA9co28 or by calling (773) 352-2011, Phone conference ID: 866 106 707#. This pre-proposal conference is a non-mandatory, but attendance is strongly recommended.**

EQUAL EMPLOYMENT OPPORTUNITY: All qualified Offerors will receive consideration of contract(s) without regard to race, color, religion, sex or national origin, ancestry, age, physical and mental handicap, serious medical condition, disability, spousal affiliation, sexual orientation or gender identity.

Request for Proposals will be available by contacting Bill Taylor, Procurement Manager, 102 Grant Avenue, (First Floor) Santa Fe, New Mexico 87501, or by telephone at (505) 986-6373, or by email at wtaylor@santafecountynm.gov, or on our website at http://www.santafecountynm.gov/finance/purchasing-division/current-bid-solicitations.

Proposals received after the date and time specified above will not be considered and will be rejected by Santa Fe County.

Santa Fe County

II. INTRODUCTION

A. PURPOSE OF THIS REQUEST FOR PROPOSALS

Santa Fe County welcomes qualified solution vendors who can demonstrate their ability to furnish software and technical labor for the procurement and implementation of an integrated Enterprise Resource Planning (ERP) system.

The purpose of the Request for Proposal (RFP) is to identify a vendor who can deliver a robust Enterprise Resource Planning (ERP) system as the foundation of an integrated enterprise software suite. The solution must encompass core ERP modules, complementary software, training, hardware (as needed), data migration, and comprehensive maintenance and support through Go-Live. Offerors are expected to provide a minimum of two (2) months of post–go-live support as part of the base proposal, before transitioning to their ongoing support team.

The County is seeking a primary enterprise system that offers a suite of integrated solutions as outlined in this RFP. The components included in the Scope of Work are as follows:

- **Comprehensive System**
    - Accounts Payable
    - Accounts Receivable
    - Budget Creation
    - Budget Tracking
    - Fixed Assets
    - Financial Reporting
    - Grants Management
    - General Accounting
    - Payroll
    - Timekeeping
    - Contract Management
    - Procurement Process (Purchase Order and Requisition)
    - Document management (scanning, creation, storage and retrieval)
    - Recruitment, Onboarding & Offboarding
    - Compensation, Position & Job Class Maintenance
    - Leave & Benefits Administration
    - Risk Management
    - Learning Management
    - Revenue Collection (Billing and Treasury)
    - Asset/Inventory/Work Order Management
    - Utility Billing
    - Ad-Hoc Reporting (drag and drop, no code)

- **Asset/Inventory/Work Order Management System**

The County acknowledges the benefits of a dedicated solution for Asset/Inventory/Work Order Management and will consider standalone proposals for this functional area. While the County favors a unified ERP platform, it is open to modular offerings that address core needs. Proposals should prioritize cloud-based deployment, including Software as a Service (SaaS) models that offer scalability, security, and mobile accessibility.

- **E-Procurement System**

The County acknowledges the benefits of a dedicated solution for Procurement Management and will consider standalone proposals for this functional area. While the County favors a unified ERP platform, it is open to modular offerings that address core needs. Proposals should prioritize cloud-based deployment, including Software as a Service (SaaS) models that offer scalability, security, and mobile accessibility.

- **Utility Billing System**

The County acknowledges the benefits of a dedicated solution for Utility Billing and will consider proposals that either replace the current CentralSquare system or integrate seamlessly with it. While the County favors a unified ERP platform, it is open to modular offerings that address core needs. Proposals should prioritize cloud-based deployment, including Software as a Service (SaaS) models that offer scalability, security, and mobile accessibility.

Santa Fe County intends to integrate the selected ERP system with its existing and future enterprise systems and third-party platforms. This includes, but is not limited to, systems for Jail Management (to be determined), Computer Aided Dispatch (CentralSquare), Property Appraisal (ProVal), and Permitting (GeoCivix). Offerors must clearly articulate their system's integration capabilities and strategies for achieving interoperability.

B. BACKGROUND

Santa Fe County, located in New Mexico, serves a population of approximately 155,000 residents and is home to the historic City of Santa Fe, the oldest capital city in the United States. The County is governed by a five-member Board of Commissioners, with day-to-day operations overseen by a County Manager. The County values transparency, fiscal responsibility, and community engagement in its governance and service delivery.

In support of these values, the County is seeking to modernize its enterprise systems to improve operational efficiency, support long-term growth, and meet the evolving expectations of residents and staff. The County's current ERP system, CentralSquare NaviLine, has been in place for over a decade; the County will benefit from enhancement and modernization to better align with its evolving functional, technical, and integration needs. Key administrative departments including Finance, Human Resources, Information Technology, the Treasurer's Office, Public Works, and other operational units have expressed growing concern over manual workflows, data silos, limited reporting capabilities, and outdated user experiences.

The County relies on a mix of disconnected systems and spreadsheets to perform mission-critical functions such as payroll processing, budget development, vendor payments, benefits administration, grant tracking, and employee timekeeping. These limitations hinder

cross-departmental coordination, delay decision-making, and increase the risk of errors in financial and personnel records.

This RFP is issued to procure a modern, cloud-based ERP solution that can support the County's strategic goals, automate business processes, enhance transparency, and ensure accurate, real-time access to financial and operational data. The County is committed to selecting a system that provides robust integration capabilities with existing platforms, while laying the foundation for scalable, data-driven government operations.

The following table provides some specific details about the County as an organization.

Santa Fe County - Background	
Population	157,765
Annual Operating Budget, FY 2024-2025 • General Government Funds	$403M • $131.8M
Approximate Number of Employees (FTE)	1000
Fiscal Year	June-July

C. SCOPE OF WORK

The County seeks to replace its existing ERP system, CentralSquare NaviLine, with a comprehensive core ERP system. This modern, integrated solution should fulfill the County's business requirements (**see Appendix I – System Requirements**). The future ERP solution should be capable of supporting Countywide financial, procurement, human capital management, asset management and utility billing processes out-of-the-box, with minimal configuration or customization.

The new system should be a proven, secure, Software as a Service (SaaS) solution that is designed with the best practices and requires minimal modifications. It must seamlessly integrate with the County's other critical business systems, including any existing stand-alone systems. The new solution must align with the County's modernization goals supporting enhanced workflow automation, integration with key systems, real-time financial visibility, audit readiness, and cross-departmental collaboration.

The selected solution must address the major system gaps identified in the Needs Assessment. Specifically, the County is replacing CentralSquare due to persistent inefficiencies across County operations. These include:

1. Reliance on spreadsheets and paper forms
2. Siloed data across disconnected systems
3. Limited system automation
4. Significant gaps in cross-functional reporting and approval routing

Additionally, the ERP solution must support bi-directional or API-based integration with the following existing or transitional systems:

- **Ascend** – Property valuation data that impacts the Finance Department for tax assessment records (*One-way integration*).
- **ESRI** – GIS data for spatial analysis (*One-way integration*).
- **ProVal** – Computer Assisted Mass Appraisal system used by the Assessor's Office (*One-way or two-way integration*).
- **Quick Med Claims** – Ambulance billing platform (*One-way integration*).
- **ImageTrend –** Reporting data used for Fire or medical calls (*One-way integration*).
- **OpenGov** – Business licensing system used by the Treasurer's Office (*One-way integration*).
- **GeoCivix** – Permitting and inspection platform used by Land Use and other departments (*Two-way integration*).
- **PageGate** – Messaging system used to send emergency alerts by the Public Safety Department.

In the event that the new ERP system is unable to fully replace the systems listed below (based on the business requirements outlined in the RTM), it should be capable of integrating (one-way or bi-directional, or API, as needed) with the County's existing business systems, such as:

- **Kronos** – Timekeeping and scheduling system used by all County departments.
- **Telestaff** – Advanced scheduling system for specific departments like the Sheriff's Office and Fire Department.
- **Bentek** – Benefits administration platform.
- **NeoGov** – Recruitment and onboarding platform used by Human Resources.
- **ClearGov** – Budgeting and financial planning software.
- **CentralSquare Utility Billing System** – Utility Billing system.
- **Lucity –** CentralSquare Asset Management system.
- **ProjectMates** – Capital project management.
- **Terralogic –** Document storage system.

The following systems are listed for reference, as they may require potential integration at a later date. The ERP solution must be capable of supporting one-way or bi-directional, or API-based integration if such needs arise:

- **AutoCase –** cost-benefit analysis and sustainability modeling tool.
- **BRAIN –** Energy and sustainability data analytics platform.
- **CDP GHG Reporting –** Greenhouse gas emissions reporting system.
- **Cheque Guard –** Check scanning software.
- **Clearpath –** Cloud-based tool used to inventory greenhouse gas emissions.
- **Debtbook –** Debt and lease management platform.
- **Envisio –** Strategic planning and performance management platform.
- **Family Metrix –** Case management system.
- **Go Section 8 –** Affordable housing search and listing platform.
- **HUD Secure Systems –** Property and housing program management software.
- **Neighborly –** Housing development software.
- **YARDI –** Property management platform.
- **Verizon Review –** GPS tracking software.

The County prefers a fully integrated ERP suite but is open to a combination of best-of-breed applications. Specifically, the County is open to considering stand-alone, third-party applications if a detailed integration plan is provided. Vendors must include all required technical labor, software, hardware, training, implementation, data migration plan, and integration services in their proposals. Additionally, proposals should specify staffing levels for implementation and ongoing support and estimate the required hours for County staff and end-user engagement.

The County prefers to engage a single prime Contractor responsible for the overall delivery, implementation, and integration of the proposed ERP solution. The selected prime Contractor shall manage all third-party subcontractors, software components, and system integrators required to deliver a complete and functional solution, ensuring end-to-end accountability, streamlined communication, and integrated project management.

The County prefers a SaaS deployment model to ensure ongoing accessibility, reduce internal maintenance burdens, and benefit from continual software, hardware/firmware, and security updates. The system must include tools for sandbox testing, user acceptance testing, and configuration validation prior to go-live. That means at least three (3) environments must be provided - Support/Development, Test, and Production, with a fourth (4th), optional, dedicated environment for data conversion, with the intent to be used in parallel in an effort not to disrupt any ongoing configuration and testing. Offerors should submit a complete technical and functional proposal, including:

1. Roadmap for System Delivery
2. Data Migration Plan
3. Proposed Implementation Timeline
4. Long-Term Maintenance Model

OPTIONAL SERVICES

Santa Fe County encourages Offerors to propose innovative, value-added Optional Services that may enhance County operations, improve user experience, or provide scalable capabilities beyond the core Scope of Work. These optional services will not be scored as part of the formal evaluation criteria but may be considered during final selection and contract negotiations if they align with County objectives and budget availability.

Examples of Optional Services may include, but are not limited to:

• **Citizen Self-Service Portals** – Online tools for constituents to view bills, apply for permits, make payments, or submit documents.

• **AI-Powered Dashboards and Predictive Analytics** – Tools for trend forecasting, anomaly detection, and strategic planning.

• **Virtual Assistants / Chatbots** – Conversational tools to assist staff or the public with system navigation and FAQs.

• **Extended Mobile Functionality** – Mobile apps or offline-capable tools for field inspections, fleet services, or asset tracking.

• **Enhanced Cybersecurity Services** – Options such as penetration testing, 24/7 monitoring, or secure multi-factor authentication.

• **Marketplace or App Store Integrations** – Access to pre-built, certified integrations or modular extensions.

Offerors must clearly differentiate between:

1. **Out-of-the-box capabilities** – Standard functionality included in the base solution and pricing. These will be evaluated and scored as part of the County's core system requirements.

2. **Optional add-on services** – Additional features, modules, or services that are not part of the base package and may require separate licensing, implementation services, or ongoing subscription fees. These will not be scored but may be considered for future inclusion.

Each Optional Service should be described in a dedicated section of the proposal and, if applicable, listed separately in the Cost Proposal (Appendix G) with clear pricing.

D. INSURANCE REQUIREMENTS

The insurance coverages required of each Contractor are listed below.

1. General Conditions. Contractor shall submit evidence of insurance as is required herein. Policies of insurance shall be written by companies authorized to write such insurance in New Mexico.

2. General Liability Insurance, Including Automobile. Contractor shall procure and maintain during the life of this Agreement a comprehensive general liability and automobile insurance policy with liability limits in amounts not less than $1,000,000 combined single limits of liability for bodily injury, including death, and property damage for any one occurrence. Said policies of insurance shall include coverage for all operations performed for the County by Contractor; coverage for the use of all owned, non-owned, hired automobiles, vehicles and other equipment, both on and off work; and contractual liability coverage under which this Agreement is an insured contract. The County of Santa Fe shall be named additional insured under the policy.

3. Workers' Compensation Insurance. Contractor shall comply with the provisions of the Workers' Compensation Act.

4. Professional Liability Insurance. The Contractor shall procure and maintain during the life of this Agreement a Professional Liability Insurance.

5. Cybersecurity. The Contractor shall procure and maintain during the life of this Agreement cybersecurity insurance.

6. Increased Limits. If, during the life of this Agreement, the Legislature of the State of New Mexico increases the maximum limits of liability under the Tort Claims Act (NMSA 1978, Sections 41-4-1 through 41-4-29, as amended), Contractor shall increase the maximum limits of any insurance required herein.

E. DESIGNATED PROCUREMENT MANAGER

The County's Procurement Manager is responsible for the conduct of this procurement. Contact details are listed below. All deliveries via express carrier should be addressed as follows:

Bill Taylor, Procurement Manager

Santa Fe County Purchasing Division
102 Grant Avenue, First Floor
Santa Fe, NM 87501
Phone: (505) 986-6373
Email: wtaylor@santafecountynm.gov

Any inquiries or requests regarding this procurement should be submitted to the Procurement Manager in writing. **Offerors are permitted to include the dedicated project team from Avèro Advisors on communications; however, all communication must include the Procurement Manager as the primary point of contact. No direct communication with Avèro Advisors is allowed without the Procurement Manager's involvement. Other County employees do not have the authority to respond on behalf of the County. Any contact with individuals other than the Procurement Manager, without the Procurement Manager's knowledge or involvement, may be grounds for disqualification.**

F. DEFINITION OF TERMINOLOGY

This section contains definitions and abbreviations that are used throughout this procurement document.

"BCC" means the Santa Fe County Board of County Commissioners.

"Close of Business" means 5:00 PM Mountain Standard Time or Mountain Daylight Time, whichever is in effect on the date given.

"Contract" or "Agreement" means a written agreement for the procurement of items of tangible personal property or services.

"Contractor" means a successful Offeror who enters into.

"County" or "The County" means Santa Fe County.

"Determination" means the written documentation of a decision by the Procurement Manager including findings of fact supporting a decision. A determination becomes part of the procurement file.

"Desirable" The terms "may", "can", "should", "preferably", or "prefers" to identify a desirable or discretionary item or factor (as opposed to "mandatory").

"Evaluation Committee" means a body appointed by the County management to perform the evaluation of Offeror proposals.

"Finalist" is defined as an Offeror who meets all the mandatory specifications of this Request for Proposals and whose score on evaluation factors is sufficiently high to merit further consideration by the Evaluation Committee.

"Mandatory" The terms "must", "shall", "will", "is required", or "are required", identify a mandatory item or factor (as opposed to "desirable"). Failure to meet a mandatory item or factor will result in the rejection of the Offeror's proposal.

"ERP" refers to Enterprise Resource Planning to which the County requests proposals.

"Offeror" is any person, corporation, or partnership who chooses to submit a proposal.

"Procurement Manager" means the person or designee authorized by the County and the State of New Mexico to make all procurement determinations pursuant to NMSA 1978, Chapter 13 of the State Procurement Code and County Purchasing Regulations and Policies.

"Purchasing Division" means the Santa Fe County Purchasing Division, County Manager Department.

"Procurement Specialist" means the person or designee authorized by the Procurement Manager to administer and manage the procurement.

"Request for Proposals" or "RFP" pursuant to NMSA 1978, Section 13-1-111. Competitive sealed proposals; conditions for use and means all documents, including those attached or incorporated by reference, used for soliciting proposals.

"Responsible Offeror" means an Offeror who submits a responsive proposal and who has furnished, when required, information and data to prove that its financial resources, production or service facilities, personnel, service reputation and experience are adequate to make satisfactory delivery of the services or items of tangible personal property described in the RFP.

"Responsive Offer" or "Responsive Proposal" means an offer or proposal which conforms in all material respects to the requirements set forth in the request for proposals. Material respects of a request for proposals include, but are not limited to, price, quality, quantity or delivery requirements.

III. CONDITIONS GOVERNING THE PROCUREMENT

This section of the RFP contains the schedule for the procurement, describes the major procurement events and the conditions governing the procurement.

A. SEQUENCE OF EVENTS

The Procurement Manager will make every effort to adhere to the following schedule:

Action	**Responsibility**	**Date**
1. Issuance of RFP	Purchasing Division	07/27 & 07/28/2025
2. Pre-Proposal Conference (Virtual)	Owner / Offerors / Purchasing	08/5/2025
3. Acknowledgement of Receipt Form	Offerors	08/6/2025
4. Deadline to Submit Additional Questions	Offerors	08/8/2025
5. Response to Written Questions	Purchasing Division	08/15/2025
6. Submission of Proposal (2:00 PM)	**Offerors**	**09/8/2025**
7. Proposal Evaluation Review	Evaluation Committee	09/22/2025
8. Offeror Short List Identified	Evaluation Committee	09/24/2025
9. Oral Presentations / System Demos	Offeror	10/06/2025
10. Reference Calls	Purchasing Division	10/06/2025
11. Due Diligence | Final Offeror Selection	County/Purchasing	11/03/2025
12. Contract Negotiations	County, Offeror	11/05/2025
13. Contract Award	Purchasing Division	12/15/2025

Santa Fe County reserves the right, at its sole discretion, to adjust this schedule, as it deems necessary. Notification of any adjustment to the RFP Schedule of Events will be provided in the form of an "Addendum," which will be posted on the County's website at http://www.santafecountynm.gov/finance/purchasing-division/current-bid-solicitations.

It is the Offeror's responsibility to check regularly for addenda, clarifications, and other notifications that may be pertinent to this process.

The RFP and subsequent evaluation of proposals will allow the County to identify a Short List of finalists. The Short-Listed finalists will be invited to complete an on-site (County of Sante Fe) system demonstration and oral presentation. Upon the completion of the system

demonstrations, the County intends to select the Offeror of choice for the system implementation.

The scripted system demonstration is not intended to be a generic demonstration of the application, but rather a demonstration of specific product functionality deemed most critical to the County. Offerors must be prepared to invest time and resources in the system demonstration to be successful with this procurement. The County will provide the agenda, demonstration scripts, use cases, and other relevant information before the scheduled demonstration.

The County expects that the foundational/basic functionality will be demonstrated along with any need for customization. The County intends to negotiate final agreements upon the selection of the Offeror finalist for each of the components of the RFP. If the finalist's solution fails to satisfy the needs of the County, the County may terminate negotiations and proceed with the next highest scoring Offeror.

B. EXPLANATION OF EVENTS

The following paragraphs describe the activities listed in the sequence of events shown in Section III, Paragraph A.

1. Issuance of RFP

This RFP is being issued by the Santa Fe County Purchasing Division, on behalf of Santa Fe County.

2. Pre-Proposal Conference

A virtual Pre-Proposal Conference is scheduled to occur on the date indicated in the Sequence of Events at Section III.A. Questions may be submitted at the Pre-Proposal Conference and until the date indicated in the Sequence of Events at Section III.A. **All questions must be in writing and e-mailed to Bill Taylor, Procurement Manager, at wtaylor@santafecountynm.gov**. A public log will be kept of the names of potential Offerors who attended the Pre-Proposal Conference Offerors are strongly encouraged to attend the Pre-Proposal Conference.

3. Acknowledgement of Receipt Form

Potential Offerors should hand-deliver, return by facsimile or e-mail the Acknowledgement of Receipt Form provided as Appendix D to have its name and firm placed on the procurement distribution list. The form should be signed by an authorized representative of the organization, dated and returned by close of business on August 6, 2025.

The procurement distribution list will be used for the distribution of written responses to questions and any RFP addenda.

4. Deadline to Submit Additional Written Questions

Potential Offerors may submit written questions regarding this RFP until the close of business on the date indicated in the Sequence of Events at Section III.A. All written questions must be addressed to the Procurement Manager, listed in Section II.E and sent via facsimile or e-mail. ***Any contact with any other County staff member or persons other than the Procurement Manager named in this solicitation may be grounds for disqualification.***

5. Response to Written Questions

Written responses to written questions and any RFP addenda will be distributed on the date indicated in the Sequence of Events at Section III.A, to all potential Offerors whose names appear on the procurement distribution list.

Additional written requests for clarification of distributed answers or addenda must be received by the Procurement Manager no later than one (1) day after the answers or addenda were issued.

6. Submission of Proposal

ALL OFFEROR PROPOSALS MUST BE RECEIVED FOR REVIEW AND EVALUATION BY THE PROCUREMENT MANAGER OR DESIGNEE NO LATER THAN 2:00 PM MST, Monday, September 8, 2025. *Proposals received after this deadline will not be accepted*. The date and time of receipt will be recorded on each proposal. Proposals must be addressed and delivered to the Procurement Manager at the address listed in Section II.E. Proposals must be sealed and labeled on the outside of the package to clearly indicate that they are in response to the County's Request for Proposals No. **Proposals may also be submitted electronically via Dropbox at the link provided below.**
https://www.dropbox.com/request/2fFc9uzuemEU3Vp1FDX5

Proposals must be delivered to:

Bill Taylor, Procurement Manager
Santa Fe County Purchasing Division
102 Grant Avenue (First Floor)
Santa Fe, New Mexico 87501

A public log will be kept of the names of all Offerors who submitted proposals. Pursuant to NMSA 1978, Section 13-1-116, the contents of any proposal shall

not be disclosed so as to be available to competing Offerors during the negotiation process.

7. Proposal Evaluation

The evaluation of proposals will be performed by an evaluation committee appointed by the County ("Evaluation Committee"). This process will take place during the timeframe indicated in the Sequence of Events at III.A. During this time, the Procurement Manager may initiate discussions with Offerors who submit responsive or potentially responsive proposals for the purpose of clarifying aspects of the proposals, but proposals may be accepted and evaluated without such discussion. **Discussions SHALL NOT be initiated by the Offerors.**

8. Offeror Short List Identified

The Evaluation Committee may select and the Procurement Manager may notify the Finalist Offerors on the date indicated in the Sequence of Events at Section III.A. Only Finalists will be invited to participate in the subsequent steps of the procurement if the Finalist process is used.

9. Oral Presentations / System Demonstrations

Finalist Offerors may be required to demonstrate their proposed solutions to the Evaluation Committee. As part of the system demonstration, the Offerors are asked to provide an oral presentation addressing key aspects of their proposal. The Procurement Manager will schedule the time for each Offeror demonstration. All finalist Offerors will be contacted to schedule presentations, providing a location and instructions for the system demonstrations. Demonstrations are preferred to be conducted onsite; however, a hybrid format (both in-person and virtual) is acceptable as well.

10. Reference Calls

The references provided by the Offeror in their client reference information will be contacted as part of the evaluation process. The purpose of these reference checks is to validate the Offeror's past performance, quality of service delivery, and adherence to schedules and budgets. The Evaluation Committee reserves the right to contact any or all references listed, as well as other known clients of the Offeror, regardless of whether they were specifically named in the proposal.

11. Final Offeror Selection

The final selection will be based on the Offeror's performance during the system demonstration. The selected Offeror should provide the best overall value and demonstrate the most effective solution aligned with the system(s) requirements.

The County reserves the right to negotiate final terms and to reject any or all proposals. Finalist Offerors may be asked to submit revisions to their proposals for the purpose of obtaining best and final offers.

12. Contract Negotiations

The Contract will be finalized with the most advantageous Offeror during the timeframe indicated in the Sequence of Events at Section III.A. In the event that mutually agreeable terms cannot be reached within the time specified, the County reserves the right to finalize a Contract with the next most advantageous Offeror without undertaking a new procurement process.

13. Contract Award

The County anticipates awarding the Contract on the date in the Sequence of Events at Section III.A. These dates are subject to change at the discretion of the Santa Fe County Procurement Manager. The County reserves the right to issue a multiple award pursuant to NMSA 1978 13-1-153.

The Contract shall be awarded to the Offeror or Offerors whose proposal is most advantageous to the County, taking into consideration the evaluation factors set forth in the RFP.

While the County's preference is to award a single Contract for a comprehensive system, a multiple award may be issued to the most advantageous proposal and system for the County.

14. Right to Protest

Any protest by an Offeror must be in writing and submitted timely, pursuant to NMSA 1978, Section 13-1-172 and applicable procurement regulations. Protests must be written and must include the name and address of the protestor and the request for proposals number. It must also contain a statement of grounds for protest including appropriate supporting exhibits. The protests must be delivered to the Santa Fe County Purchasing Division:

Santa Fe County Procurement Office
Attn: Bill Taylor, CPO/ Procurement Manager
P.O. Box 276
Santa Fe, New Mexico 87504

Protests will not be accepted by facsimile or other electronic means. Protests received after the deadline will not be accepted.

C. GENERAL REQUIREMENTS

This procurement will be conducted in accordance with Chapter 13, NMSA 1978, (Procurement Code and statutes governing public purchases); Chapter 4, NMAC 1.4.1 et seq. (State Procurement Regulation); and the Santa Fe County Procurement Regulations.

1. Acceptance of Conditions Governing the Procurement

Offerors must indicate their acceptance of the Conditions Governing the Procurement section in the letter of transmittal. Submission of a proposal constitutes acceptance of the terms and conditions of the contract template attached hereto as Appendix H, some or all of which terms will be incorporated into the final Contract documents to be negotiated between the County and the awarded Offeror.

2. Incurring Cost

Any cost incurred by the Offeror in preparation, transmittal, presentation of any proposal or material submitted in response to this RFP shall be borne solely by the Offeror.

3. Prime Contractor Responsibility

Any Contract that may result from this RFP shall specify that the prime Contractor is solely responsible for fulfillment of the Contract with the County. The County will make contract payments to only the prime Contractor.

4. Subcontractors

Use of subcontractors must be clearly explained in the proposal, and major subcontractors must be identified by name. The prime Contractor shall be wholly responsible for the performance of the Contract with the County whether or not subcontractors are used.

5. Amended Proposals

An Offeror may submit an amended proposal before the deadline for receipt of proposals. Such amended proposal must be a complete replacement of the previously submitted proposal and must be clearly identified as such in the transmittal letter. County personnel will not merge, collate, or assemble proposal materials.

6. Offerors' Rights to Withdraw Proposal

Offerors will be allowed to withdraw their proposals at any time prior to the deadline for receipt of proposals. The Offeror must submit a written withdrawal request signed by the Offeror's duly authorized representative addressed to the Procurement Manager. The approval or denial of withdrawal requests received after the deadline for receipt of the proposals is governed by the applicable procurement regulations.

7. Proposal Offer Firm

Responses to this RFP, including proposal prices, will be considered firm for ninety (90) days after the due date for receipt of proposals or ninety (90) days after receipt of a best and final offer if one is submitted.

8. Disclosure of Proposal Contents

Proposals shall not be opened publicly and shall not be open to public inspection until after an Offeror has been selected for award of a Contract.

An Offeror may request in writing non-disclosure of confidential data. Proprietary or confidential data shall be readily separable from the proposal in order to facilitate eventual public inspection of the non-confidential portion of the proposal. Confidential data is normally restricted to confidential financial information concerning the Offeror's organization and data that qualifies as a trade secret in accordance with the Uniform Trade Secrets Act, 57-3A-1 to 57-3A-7, NMSA 1978. The price of products offered or the cost of services proposed shall not be designated as proprietary or confidential information.

If a request is received for disclosure of data for which an Offeror has made a written request for confidentiality, the Santa Fe County Procurement Manager shall examine the Offeror's request and make a written determination that specifies which portions of the proposal should be disclosed. Unless the Offeror takes legal action to prevent the disclosure, the proposal will be so disclosed. The proposal shall be open to public inspection subject to any continuing prohibition on the disclosure of confidential data.

9. No Obligation

This procurement in no manner obligates Santa Fe County or any of its departments to the use of any proposed professional services until a valid written Contract is awarded and approved by the appropriate authorities.

10. Termination

This RFP may be canceled at any time and any and all proposals may be rejected in whole or in part when the County determines such action to be in the best interest of the County.

11. Sufficient Appropriation

Any Contract awarded as a result of this RFP process may be terminated if sufficient appropriations or authorizations do not exist. Such termination will be effected by sending written notice to the Contractor. The County's decision as to whether sufficient appropriations and authorizations are available will be accepted by the Contractor as final.

12. Legal Review

The County requires that all Offerors agree to be bound by the General Requirements contained in this RFP. Any Offeror concerns must be promptly brought to the attention of the Procurement Manager.

13. Governing Law

This procurement and any agreement with Offerors that may result shall be governed by the laws of the State of New Mexico.

14. Basis for Proposal

Only information supplied by the County in writing through the Procurement Manager or in this RFP should be used as the basis for the preparation of Offeror proposals.

15. Contract Terms and Conditions

The Contract between the County and the Contractor will follow the format specified by the County and contain the terms and conditions set forth in Appendix H. The County may require a selected Offeror to modify their contract documents to be consistent with the terms and conditions set forth in Appendix H, subject to modifications as may be negotiated.

16. Contract Deviations

Any additional terms and conditions, which may be the subject of negotiation, will be discussed only between the County and the selected Offeror and shall not be deemed an opportunity to amend the proposal.

17. Offeror Qualifications

The Evaluation Committee may make such investigations as necessary to determine the ability of the Offeror to adhere to the requirements specified within this RFP. The Evaluation Committee will reject the proposal of any Offeror who

is not a responsible Offeror or fails to submit a responsive offer as defined in Sections 13-1-83 and 13-1-85 NMSA, 1978, subject to Procurement Manager approval.

18. Right to Waive Minor Irregularities

The Evaluation Committee reserves the right to waive minor technical irregularities. This right is at the sole discretion of the Evaluation Committee subject to the Procurement Manager approval.

19. Change in Contractor Representatives

The County reserves the right to require a change in Contractor representatives if the assigned representatives are not, in the opinion of the County, meeting the County's needs adequately. Any change in Contractor representative must receive prior County approval.

20. Notice

The State Procurement Code, Sections 13-1-28 through 13-1-199, NMSA 1978, imposes civil and misdemeanor criminal penalties for its violation. In addition, the New Mexico criminal statutes impose felony penalties for bribes, gratuities and kick-backs.

21. County Rights

The County reserves the right to accept all or a portion of an Offeror's proposal.

22. Right to Publish

Throughout the duration of this procurement process and Contract term, potential Offerors and Contractors must secure from the County written approval prior to the release of any information that pertains to the potential work or activities covered by this procurement or the subsequent Contract. Failure to adhere to this requirement may result in disqualification of the Offeror's proposal or termination of the Contract.

23. Ownership of Proposals

All documents submitted in response to this Request for Proposals shall become the property of the County. However, any technical or user documentation submitted with the proposals of non-selected Offerors shall be returned after the expiration of the protest period.

24. Electronic Mail Address Recommended

A large part of the communication regarding this procurement will be conducted by electronic mail (e-mail). It is recommended that the Offeror have a valid e-mail address to receive e-mail correspondence.

25. Preferences in Procurement by Santa Fe County

A. New Mexico In-state Preference.

New Mexico law, Section 13-1-21 NMSA 1978, provides a preference in the award of a public works contract for an "**in-state resident business**" or **"native American resident business".** Application of a resident or native American contractor preference for any Offeror requires the Offeror to provide a copy of a valid and current certificate as a resident or native American resident contractor. Certificates are issued by the state taxation and revenue department.

If an Offeror submits with its proposal a copy of a valid and current in-state resident or native American resident contractor certificate, 8% of the total weight of all evaluation factors used in the evaluation of proposals will be awarded or added to the Offeror's score.

Certification by the department of taxation and revenue for the resident or native American resident contractor takes into consideration such activities as the business' payment of property taxes or rent in the state and payment of unemployment insurance on employees who are residents of the state.

OR

B. New Mexico Resident Veteran or Native American Resident Veteran Preference.

New Mexico law, Section 13-1-21 NMSA 1978, provides a preference in the award of a public works contract for a "**resident veteran business**" or **"native American resident veteran business".** Certification by the department of taxation and revenue for the resident veteran business and native American resident veteran requires the Offeror to provide evidence of annual revenue and other evidence of veteran and native American status.

An Offeror who wants the veteran or native American veteran contractor preference to be applied to its proposal is required to submit with its proposal the certification from the department of taxation and revenue and the sworn affidavit attached hereto as Appendix F.

If an Offeror submits with its proposal a copy of a valid and current veteran resident contractor certificate, 10% of the total weight of all the evaluation factors used in the evaluation of proposals will be awarded or added to the Offeror's score.

The resident or native American resident contractor preference is not cumulative with the resident veteran or native American resident veteran contractor preference.

AND

C. ***Santa Fe County Business Preference***

Santa Fe County Ordinance 2012-4 provides for a **County preference** for a "Santa Fe County business." Application of the County preference in procurement requires an Offeror to obtain and provide a Santa Fe County Business Certificate issued by the Santa Fe County Procurement Manager. Certification by the Procurement Manager takes into consideration the business' corporate standing in the state, business licensure or registration, the duration of the business' primary office location and the payment of taxes.

If an Offeror submits with its proposal a copy of its Santa Fe County Business Certificate issued by the Purchasing Manager, five (5%) of the total weight of all the evaluation factors used in the evaluation of proposals may be awarded to the Offerors score.

The Resident Business, Resident Veteran Business or Santa Fe County Business preferences do not apply to procurement of services or goods involving federal funds or federal grant funds.

26. <u>Double-Sided Documents</u>

All submitted bids/proposal documents shall be double-sided, pursuant to Santa Fe County Resolution 2013-7, Adopting Sustainable Resource Management Principles, Section 2. A. Waste Reduction and Reuse…" all documents are to be

double-sided, including those that are generated by outside entities using County funds and by consultants and contractors doing business with the County".

27. Living Wage

Contractor shall comply with the requirements of Santa Fe County Ordinance No. 2014-1 (Establishing a Living Wage).

28. Proposal Errors

Offerors are liable for all errors or omissions contained in their proposals. Offerors shall not be allowed to alter proposal documents after the deadline for submitting a proposal.

29. Licensure

Before a Contract pursuant to this RFP is signed, the Offeror must hold all necessary, applicable business and professional licenses. The State may require any or all Offerors to submit evidence of proper licensure.

30. Incorrect Proposal Information

If the County determines that a Proposer has provided, for consideration in the evaluation process or Contract negotiations, incorrect information, which the Proposer knew or should have known, was materially incorrect, that proposal shall be determined non-responsive, and the proposal shall be rejected.

31. Proposal of Alternate Services

Proposals of alternate services (i.e., proposals that offer something different from that requested by the RFP) shall be considered non-responsive and rejected.

IV. RESPONSE FORMAT AND ORGANIZATION

A. NUMBER OF RESPONSES

Offerors shall submit only one response to this RFP.

B. NUMBER OF COPIES

It is required that the Offeror submit an electronic copy of the proposal to the RFP through the Dropbox link. If submitting responses electronically via Dropbox, please submit two (2) separate files: one file for the technical response to the criteria factors in the RFP and a separate file for Appendix G Cost Proposal. Please utilize this link to upload your proposal submission. https://www.dropbox.com/request/2fFc9uzuemEU3Vp1FDX5

C. PROPOSAL FORMAT

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, professional licenses, certifications, resumes, all other appendices and responses to the Requirements Traceability Matrix, which shall be added as appendices. The document shall be typewritten on standard 8 1/2 x 11 paper, with a font **of smaller than 12 pt. pitch**, with nominal 1" margins and normal line spacing. Proposals shall be bound with tabs delineating each section.

1. Proposal Organization

The proposal must be organized and indexed in the following format and must contain, as a minimum, all listed items in the sequence indicated.

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. All forms provided in the RFP must be thoroughly completed and included in the appropriate section of the proposal.

Any proposal that does not adhere to these requirements may be deemed non-responsive and rejected on that basis.

The **proposal summary** may be included by Offerors to provide the Evaluation Committee with an overview of the technical and business features of the proposal; however, this material will not be used in the evaluation process unless specifically referenced from other portions of the Offeror's proposal.

Section	Proposal Format
1	Letter of Transmittal (excluded from page limit)
2	Response to County Terms and Conditions (excluded from page limit)
3	Offeror Proposal Identification Schedule (excluded from page limit)
4	Executive Summary (included in page limit)
5	Offeror Qualifications (included in page limit)
6	Proposed Solution(s) (included in page limit)
7	Staffing Plan (included in page limit)
8	Functional System Requirements (included in page limit)
9	Implementation Plan (included in page limit)
10	Ongoing Support Services (excluded from page limit)
11	Client References (included in page limit)
12	Offeror Contract Samples (excluded from page limit)
13	Exceptions and Deviations (excluded from page limit)
14	Other Required Forms and Attachments (excluded from page limit)
15	Cost Proposal - Appendix G **(One in a separate sealed envelope with the original proposal submission only, if submitted electronically, submitted as a separate file) (excluded from page limit)**
16	Campaign Contribution Disclosure Statement (excluded from page limit)
17	Copy of insurance certificate (excluded from page limit)

Offerors may attach other materials that they feel may improve the quality of their responses. However, these materials should be included as items in a separate appendix.

1. **Letter of Transmittal (Proposal Section 1)**

Each proposal must be accompanied by a letter of transmittal. The letter of transmittal MUST:

A. Identify the submitting person or organization.
B. Identify the name and title of the person authorized by the organization to contractually obligate the organization.
C. Identify the name, title and telephone number of the person authorized to negotiate the contract on behalf of the organization.
D. Identify the names, titles and telephone numbers of people to be contacted for clarification.
E. **Explicitly** indicate Acceptance of the Conditions Governing the Procurement stated in Section III, Paragraph C.1.
F. **Explicitly** indicate acknowledgment and acceptance of the terms and conditions of the Agreement detailed in Appendix H. Detail any exceptions to the Agreement if needed.
G. Be signed by the person authorized to contractually obligate the organization.
H. Acknowledge receipt of any and all amendments to this RFP.

2. Response to County Terms and Conditions (Proposal Section 2)

Acknowledge and acceptance of the terms and conditions of the Agreement detailed in Appendix H. A copy of the County Standard Contract Terms & Conditions document is attached as Attachment 4.

3. Offeror Proposal Identification Schedule (Proposal Section 3)

Offerors are required to complete the Offeror Proposal Identification Schedule (Attachment 3) to indicate which ERP solution(s) within the scope of work for the RFP they are proposing to address.

4. Executive Summary (Proposal Section 4)

The Offerors shall include an Executive Summary as a brief narrative describing the proposed solution(s) being offered by the Offerors. The summary should contain minimal technical jargon and should be oriented toward non-technical personnel. The Executive Summary must not include cost quotations. It is recommended that the Executive Summary is limited to one (1) page.

5. Offeror Qualifications (Proposal Section 5)

Offerors shall indicate whether they are registered to do business in the State of New Mexico. Additionally, Offerors shall provide a summarized description of the System and Organization Controls (SOC) relevant to the proposed solution(s). This includes an overview of how the Offeror ensures data confidentiality, system integrity, and operational availability. Full audit reports are not required at this stage; however, the Offeror should indicate the existence of such reports and describe their relevance. Provide a summary of your control environment, including:

A. Type(s) of SOC reports available (e.g., SOC 1 Type II, SOC 2 Type II), including scope of coverage and frequency of audit.
B. Description of core control practices in place for security, availability, and privacy as they pertain to the services offered.
C. Summary of the Offeror's process for addressing audit findings and providing visibility to the County regarding control effectiveness during and after implementation.

Additional aspects of Offeror qualifications will be evaluated in accordance with the established proposal evaluation criteria.

6. Proposed Solution(s) (Proposal Section 6)

The Offerors shall provide a general description of the Proposed Solution(s), as well as technical aspects and how they will meet the requirements of the RFP. This section must address, at a minimum, the following items:

A. Describe the Offeror's overall proposed technology solution(s).
B. Describe the product direction for the company, including time frames.
C. Describe unique aspects of the Offeror's solution(s) in the marketplace.
D. Describe components of the solution(s) that are industry-standard versus proprietary to the Offeror.
E. For third-party products proposed that are integrated with the Offerors' solution(s), provide the following item for each product:
    A. The reason that this product is a third-party product versus being part of the Offerors' software solution(s);
    B. The extent to which this third-party product is integrated with the Offerors' solution(s).
F. Storage Environment
G. Describe the proposed Cloud solution(s) offered by the Offeror. Please describe how the County's critical data will be stored and kept safe, the backup process, the upgrade process, and all other aspects of the solution(s) offering. Detail the County's options to access or retain data for the long term. Also, break down responsibilities that the Offeror owns and those that are owned by the County.
H. Hardware
I. Describe any hardware proposed to support the end-user in operating the cloud-based solution(s).

7. Staffing Plan (Proposal Section 7)

The Offeror shall provide a Staffing Plan, including the designation of the Principal or Project Manager, who will have direct and continued responsibility for the project. This will be the single-point-of-contact on all matters dealing with the project and will handle the day-to-day project management activities through completion. The

Offeror must detail all personnel assigned to the proposed implementation team, including a listing of their individual job responsibilities for this project. If the Offeror are using subcontractors, please include information on subcontracting staff being used and their specific role on the project. The Offeror will be responsible for verifying the experience and qualifications for any outsourced work to sub-contractors. The Offeror is also responsible for paying its employees and any subcontractors the Offeror hires. Resumes should be included for all personnel that will be assigned to the project.

A. Project Manager Qualifications:
   I. Be a permanent employee of the firm.
   II. Oversee all aspects of the project.
   III. Serve as the constant primary point of contact for the County
   IV. Minimum of ten (10) years of relevant experience.

B. Key Team Members Qualifications:
   I. Minimum of five (5) years of relevant experience.

The Offerors shall also provide an overall project management approach, including a project organizational structure, which identifies anticipated County staff involvement during the project. Identify the roles and responsibilities of each component of this structure.

8. Functional System Requirements (Proposal Section 8)

The Offerors are required to complete and submit a list of system requirements per proposed solution with their proposals. The list of system requirements for the ERP is included in Appendix I (System Requirements)

Please note: The response to these requirements should be provided in the exact format as provided (e.g., no additional macros, formulas, extra columns, modifications, passwords, etc.). Failure to do so may result in the disqualification of the entire proposal.

9. Implementation Plan (Proposal Section 9)

Vendors shall submit a narrative implementation plan, supported by an activity-level Microsoft Project Plan. While a Microsoft Project file is preferred, A PDF upload is acceptable if the Offeror is selected, the County would like to have access to the Offeror's Project Plan or their chosen project management software to facilitate ease of access and collaboration. This comprehensive implementation plan should include the following elements:

A. General Implementation Approach
B. Data Conversion/Migration Plan

C. Report Development
D. Integration and Interfaces
E. Testing
F. Training
G. System Documentation and Manual
H. Disaster Recovery Plan
I. Business Continuity Plan
J. Knowledge Transfer

The Offeror should not be constrained to only include the above items in the proposal response if the provision of additional elements may add value to the overall implementation.

Further information that is requested as part of the Offeror's proposal:

A. General Implementation Approach (Proposal Section 9a)

The Offerors shall provide a general overview of the proposed implementation approach intended for use at the County that includes addressing the following items:

I. Describe the approach for transition from the sales cycle to the implementation phase of the project, including any pre-implementation planning.
II. Describe the project methodology as it relates to implementing a solution on time, within the proposed budget, and with the ability to meet the unique needs of a public sector client like the County.
III. Describe your approach to phasing the implementation of proposed solution(s), by functional area. What is your recommended approach for this implementation? Describe the expected level of engagement with County staff.

Any unique tools, techniques, or methods that the Offerors intend to use related to the implementation should be described in this section.

B. Data Conversion/Migration Plan (Proposal Section 9b)

The Offerors shall provide a Data Conversion/Migration Plan for assisting the County in the conversion and migration of both electronic and manual data to the new system. It is anticipated that the County will be responsible for data extraction from current systems and data clean-up and that the Offeror will be responsible for overall data conversion coordination, definition of file layouts, and data import and validation into the new solution(s). Please describe:

I. Your general approach towards data conversion and migration and how you would work with the County to conclude on what should be converted and/or migrated.
II. Your recommended approach toward retention of legacy data.
III. The County anticipates transitioning between two (2) to five (5) fiscal years of transactional data from the legacy systems, depending on cost considerations. Of that, a minimum of two (2) years of data should be available at go-live, with the remaining years migrated in a phased approach over a six (6) month period, or as otherwise agreed. The current year-to-date will also require conversion.

C. Report Development (Proposal Section 9c)

The Offeror shall provide an approach to address Report Development related to the proposed solution(s). Reporting requirements are provided in Appendix I (under the System Requirements), it is anticipated that the Offerors will take the lead on developing any reports required as part of the initial deployment of the system. The County anticipates the need for approximately 100 custom reports as part of system implementation, including at least 33 low-complexity, 33 medium-complexity, and 34 high-complexity reports. The Offerors is expected to provide specialized knowledge and information to the County staff during the development of needed reports, via technical training on the tools used for report development. Provide information on your reporting approach, including:

I. Description of various methods of reporting including any ad-hoc, no code capabilities.
II. Methods for the County to identify, specify, and develop required custom County reports during the implementation and a method for the County to create reports post-implementation.

As part of implementation, the Offeror shall conduct a reporting needs analysis in collaboration with County staff. This effort shall evaluate the County's existing reports and determine which are essential for day-to-day operations in the future-state environment. The Offeror shall identify which of these can be met through standard out-of-the-box reports, and which will require custom development. Based on this analysis, the Offeror shall propose a recommended count of custom reports and document the rationale for excluding any current reports deemed obsolete or workaround-based.

D. Integration and Interfaces (Proposal Section 9d)

The Offerors shall provide a plan for Integration and Interfaces. It is expected that an end-user would generally need to enter data once into the systems, and that

information would be accessible across systems in real-time due to integrations. Modules within the systems should be integrated in real-time with each other such that batch processes are not required to transfer information from one area of the systems to another. The Offeror must comply with the information contained in Appendix I (System Requirements) to meet the County's business needs.

Additionally, please describe the following items:

I. The extent to which the various modules are integrated versus being purchased separately and interfaced.
II. Your approach towards interfacing and integration with other solutions including the use of specific tools, methods, and standards.
III. Data exchange standards (e.g., XML, Web Services, or EDI) supported or provided by your software.
IV. Potential issues for integrating with specific technologies that are used within the County.
V. Potential tools or assistance to easily incorporate customizations into new versions/releases of your software, if local customizations are made.

E. Testing (Proposal Section 9e)

The Offerors shall describe their recommended approach to the following types of testing that are anticipated to be performed as part of the implementation phase of the project, along with the level of County staff engagement in the Testing process:

I. System Testing
II. Integration Testing
III. Stress/Performance Testing
IV. User Acceptance Testing (UAT)

F. Training (Proposal Section 9f)

The Offerors shall provide the County with training programs to assure all end-users understand the core functionality of the solution(s) and can execute the associated workflows. It is important to note that the County intends to explore the advantages, disadvantages, and related costs of the following two (2) implementation training approaches:

End-user Training Approach: All end-user and technical training will be performed on-site through implementation and be performed by the Offerors.

I. End-user implementation training will be provided by the Offerors and include joint participation by the relevant County process owners supporting the process area in the new software systems.

II. Technical Implementation training will include training for County IT staff on the technologies and processes required to support the new solution(s).

Train the Trainer Approach: The Offeror will incorporate a "train the trainer" approach where only crucial County team leaders will be trained through implementation on their modules, and then they will train the remainder of the County staff in their respective areas.

I. This training will be provided at a County facility.
II. Training materials supplied by the Offerors would be used by SMEs and team leads for training their staff.
III. Web conference or remote online tutorial sessions would be available to SME and team lead staff to participate in after initial training was completed in their module.
IV. Technical Implementation training will include training only crucial IT staff to support the new systems.

The Offerors shall provide an overall description of both training methods, including the following:

I. General timeframes in which both types of training will be conducted
II. The Offeror must list the nature, level, and amount of training to be provided for both options in each of the following areas:
    i. Technical training (e.g., programming, operations, etc.)
    ii. User training
    iii. Other staff (e.g., executive-level administrative staff)

G. System Documentation and Manuals (Proposal Section 9g)

The Offeror shall provide user manuals and online help for use by the County as part of the initial training and on-going operational support. Additionally, the Offeror is expected to provide technical documentation.

I. Describe what documentation (user guide, a technical guide, training materials, online resources, etc.) is readily available as part of the proposed solution(s). Any related costs should be identified in the Cost Proposal **(Appendix G)**.
II. Describe what types of documentation you anticipate developing during the project.
III. Describe how updates and upgrades to modules post-go-live are communicated to users, including whether training or additional resources are provided to support these changes.

H. Disaster Recovery Plan (Proposal Section 9h)

The Offeror shall describe the Disaster Recovery Plan and associated services provided around disaster recovery, if any, as part of your proposed solution(s).

I. Business Continuity Plan (Proposal Section 9i)

The Offeror shall describe the Business Continuity Plan and associated services provided to ensure continuity of operations during disruptive events, if any, as part of your proposed solution(s).

J. Knowledge Transfer (Proposal Section 9j)

The Offerors shall describe their process for ensuring that a transfer of knowledge occurs back to the County staff such that staff is capable of supporting and maintaining the application in the most proficient manner once the Offerors' implementation engagement is complete.

10. Ongoing Support Services (Proposal Section 10)

The Offerors shall specify the nature and conditions of any post-implementation support options, including:

I. System outages (Level 1 – System is down and requires immediate support, maximum thirty-minute (30) response time, Level 2 – Major functionality of the system is impacted, or parts of the system are down, maximum one hour (1) response time, Level 3 – non-mission critical processes are impacted, maximum of four (4) hour response time).

II. Post-go live support that is included in the proposal response. The selected Offeror's implementation team shall provide comprehensive post-go-live support for a minimum period of 60 days following system go-live. This support must include hands-on assistance through at least two (2) complete payroll cycles, end-to-end validation of financial transactions, user support for high-priority issues, and stabilization of system performance. The Offeror must also provide prioritized support for any critical issues identified during the initial production use of the system, with dedicated resources available to resolve issues promptly. A post-go-live support plan and staffing structure must be included in the proposal.

III. Onsite support (e.g., system tuning, application configuration, interface issues, report development, network optimization, user training and tips to optimize the user experience)

IV. Telephone support

V. Help Desk services (If there is a service level agreement for your help desk, please provide a copy with your RFP response.)

VI. Toll-free support line

VII. Users group (i.e., information about it, where it is held and when. If no, are you planning one?)
VIII. Online user community/knowledgebase (i.e., how it is accessed, who updates it, etc.)
IX. User groups and conferences

The Offerors shall also describe the "Software as a Service" Service Level Agreement and options with associated pricing referenced in the Total Project Cost (Appendix G).

11. Client References (Proposal Section 11)

Offeror shall provide five (5) references including the contact names, phone numbers, email addresses, mailing addresses, contract value, and a project summary from customers for whom the Offeror is currently (or has previously) provided services as required in the RFP, within the last five (5) years.

Of the five (5) client references, the Offeror shall provide three (3) of which are comparable Counties. References will be contacted by the County to assist with the evaluation of experience, expertise, and customer satisfaction. Comparable client references should demonstrate a similar scale to the County, in terms of population served, operating budget, number of employees, functional areas, etc. Each reference must be willing to make themselves available for a conference call and possible site visit. Furthermore, the County would prefer to have at least one Offeror reference from a New Mexico-based client.

The template for completing Offeror references is provided in Attachment 2 (Client References).

12. Offeror Contract Samples (Proposal Section 12)

The Offerors shall provide its sample contract templates it typically uses for the services it is offering, including but not limited to Software License, SaaS fees, 3rd Party Agreements, Maintenance, Services, Service Level Agreements, Remote Access, etc., as may be applicable. These contracts will be negotiated with the Contractor(s) and therefore the samples are not expected to be filled out specifically for the County, but will instead be used to provide example templates that may or may not be used, in whole or in part, for negotiating final contracts. The final contracts may include performance criteria and penalties for non-performance of services. will instead be used to provide example templates that may or may not be used, in whole or in part, for negotiating final contracts. The final contracts may include performance criteria and penalties for non-performance of services.

13. Exceptions and Deviations (Proposal Section 13)

The Offerors shall provide a written description of any exceptions and deviations to the requirements of this RFP solicitation. This section will be all-inclusive and will contain a definition statement of every objection or deviation with adherence to specific sections within the RFP. Objections or deviations expressed only in other parts of the proposal, either directly or by implication, will not be accepted as deviations, and the Offerors in submitting a proposal will accept this stipulation without recourse.

14. Other Required Forms and Attachments (Proposal Section 14)

Please provide all other required forms in this section.

15. Cost Proposal (Separate, Stand-Alone Document)

The Offerors shall prepare a separate, stand-alone Cost Proposal, as defined in Appendix G, which offers itemized pricing (through Go-Live, along with re-occurring annual costs), for all software, hardware, proposed services, and different maximum amount for travel expenses. Where integration is a viable alternative to full system replacement, Offerors shall include cost estimates for both options. The Cost Proposal must encompass, but is not limited to, the following costs:

A. "Software as a Service" license with software assurance
B. Additional software modules (by functional area)
C. Implementation (including professional services and project management)
D. Annual maintenance, support, and SaaS Upgrades
E. Software integration
F. Hardware integration (as needed)
G. Data Conversion
H. Training
I. Travel Expenses

V. SPECIFICATIONS

Offerors should respond in the form of a thorough narrative to each mandatory specification. The narratives along with required supporting materials will be evaluated and awarded points accordingly.

A. INFORMATION

Time Frame

The Contract is scheduled to begin December 15th, 2025. Santa Fe County intends on awarding a Contract with an initial term of four (4) years.

B. EVALUATION CRITERIA

A brief explanation of each mandatory specification is listed below. Offerors are encouraged to fully address each category completely, as points are assigned for responses to each.

Section 6 – Proposed Solution(s)

- Clearly describe the overall proposed technology solution and its ability to meet the County's RFP requirements.
- Summarize the solution's product roadmap, including timeframes for key developments.
- Highlight any unique capabilities or differentiators in the marketplace.
- Specify which components are proprietary and which are industry-standard.
- For any proposed third-party tools:
    - Justify why a third-party product is used instead of native functionality.
    - Explain how tightly the product is integrated with the Offeror's solution.
- For the Cloud solution:
    - Describe data storage, backup, upgrades, long-term access, and security.
    - Define which responsibilities belong to the Offeror vs. the County.
- Identify any hardware requirements needed for end-users to access the solution.

Section 7 – Staffing Plan

- Identify a Project Manager who is a permanent employee, has at least 10 years of experience, and will serve as the single point of contact.
- List all key personnel with their specific project roles and relevant experience (minimum 5 years for key team members).

- Include resumes for all assigned staff.
- Disclose any subcontractors, including their roles and how their experience is verified.
- Present a clear project organizational structure, with expected County staff involvement.

Section 8 – Functional System Requirements

- Submit responses in the exact format of Appendix I, with no added columns, formulas, or modifications.
- Fully complete the system requirements list for each proposed solution.
- Ensure the response demonstrates compliance with all listed functional requirements.

Section 9 – Implementation Plan

- Provide a narrative implementation approach tailored to a public sector client, addressing timeline, budget, and requested scope of work.
- Describe the phasing of implementation by functional area, and the level of County staff engagement.
- Explain the data conversion/migration plan:
    - Plan for converting 2–5 years of transactional data.
    - Retention strategy for legacy data and making it available for reference purposes.
    - Collaboration approach and plan for data mapping and validation.
- Describe the report development process:
    - Plan for a minimum of 100 custom reports across complexity levels.
    - Methods for identifying required reports, differentiating standard vs. custom.
    - Approach for post-implementation report development and training.
    - List of available out-of-the-box reports
- Describe the integration/interface strategy:
    - Degree of native module integration vs. separate interfaced components.
    - Supported data exchange methods (e.g., Web Services, XML).
    - Compatibility with existing County systems and approach for integration.
- Outline testing methodology:
    - Include system testing, integration, performance/stress testing, and UAT.
    - Clarify County's role in each testing phase.
- Describe training options for both End-user and Train-the-Trainer models:
    - Delivery method, timing, materials, and post-implementation support.
    - Specify training for technical, functional, and executive users.

- Describe available documentation (user manuals, technical guides, etc.) and how updates will be communicated and supported.
- Provide disaster recovery and business continuity plans.
- Explain how knowledge will be transferred to ensure the County can independently support and maintain the system post-implementation.

Section 10 – Ongoing Support Services

- Detail response times for system support based on severity levels.
- Describe post-go-live support services for at least 60 days, including support for payroll cycles, financial validation, and system stabilization.
- Explain staffing structure and availability of dedicated support resources during stabilization.
- Describe ongoing support options, including onsite support, telephone and help desk services, user groups, and knowledgebase access.
- Include details about the SaaS Service Level Agreement and pricing.

Section 11 – Client References

- Provide five (5) complete client references, including three (3) comparable counties and one New Mexico-based client if available.
- References should be of similar scale and include full contact info, contract value, and project summary.
- Confirm reference availability for follow-up interviews or site visits.

C. COST PROPOSAL

Please submit in a separate file in Dropbox using this link.

https://www.dropbox.com/request/2fFc9uzuemEU3Vp1FDX5

If submitting additional paper copies, provide it in a separate sealed envelope with the original proposal ONLY (do not include in each of the eight additional copies, if submitting electronically. Offeror shall propose its cost for the tasks listed in the scope of work. A sample cost sheet is provided as **Appendix G, as part of the RFP package for download. The Cost Proposal template (Attachment 1) is provided on the County's website as part of the RFP package.**

VI. EVALUATION

A. EVALUATION SCORING

All scores for each Offeror shall be added together to arrive at a final score for each proposal. Proposals will then be ranked in descending order by the total proposal score. The County reserves the right to not enter into any contract as a result of this bid invitation.

Proposal Evaluation

The County's Evaluation Committee will conduct a detailed Proposal Evaluation of the Offerors' proposals once the submission period closes to determine basic responsiveness to stated minimum requirements. The evaluation will determine whether they are complete, that the documents have been properly signed, and that they are generally in order. Proposals that are not deemed complete will be removed from consideration and will not be reviewed by the County's Evaluation Committee. During the Proposal Evaluation, each Evaluation Committee Member will score the Offeror proposals using a proposal evaluation matrix form based on the Evaluation Criteria detailed below. All individual Evaluation Committee Member ratings are then added together to create a composite rating. This composite rating indicates the group's collective ranking of the highest-rated proposals. The highest-rated proposals will be short-listed and will move on to System Demonstrations.

Proposal Evaluation Metric	Weight
Transmittal Letter (Section 1)	Pass / Fail
Staffing Plan (Section 7)	100
Implementation Approach (Sections 6, 9, 10)	400
Response to Functional System Requirements (Section 8)	300
Client References (Section 11)	100
Cost Proposal (Stand-Alone Document)	100
Total Points	1000 points
Proposal Evaluation Metric	**Weight**

(Preference Points)	
New Mexico Resident or Native America Resident Business Certificate	8%
Resident Veteran or Native America Veteran Business Certificate	10%
Valid Santa Fe County Business Certificate	5%

B. PREFERENCES

If a proposal contains an In-State Resident Business Certificate or Resident Veterans Business Certificate and/or Santa Fe County Business Certificate, the applicable preference will be applied. The applicable preference will be applied as additional bonus points, awarded separately from the total evaluation score.

1)

a) Proposal contains a valid N.M. Resident or Native American Resident Business Certificate……. **8% of total evaluation weight**

OR

b) Proposal contains a valid Resident Veteran or Native American Veteran Business Certificate…… **10% of total evaluation weight**

AND

2) Proposal contains a valid Santa Fe County Business Certificate…….....… **5% of total evaluation weight**

C. **EVALUATION PROCESS**

The evaluation process will follow the steps listed below:

1. All proposals will be reviewed for compliance with the mandatory specifications stated within the RFP. Proposals deemed non-responsive will be eliminated from further consideration.

2. The Procurement Manager or Specialist may contact the Offeror for clarification of the response as specified in Section III, Paragraph B.7.

3. The Evaluation Committee may use other sources of information to perform the evaluation as specified in Section III, Paragraph C.18.

4. Responsive proposals will be evaluated using the factors in Section V. The responsible Offerors with the highest scores will be selected as finalist Offerors based upon the proposals submitted. Finalist Offerors who are asked or choose to submit revised proposals for the purpose of obtaining best and final offers will have their points recalculated accordingly. The responsible Offeror whose proposal is most advantageous to the County, taking into consideration the evaluation factors in Section VI, will be recommended for contract award as specified in Section III, Paragraph B.12. Please note, however, that a serious deficiency in the response to any one factor may be grounds for rejection regardless of overall score.

5. Past performance in a project for the County (See Section V.C.3 above) is a significant consideration of the evaluation and poor performance on a prior County project may result in a lower number of points awarded to a proposal for this element of the evaluation.

APPENDIX A

Current Environment (As-Is)
Santa Fe County, NM

Objective [1.1]

The purpose of ***Appendix A - Current Environment*** is to provide an overview of Santa Fe County's current operational and technical environment as it relates to ERP functions. This section includes a summary of the enterprise systems currently in use, the technical infrastructure supporting those systems, and the "As-Is" business workflows within the County's Finance, Human Resources, Information Technology, and operational departments.

In addition to outlining the existing business processes, this section identifies known inefficiencies, manual workarounds, and integration limitations that currently impede County operations, reduce scalability, and hinder data-driven decision-making. These insights were derived through discovery sessions with departmental leadership, frontline staff, technical teams, and administrative stakeholders across the County.

Additionally, current state ("As-Is") workflows for key business processes across all functional areas were developed using the Business Process Mapping and Notation (BPMN) 2.0 format. Please refer to the folder named "Current State – As-Is Process Maps" for a list of PDFs containing the "As-Is" workflows for the functional areas impacted by the enterprise software system of interest.

The following operational domains are included in this Current Environment summary and are expected to be directly impacted by the County's selection of a new, integrated ERP system:

A. Finance Department

Includes: Accounts Payable, Accounts Receivable, Budget, General Ledger, Financial Reporting, Payroll, Timekeeping, Purchasing, and Project & Grant Management

- **Current State**: The Finance Department is highly reliant on spreadsheets, manual reconciliation, and email-driven workflows. Core functions like AP/AR processing, payroll administration, and budgeting operate in disconnected systems, lacking integration with third-party tools (e.g., Kronos, Bentek).

B. Human Resources (HR)

Includes: Benefits, Recruitment, Employee Management, Performance Management, Risk Management, and Policy Review/Compliance

- **Current State**: Employee lifecycle processes including hiring (via NeoGov), onboarding, benefits enrollment, and offboarding are largely paper-based or driven by unintegrated platforms. Risk management functions lack standardization and workflow automation.

C. Information Technology (IT)

Includes: Data Management, System Integration & Process Optimization, and Data Governance

- **Current State**: IT supports numerous siloed systems with limited integration. Existing ERP infrastructure lacks API connectivity to modern applications, requiring IT intervention for routine integrations or data exchanges. On-premise systems require manual backup, restore, upgrades, and disaster recovery processes.

D. Treasurer's Office

Includes: Billing & Collections and Treasury & Investment Management

- **Current State**: Tax and utility billing activities are managed through standalone systems with manual reconciliation into the ERP. Collection and payment processing involve printed forms, manual receipts, and physical transmittal.

E. Assessor's Office

Includes: Property & Land Management and Property Tax Assessments

- **Current State**: The Assessor's Office uses ProVal for mass appraisal and Ascend for parcel management neither of which integrate with the current ERP. Data updates are done manually between systems.

F. Public Safety

Includes: Fire Department and RECC/911 Operations

- **Current State**: The Fire Department handles volunteer tracking, incident reporting (via Image Trend), and timekeeping manually or through Kronos. 911 and dispatch activities rely on CentralSquare's ONESolution Computer Aided Dispatch (CAD) module with limited integration to the CentralSquare ERP financial tracking.

G. Sheriff's Office

Includes: Law Enforcement Timekeeping

- **Current State**: Time tracking is managed in Kronos but requires weekly manual overrides for Acting-in-Capacity roles. Data is re-entered into CentralSquare for payroll processing.

H. Public Works

Includes: Asset Management, Facility Management, Roads, Fleet, and Administrative Services

- **Current State**: The department manages roads, vehicles, and facilities using standalone tracking tools and spreadsheets. Procurement, capital projects, and fleet operations are disconnected from the ERP.

I. Growth Management

Includes: Building Division and Permitting & Code Enforcement

- **Current State**: Permitting processes are facilitated through GeoCivix but operate independently from financial and compliance systems. Inspection results, payments, and enforcement actions are manually tracked.

J. Public Utility

Includes: Water, Sewage, Septage, and Utility Operations

- **Current State**: Utility billing is processed through Cubic, with data manually exchanged with the ERP for financial posting. Cubic is outdated and has inadequate capabilities for monitoring, recording, and analyzing key billing-related data. A new system is needed to provide better tracking and billing capabilities.

System & Technical Infrastructure

The County's current ERP system (CentralSquare NaviLine) is supplemented by disparate platforms, including Kronos (timekeeping), Bentek (benefits), NeoGov (recruitment), Ascend (land management), and Cubic (utility billing). The system lacks robust API support, modern user interfaces, mobile capabilities, and real-time data exchange. Reporting tools are limited, forcing staff to rely on spreadsheets for reconciliation, planning, and audit preparation.

It is critical that prospective Offerors review this Current Environment overview in detail. Santa Fe County's future ERP solution must address the functional inefficiencies, technical limitations, and integration gaps outlined in this section. The County seeks a cloud-based, secure, mobile-accessible solution that supports interdepartmental collaboration, enhances data transparency, and facilitates automation of routine operations across all major business units.

Failure to read, understand, and respond to the needs and challenges outlined in this section may result in a non-compliant proposal that will be disqualified from further consideration.

Functional Areas [2.1] (Current State)

This subsection provides a summary of the current state of operations across Santa Fe County's key departments and their associated business functions. These domains are central to County-wide administration and will be directly impacted by the implementation of a new, modern ERP system. Each area includes multiple sub-processes that were evaluated during discovery sessions, with associated workflows, pain points, and limitations documented.

The following functional areas are identified for improvement and are within the scope of the proposed ERP solution:

Finance Department

Accounts Payable (AP):

- Manual Invoice Packet Assembly and Routing via Email
- Purchasing/AP Module Disconnects
- Manual Matching of PO, Receipt, and Invoice
- Physical Filing of Payment Records
- No Real-Time Vendor Portal for Invoice Submission

Accounts Receivable (AR):

- Email-Based Service Request and Charge Initiation
- Manual Customer Profile Creation and Validation
- Manual Payment Application and AR Reconciliation
- Delayed Aging Reports and Limited Follow-Up Automation

Budget Development:

- Spreadsheet-Based Submissions and Manual Version Control
- Forecasting Requires External Data Compilation
- Manual Budget Amendment Tracking

- Labor-Intensive Budget Book Creation

General Ledger & Financial Reporting:

- Offline Journal Entry Compilation and Approval Routing
- Manual Month-End Close and Trial Balance Review
- No System-Based Period Locking Controls
- Financial Reports Assembled Using Excel

Payroll & Timekeeping:

- Paper-Based Pay Adjustments and Direct Deposit Forms
- Kronos Hours Re-Audited and Re-Entered into CentralSquare
- Manual File Creation and Email Submission
- Limited Payroll Audit Trails or Real-Time Dashboards

Purchasing & Procurement:

- Email-Based Requisition Submissions and Budget Checks
- Manual Line-Item Entry and PO Generation
- Offline Vendor Communications and Approval Routing
- Disconnected Invoice Matching and Payment Workflows

Grants & Project Management:

- Manual PDF Routing for Grant Submissions and BARs
- External Spreadsheet Tracking of Revenue/Expenditure Accounts
- SEFA and Drawdowns Compiled Offline
- No Central Repository for Grant Documentation

Human Resources (HR)

Recruitment & Onboarding:

- New Positions Tracked via Spreadsheet
- Manual Reconciliation Between NeoGov and CentralSquare
- Paper-Based Onboarding Packets and Manual Entry
- No Unified Onboarding Workflow

Benefits Administration:

- Manual Data Sync Between Bentek and CentralSquare
- Email-Based Notifications for Enrollment and Deadlines
- Spreadsheets Used to Track Deduction Updates
- Manual Offboarding of Benefits and System Terminations

Risk Management & Compliance:

- Verbal or Email-Based Incident Reporting
- Manual Claim Filing and Workers' Comp Coordination
- Offline Routing of FMLA and Return-to-Work Forms
- Decentralized Storage of Safety Documentation

Employee & Performance Management:

- Manual Updates to Wage Scales and Position Changes
- Compensation Adjustments Performed via Spreadsheet
- Email Routing of Performance Documents
- Lack of Centralized Review/Approval Workflow

Information Technology (IT)

System Integration & Data Management:

- Manual Data Transfer Between ERP and Third-Party Systems
- No Centralized API Framework or ETL Tool
- Reactive Support Model for Workflow Automation Requests

Data Governance:

- No Enterprise-Wide Data Standards
- Inconsistent Metadata and Audit Controls
- Siloed Storage of Key Datasets Across Platforms

Backup and Recovery:

- Manual nightly, weekly, monthly, annual tape backup (stored onsite and offsite)
- Manual tape restore and disaster recovery process
- Manual onsite upgrades

Treasurer's Office

Billing & Revenue Collection:

- Cash and Check Intake Logged in Local Systems
- Manual Receipt Generation and Batch Reconciliation
- Spreadsheet-Based Deposit Tracking
- Offline Upload of Tax Module Payments

Treasury & Investment Management:

- Manual Forecasting of Cash Flow
- Physical Storage of Treasury Reports
- Limited Visibility of Investment Holdings and Performance

Public Safety (Fire)

Fire Department Operations:

- Manual Timekeeping for Volunteers and Special Assignments
- Image Trend Used for Incident Reporting (No ERP Sync)
- Offline Coordination of Apparatus and Compliance Logs

Sheriff's Office

Timekeeping:

- Kronos Requires Weekly AIC Manual Adjustments
- Timecard Audits Performed Manually Prior to Payroll
- Manual Profile Adjustments for Pay Classification

Public Works

Asset & Facility Management:

- Preventive Maintenance Tracked on Spreadsheets
- No Real-Time Integration with Financial Modules
- Work Orders Managed Independently of Budget Oversight

Road Maintenance & Fleet:

- Vehicle Maintenance and Inventory Tracked in RO Writer
- Fuel and Service Logs Not Integrated into ERP
- Offline Monitoring of Road Maintenance and Capital Projects

Administrative Services Division:

- Manages Contracts, Procurement, and Budgeting Support
- Offline Storage of Contract Documents
- Manual Renewal Tracking and Amendment Processing

Public Utility

Water, Sewage & Septage Operations:

- Cubic System Used for Metering and Billing
- Manual Reconciliation with CentralSquare Financials
- Offline Customer Account Updates and Dispute Resolution

Utilities Administration:

- Infrastructure Data Managed in Independent Tools

- Manual Entry of Capital Improvements into ERP
- Compliance Documentation Tracked Outside System

Finance Department [2.2]

The Finance Department at Santa Fe County is responsible for maintaining the fiscal integrity of the County by managing the core financial functions that support daily operations, long-term planning, and statutory compliance. The department oversees accounts payable and receivable, payroll, budgeting, financial reporting, general accounting, purchasing, timekeeping, and grants and project management. Finance works collaboratively with all County departments to ensure appropriate use of funds, accurate financial documentation, and timely reporting to internal and external stakeholders.

a) **Accounts Payable**

Accounts Payable is responsible for the processing of Offeror invoices and issuing payments for goods and services procured by County departments. This includes reviewing and validating submitted invoices, confirming the presence of supporting documentation such as purchase orders and receipts, and preparing payment batches. The Accounts Payable team coordinates with department contacts to confirm approval of expenditures and ensures that all disbursements are properly recorded in the County's financial system.

b) **Accounts Receivable**

Accounts Receivable is responsible for billing and collecting revenue owed to the County. This function includes the creation and management of customer accounts, invoicing for services provided, and recording payments received. The Accounts Receivable staff coordinate with departments to ensure that charges are entered accurately and that payments are applied to the correct accounts. They also monitor outstanding balances and prepare financial records reflecting incoming revenue across all County operations.

c) Budget

Budget development and administration is managed by Finance in partnership with departmental staff and the Board of County Commissioners. Finance coordinates the annual budget cycle, including the preparation of a budget calendar, facilitation of department submissions, and consolidation of financial data. The budget team reviews revenue projections, calculates personnel costs, and prepares final documentation for Board review and adoption. Budget staff are also responsible for monitoring financial performance against the adopted budget and processing any amendments during the fiscal year.

d) **General Ledger**

General Ledger operations include maintaining the integrity of the County's chart of accounts and ensuring accurate posting of all financial transactions. This area is responsible

for reviewing and processing journal entries, maintaining fund balances, and supporting the month-end and year-end close processes. General Ledger staff ensure that financial activities are aligned with accounting principles and government standards, and that all entries are appropriately supported and documented.

e) **Financial Reporting**

Financial Reporting includes the preparation and submission of internal financial statements, external audit packages, and reports required by regulatory agencies. This area compiles financial data from various modules and prepares comprehensive reports that reflect the County's fiscal status. The Financial Reporting function works closely with auditors and other external reviewers to ensure transparency, accuracy, and compliance with reporting requirements.

f) Payroll

Payroll is responsible for ensuring accurate and timely compensation for all County employees. This includes processing regular pay cycles, managing deductions and benefits contributions, handling payroll changes, and preparing payroll tax filings. The Payroll team coordinates with Human Resources and departmental contacts to verify employee status, enter adjustments, and ensure that all earnings are distributed correctly.

g) **Timekeeping**

Timekeeping is responsible for capturing and managing employee work hours and leave balances. This function works with supervisors and department heads to confirm timecard approvals and ensures that hours worked are recorded in accordance with County policy. Timekeeping is also responsible for updating and maintaining leave accruals and preparing time data for payroll processing.

h) Purchasing

Purchasing oversees the procurement of materials, equipment, and services for all County departments. The Purchasing team reviews and approves departmental requisitions, generates purchase orders, and ensures compliance with procurement procedures and budget availability. This function also supports contract execution and manages relationships with Offerors to facilitate timely and cost-effective acquisitions.

i) **Grants and Project Management**

Grants and Project Management is responsible for the financial oversight of County projects and external funding sources. This area supports departments in the submission of grant proposals, establishment of project budgets, and creation of financial accounts for tracking revenues and expenditures. It also manages financial reporting requirements, reimbursement requests, and documentation for audits related to grant-funded programs and capital improvement initiatives.

Current Business Technologies: CentralSquare, Kronos, Bentek, Microsoft Excel & Spreadsheets, SharePoint, Document Extender, and Email (Outlook).

Current Key Gaps:

- **Manual and Duplicative Data Entry:** Invoice packets, journal entries, and grant forms are manually assembled and entered into CentralSquare, resulting in repetitive data handling and increased potential for human error.
- **Lack of Integration with Critical Systems:** Kronos (timekeeping), Bentek (benefits), NeoGov (HR), and Ascend (property) do not seamlessly integrate with CentralSquare, requiring Finance staff to reconcile and re-enter data across multiple platforms.
- **Fragmented Financial Workflows:** Budget submissions, procurement tracking, and grant reporting are conducted through a combination of email, spreadsheets, and shared drives, leading to disconnected processes and reduced visibility.
- **No Centralized Document Management:** Supporting documents for payments, journal entries, and financial reports are stored in various systems such as Document Extender and shared drives, complicating retrieval and audit preparation.
- **Manual Journal Entry and Close Processes:** Month-end and year-end close require offline reconciliation of cash balances and trial balances. Adjustments are tracked manually without system-based controls or automation.
- **Disjointed Purchasing and Payment Cycle:** There is no automated linkage between purchase requisitions, purchase orders, and vendor invoices, requiring staff to manually match records and resolve discrepancies.
- **Limited Real-Time Reporting:** Key financial metrics must be manually extracted and compiled in Excel. The ERP system lacks dynamic dashboards or alerts for overages, encumbrances, or pending approvals.
- **Offline Payroll Adjustments and Approvals:** Payroll changes, direct deposit forms, and earnings corrections are processed via paper forms and email, with no automated approval routing or audit trail.
- **Grant and Project Tracking Outside ERP:** Grant expenditures and drawdowns are tracked in spreadsheets and routed through email for review and approval. There is no end-to-end visibility within CentralSquare.
- **Decentralized Timekeeping Validation:** Timecard data must be manually validated and imported into the ERP system, particularly for specialized pay conditions like acting-in-capacity or volunteer hours.

Human Resources (HR) [2.3]

The Human Resources (HR) Department at Santa Fe County is responsible for the full life cycle of County employees from recruitment and onboarding through benefits administration, performance management, and employee offboarding. HR serves as a strategic and operational partner to all departments by managing personnel policies, ensuring regulatory compliance, and maintaining accurate employee records. In addition to core HR functions, the department is also responsible for administering risk management processes and coordinating policy review efforts, helping the County foster a safe, compliant, and productive work environment.

a) **Recruitment and Employee Management**

Recruitment and Employee Management is responsible for attracting, hiring, and maintaining a qualified workforce to support County operations. The recruitment process begins when departments identify staffing needs and submit new position requests. HR coordinates job postings through NeoGov, manages applicant tracking, and facilitates candidate screening and interview scheduling. Upon selection, HR staff issue offers, collect required documentation, and initiate onboarding workflows. HR also manages the assignment of position numbers and job classifications in CentralSquare and maintains the integrity of personnel records throughout an employee's tenure.

b) **Onboarding**

Onboarding is responsible for ensuring that all new employees complete the required documentation and orientation tasks before officially joining the County workforce. HR staff coordinate the distribution and collection of new hire packets, PERA enrollment forms, tax documents, and benefits selection materials. Onboarding activities include setting up employee records in CentralSquare, Bentek, and other systems, while also ensuring compliance with state and federal employment laws. HR coordinates with IT and departmental contacts to ensure access provisioning, workspace setup, and duty assignment are completed in advance of start dates.

c) **Benefits Administration**

Benefits Administration manages the full range of employee benefits, including medical, dental, vision, life insurance, and retirement plans. HR notifies employees of benefits eligibility, facilitates open enrollment periods, and processes changes due to qualifying life events. The team enters benefit selections into Bentek and coordinates with Payroll to ensure accurate deductions are applied in CentralSquare. Benefits Administration also manages COBRA notifications, benefit-related audits, and the reconciliation of benefit plan data with provider records.

d) **Compensation, Position, and Job Class Maintenance**

Compensation, Position, and Job Class Maintenance ensures that employees are compensated appropriately based on their job classification, step progression, and applicable wage adjustments. HR staff prepare wage scale updates, calculate pay adjustments for cost-

of-living increases, and manage mass pay changes for union and non-union staff. Position changes, reclassifications, and job title updates are processed through formal personnel actions, and updates are reflected in the ERP system. HR coordinates with Finance and IT to implement bulk updates when needed, ensuring consistent application of pay policies.

e) **Performance Management**

Performance Management supports employee development and organizational accountability by facilitating regular reviews of employee performance. HR coordinates the distribution of evaluation forms, provides guidance on performance criteria, and tracks completion of annual or probationary reviews. The department supports supervisors in documenting performance plans, disciplinary actions, and professional development goals. HR ensures that all performance documentation is retained as part of each employee's personnel record.

f) **Employee Offboarding**

Employee Offboarding manages the structured separation of employees from County service due to resignation, retirement, termination, or transfer. The process begins when departments submit an Employee Payroll Action (EPA) form to HR, capturing details for final compensation, access deactivation, and benefits termination. HR coordinates with Payroll to process final paychecks, with IT to revoke system access, and with departmental supervisors to confirm duty transitions. Offboarding also includes tracking the return of County property and maintaining exit documentation for compliance and audit purposes.

g) Leave and Benefits Compliance

Leave and Benefits Compliance oversees administration of employee leave programs including FMLA, military leave, parental leave, and extended medical leave. HR is responsible for distributing forms, verifying eligibility, and coordinating with supervisors to ensure proper coverage and documentation. Staff track leave balances, communicate return-to-work requirements, and ensure consistency with County policies and applicable labor laws. HR also maintains records related to leave approvals, medical certifications, and modified work assignments.

h) **Risk Management**

Risk Management is responsible for processing workplace incident reports, workers' compensation claims, and liability documentation related to County employees. HR coordinates with supervisors and the Legal department to complete incident documentation, investigate claims, and implement return-to-work accommodations. Risk Management oversees the development of modified work assignments and monitors injury trends for safety program planning. Staff also compile and submit documentation related to OSHA compliance and liability insurance reporting.

i) **Policy Review and Compliance**

Policy Review and Compliance ensures that all employment-related policies, handbooks, and procedural guidance are kept up to date and compliant with federal, state, and local regulations. HR staff conduct periodic reviews of personnel policies, coordinate legal review when necessary, and communicate updates to employees and department heads. The department provides training on new or revised policies, manages acknowledgments, and supports enforcement through HR-driven documentation and internal investigations.

Current Business Technologies: CentralSquare, NeoGov, Bentek, SharePoint, Document Extender, Kronos, and Email (Outlook).

Current Key Gaps:

- **Manual Onboarding and Offboarding Processes:** New hire paperwork and employee separations are processed using emailed forms and physical documents, requiring HR staff to manually input data into CentralSquare, Bentek, and other systems.
- **Lack of Integration with External Platforms:** NeoGov (recruitment), Bentek (benefits), and CentralSquare (core ERP) are not integrated, resulting in repeated data entry and difficulty maintaining consistent employee records across platforms.
- **Paper-Based Benefits Administration:** Benefits enrollment, life event changes, and deduction updates are handled using printed forms and spreadsheets. HR manually reconciles benefits data with payroll and third-party systems.
- **No Unified Employee Record:** Personnel actions, performance reviews, leave history, and disciplinary documentation are stored across various platforms and shared drives, making it difficult to maintain a centralized employee record.
- **Email-Driven Approval Workflows:** Compensation adjustments, job reclassifications, and policy acknowledgments are routed via email and tracked manually, reducing transparency and increasing processing times.
- **Fragmented Risk Management Coordination:** Incident reports, modified work documentation, and FMLA forms are submitted through email and processed manually. Coordination across HR, Legal, and departments lacks system-based tracking.
- **Manual Processing of Payroll Actions:** Employee Payroll Action (EPA) forms for terminations, promotions, and wage changes are completed outside of the ERP system and routed through email and SharePoint before Payroll entry.
- **No Real-Time Status Tracking for HR Tasks:** Onboarding, offboarding, benefit enrollments, and leave administration lack dashboards or automated alerts to track pending actions or task completion across departments.
- **Decentralized Storage of Compliance Documentation:** PERA forms, benefit records, and employment documentation are stored in Document Extender or shared folders, requiring manual retrieval for audits and compliance reviews.

- **Performance Management Not System-Based:** Employee performance evaluations and related documentation are not integrated into a centralized platform, limiting visibility into staff development and compliance with review cycles.

Information Technology (IT) [2.4]

The Information Technology (IT) Department at Santa Fe County plays a central role in maintaining the County's enterprise systems, ensuring data security, managing infrastructure, and supporting digital transformation initiatives. IT provides technical oversight for the implementation, integration, and ongoing support of the ERP system and other critical applications used by departments across the County. IT also develops data governance policies, supports cybersecurity efforts, and facilitates system optimization projects to align technology capabilities with operational goals.

a) **Data Management**

IT is responsible for administering access, maintaining system uptime, and ensuring the integrity of data across platforms used by County departments. IT oversees user permissions for enterprise systems, provides technical support, and ensures backup and disaster recovery processes are in place. This area supports the storage, retrieval, and protection of digital records, including ERP data, documents, and files housed on internal servers and cloud-based repositories.

b) **System Integration and Process Optimization**

System Integration and Process Optimization is focused on enabling interoperability between the County's core ERP platform and third-party systems such as Kronos, NeoGov, Bentek, and Ascend. IT collaborates with vendors, Finance, HR, and other departments to build interfaces or configure data exchange processes. The team evaluates and implements workflow enhancements and business process automation strategies that support efficiency and reduce manual effort.

c) **Data Governance**

Data Governance ensures that County data is accurate, accessible, consistent, and secure. IT defines data standards, enforces access policies, and monitors compliance with information security protocols. This includes maintaining data classification rules, setting retention schedules, and auditing system activity. Data governance also encompasses the identification and remediation of data integrity issues and works closely with ERP stakeholders to ensure high-quality, trustworthy information is used in decision-making.

Current Business Technologies: The County's IT environment includes support for over 50 enterprise and departmental applications, as well as internally developed workflows, reporting tools, and systems integration. A comprehensive list of the County's business systems that are relevant to the scope of the RFP is included in Appendix B.

Current Key Gaps:

- **Limited System Integration Capabilities:** The County's ERP system lacks modern API frameworks, limiting IT's ability to integrate platforms like Kronos, NeoGov, and Ascend in real time.
- **Manual Data Transfers Between Systems:** Critical data such as payroll time records, benefit selections, and applicant information is exchanged between systems via manual imports or email, increasing workload and delay.
- **Decentralized Process Automation Tools:** There is no enterprise-wide workflow engine or process automation platform to support approvals, notifications, or multi-system coordination across departments.
- **Fragmented Data Governance Practices:** Data quality rules, classification, and ownership structures are inconsistently applied across systems. IT lacks a unified governance framework for enterprise reporting and analytics.
- **System Configuration Bottlenecks:** Configuration and system update requests for CentralSquare must often be routed through IT due to limited self-service tools or department-level controls, creating dependency and slowing responsiveness.
- **Siloed Technology Architecture:** Each department operates independently with its own tools and processes, which limits IT's ability to standardize system functionality or centralize administrative oversight.
- **Security and Compliance Monitoring Gaps:** Audit trails, permission changes, and system access logs are not consistently monitored across platforms. IT lacks unified reporting tools to enforce and verify user-level compliance with County policies.

Treasurer's Office [2.5]

The Treasurer's Office at Santa Fe County is responsible for the administration of property tax billing, revenue collection, cash receipt, and treasury operations that support the County's financial stability. The department plays a vital role in collecting and reconciling revenues generated through taxes, permits, utility payments, and other fees. In addition, the Treasurer's Office manages the County's investment portfolio, ensures cash flow sufficiency, and supports financial planning through accurate fund accounting and reconciliation.

a) **Billing and Collections**

Billing and Collections is responsible for processing all incoming revenue on behalf of the County, including property tax payments, utility bills, and fees collected from departments. This function supports a wide range of departments and public-facing services. The team receives payments via check, cash, lockbox services, and online portals, and is responsible for validating amounts, generating receipts, and reconciling transactions. Deposits are

prepared and routed to the Finance Department for posting into the general ledger, and supporting documentation is archived for audit purposes. The Treasurer's Office also assists with delinquency tracking and issues renewal notifications for permits and licenses when applicable.

b) **Cash Receipting**

Cash Receipting involves the accurate and timely recording of all payments received by County departments. The Treasurer's Office verifies daily collections, prepares transmittals, and ensures deposit slips align with departmental submissions. This function includes quality control oversight to ensure that receipts match deposit totals and that discrepancies are resolved in collaboration with departmental contacts. All receipts and supporting forms are scanned and stored for documentation and compliance purposes.

c) **Treasury and Investment Management**

Treasury and Investment Management is responsible for safeguarding the County's funds and maximizing returns on investments within policy guidelines. Staff monitor daily cash balances, project cash flow needs, and execute short-term investment decisions to support liquidity while ensuring security and compliance. The Treasurer's Office maintains banking relationships, oversees interest allocation, and ensures alignment with the County's financial policies and GASB reporting requirements. The function supports financial forecasting, long-term planning, and audit readiness by maintaining detailed and accurate treasury records.

Current Business Technologies: CentralSquare, Clerk Track (soon to be replaced by OpenGov), Cubic Utility Billing, Document Extender, Microsoft Excel/Spreadsheets, and SharePoint and Email (Outlook).

Current Key Gaps:

- **Manual Reconciliation of Payments:** Receipts and deposits from departments are reviewed and matched manually, requiring staff to validate totals and resolve discrepancies using printed reports and spreadsheets.
- **Fragmented Payment Tracking:** Departments use their own systems or spreadsheets to log payments. The Treasurer's Office must aggregate and reconcile these data sources, reducing consistency and efficiency.
- **Limited Integration with Billing Systems:** Cubic (utilities), ClerkTrack (permits), and other systems do not integrate directly with CentralSquare, requiring separate data uploads or manual entry into the ERP.
- **Paper-Based Transmittals and Documentation:** Receipts, transmittal forms, and deposit slips are printed and stored physically or scanned into shared drives. There is no system-based workflow for routing and review.

- **No Real-Time Revenue Visibility:** There is no centralized dashboard for monitoring incoming payments across departments. Staff rely on end-of-day batch reports and email notifications to track collections.
- **Manual Investment Tracking and Forecasting:** Treasury and investment activity are managed using spreadsheets. Cash flow projections and interest allocations are not system-generated or integrated into ERP reporting.
- **Decentralized Licensing and Renewal Notices:** Permit and license renewals are mailed manually, and customer data must be reconciled between ClerkTrack and CentralSquare by hand.

Assessor's Office [2.6]

The Assessor's Office at Santa Fe County is responsible for identifying, listing, and valuing all taxable property within the County in accordance with New Mexico state law. The office plays a foundational role in the property tax process, ensuring fair and equitable assessments that generate the revenue required to support public services. The office oversees property and land management, valuation activities, and tax roll preparation, and collaborates with the Treasurer's Office, Finance, and other entities in support of accurate billing and public transparency. The new ERP system must support integration with the Assessor's Office's primary business systems, as needed, to enable streamlined workflows and accurate data exchange.

a) **Property and Land Management**

Property and Land Management is responsible for maintaining parcel records, legal descriptions, zoning classifications, and ownership histories. Staff manage the intake and processing of deeds, plats, and transfers of ownership, and ensure that property data is updated accurately within internal systems. This area also manages mapping and geospatial information in partnership with the GIS team to ensure parcel boundaries and jurisdictional overlays are correctly represented in County records. Public inquiries related to land records, ownership disputes, or document access are also handled through this function.

b) **Property Tax Assessments**

Property Tax Assessments involve the valuation of real and personal property across residential, commercial, agricultural, and industrial classes. The Assessor's Office conducts field inspections, applies mass appraisal techniques, and verifies property characteristics using available records and site visits. Assessed values are calculated based on statutory requirements and recorded in the Computer Assisted Mass Appraisal (CAMA) system. Staff

prepare annual tax rolls, respond to protests and appeals, and provide data to support tax billing, public requests, and reporting obligations.

Current Business Technologies: ProVal, Ascend, Esri (GIS), Document Extender and Shared Drives, and CentralSquare.

Current Key Gaps:

- **Disjointed Parcel and Valuation Systems:** ProVal (CAMA) and Ascend (land records) operate independently, requiring staff to manually reconcile ownership and valuation data across platforms.
- **Limited Integration with ERP:** Property data is exported manually from ProVal and Ascend for use in CentralSquare, which supports billing and financial reporting. There is no real-time integration between these systems.
- **Manual Public Record Intake and Updates:** There is no public-facing portal for property owners to submit documents or request updates. Ownership transfers and record corrections are handled through in-person visits or emailed forms.
- **Aging System Architecture:** ProVal and Ascend are aging platforms with declining vendor support and limited capabilities for modern integration or cloud migration.
- **Fragmented GIS and Mapping Coordination:** Geospatial data in Esri must be manually aligned with parcel data in Ascend and valuation data in ProVal, increasing the risk of spatial inconsistencies.
- **Manual Document Management:** Exemption forms, deed records, and property protest documentation are scanned and stored in shared folders or Document Extender, without integration into parcel or assessment records.
- **No Centralized Assessment Dashboard:** There is no consolidated platform or dashboard that displays real-time parcel status, ownership history, and valuation history in a single view.
- **Delayed Synchronization with Treasurer and Finance Systems:** Updates to ownership, valuation, or exemptions must be manually transferred to Finance and Treasurer systems to ensure accurate tax billing and collection, delaying cycle times.

Public Safety [2.7]

The Public Safety Department at Santa Fe County encompasses emergency response, fire protection, and regional dispatch coordination. This includes oversight of the Fire Department and the Regional Emergency Communications Center (RECC/911). Public Safety ensures that life-safety services are delivered efficiently, compliantly, and in coordination with other County

agencies. The department is tasked with responding to fire, medical, and rescue incidents, dispatching first responders, managing staff scheduling, and maintaining readiness through incident reporting, compliance tracking, and resource coordination. The new ERP system must support integration with the County's CentralSquare CAD system to enable streamlined workflows and accurate data exchange.

a) **Fire Department Operations**

Fire Department Operations include fire suppression, emergency medical services (EMS), public safety education, and fire prevention. The department manages a combination of paid staff and volunteers, with timekeeping, shift assignments, and training records maintained through internal systems and coordination with HR and Payroll. Fire personnel are responsible for entering incident data, logging apparatus usage, managing volunteer rosters, and tracking certifications. The department also handles compliance with NFIRS reporting standards and OSHA safety requirements.

b) **RECC/911 Operations**

RECC/911 Operations is responsible for managing the County's emergency communications and dispatch system, serving law enforcement, fire, and EMS units across jurisdictions. RECC call takers and dispatchers handle emergency calls, triage service needs, and assign appropriate response units using a Computer-Aided Dispatch (CAD) system. RECC staff are also responsible for maintaining logs, ensuring call response quality, and coordinating with field units. The center is a critical communications node and operates 24/7 to ensure public safety throughout the County.

Current Business Technologies: Image Trend, Kronos, CAD, SharePoint and Spreadsheets, and CentralSquare (limited use)

Current Key Gaps:

- **Manual Incident Documentation:** Incident reports and EMS records are entered manually into Image Trend, with no integration into the County ERP or HR systems.
- **Disjointed Timekeeping for Special Pay Roles:** Acting-in-Capacity (AIC) and volunteer hours require manual profile adjustments in Kronos. These adjustments are not automated and must be reviewed each week.
- **No Integration Between CAD and ERP:** Dispatch data, call volume metrics, and unit activity logs are stored in CAD but are not linked to financial or staffing systems for reporting or analytics.

- **Volunteer Management Outside ERP:** Volunteer firefighter hours, training, and participation records are managed in spreadsheets or standalone trackers. Data must be manually validated and reported.
- **Fragmented Compliance Tracking:** NFIRS and OSHA compliance logs are maintained outside the ERP. Safety reporting, incident audits, and follow-up documentation are handled manually.
- **Separate Systems for Payroll and Scheduling:** Timekeeping and payroll systems are disconnected, requiring staff to reconcile and import hours manually for each pay period.
- **No Centralized Resource Dashboard:** Apparatus assignments, maintenance logs, and equipment inventories are managed using shared files or whiteboards, with no consolidated dashboard for resource readiness.
- **Manual Training and Certification Tracking:** Fire staff training records and certifications are stored outside the ERP, making it difficult to assess readiness or compliance centrally.

Sheriff's Office [2.8]

The Sheriff's Office at Santa Fe County is responsible for maintaining law and order, enforcing criminal and traffic laws, executing court orders, and supporting public safety across unincorporated areas of the County. In addition to its core law enforcement duties, the Sheriff's Office is responsible for civil process service, investigations, community engagement, and court-related functions. The office also works in coordination with the County's Detention, Fire, and Emergency Management departments, as well as municipal and federal partners, to support regional law enforcement operations.

a) **Timekeeping and Payroll Coordination**

Timekeeping and Payroll Coordination is a critical administrative function within the Sheriff's Office, ensuring that all commissioned officers, command staff, and civilian personnel are accurately tracked and compensated. Due to the operational complexity of law enforcement schedules including rotating shifts, overtime, on-call duty, and acting-in-capacity assignments accurate and timely tracking of hours worked is essential. Supervisors are responsible for reviewing and approving timecards in Kronos, after which time data is submitted for payroll processing. Personnel serving in special pay statuses must have their profiles manually updated on a weekly basis to ensure proper compensation.

Current Business Technologies: Kronos, CentralSquare (limited use), Microsoft Excel and Shared drive, and Email (Outlook).

Current Key Gaps:

- **Manual AIC Pay Adjustments:** Acting-in-Capacity assignments require weekly manual updates in Kronos to reflect temporary pay increases. These changes are not automated and must be tracked outside the system.
- **Disjointed Timekeeping and Payroll Processing:** Approved time data in Kronos is not fully integrated with CentralSquare. Payroll staff must manually import and validate hours, increasing the administrative burden.
- **No Centralized Officer Scheduling Dashboard:** Shift assignments and duty rotations are tracked via spreadsheets or paper rosters, limiting visibility into personnel coverage and scheduling efficiency.
- **Manual Leave and Overtime Tracking:** Leave requests and overtime approvals are processed through Kronos, but tracking of special assignments, court duty, or emergency callouts is done separately using email and shared files.
- **Training and Certification Records Stored Outside ERP:** Officer training completions, recertification dates, and compliance documentation are managed manually and stored in shared drives, separate from personnel records.
- **Lack of Workflow Automation for HR and Payroll Coordination:** Personnel changes, onboarding/offboarding updates, and payroll adjustments are coordinated via email and routed manually, with no system-based workflows or status tracking.
- **Limited ERP Use Beyond Payroll:** The Sheriff's Office has limited interaction with the ERP outside of payroll functions, leading to isolated data management for critical HR and operational processes.

Public Works [2.9]

The Public Works Department at Santa Fe County is responsible for the planning, construction, maintenance, and operation of County infrastructure, including roads, facilities, capital projects, and fleet assets. The department supports both internal County operations and public-facing services by ensuring that physical infrastructure is safe, functional, and compliant with applicable regulations. The department is supported by the Administrative Services Division and includes several specialized divisions: Asset Management, Public Utilities, Facility Management, Road Maintenance, and Fleet. Each plays a role in managing the County's physical assets and operational readiness.

a) Asset Management

Asset Management is responsible for tracking the lifecycle, condition, and valuation of physical assets including buildings, equipment, and infrastructure components. Staff ensure that capital assets are accurately recorded and reconciled with financial systems and that depreciation, acquisition, and disposal events are properly documented. This function works closely with Finance and Facilities to ensure asset data is accurate for audit, reporting, and capital planning purposes. The County is currently moving forward with implementing CentralSquare's Asset Management system.

b) **Public Utilities**

The Public Utilities Department manages the operation, maintenance, and administration of Santa Fe County's water, sewage, and septage systems. Staff oversee the distribution of potable water, wastewater collection and treatment, customer account management, and field services. Responsibilities include infrastructure maintenance of water mains, sewer lines, lift stations, tanks, and metering equipment, as well as customer service activities such as account setup, billing, payment reconciliation, and regulatory reporting. Field personnel conduct system checks, perform repairs, and coordinate emergency responses, while administrative staff track consumption data, process new service applications, and support compliance functions. The County is currently moving forward with replacing the Cubic Utility Billing system with CentralSquare's Utility Billing system.

c) Facility Management

Facility Management oversees the day-to-day operation and maintenance of County-owned buildings and physical spaces. This includes preventive maintenance scheduling, service request fulfillment, building system inspections, and coordination with external vendors. Facility Management ensures building safety, regulatory compliance, and ongoing usability of all physical workspaces.

d) Road Maintenance

Road Maintenance is responsible for the maintenance and repair of County roads, culverts, drainage systems, signage, and right-of-way areas. This includes seasonal operations such as snow removal and grading. Crews log work activity, materials used, and service completion through a combination of manual logs and administrative coordination.

e) Fleet Management

Fleet Management handles the procurement, assignment, maintenance, and disposal of County vehicles and heavy equipment. Staff coordinate repairs, track mileage and usage, maintain service records, and manage fuel consumption data. Fleet services support nearly

all County departments and ensure that vehicles are safe, available, and compliant with operational requirements.

f) Administrative Services Division

Administrative Services Division supports Public Works operations through purchasing, vendor management, contract coordination, and financial reporting. This division processes requisitions and purchase orders, monitors project budgets, and assists in the coordination of capital project documentation.

Current Business Technologies: RO Writer, CentralSquare, SharePoint and Microsoft Excel, Email (Outlook), and ProjectMates.

Current Key Gaps:

- **Manual Asset Tracking Across Divisions:** Asset inventory and condition data are tracked in spreadsheets and logs, requiring manual updates and periodic reconciliation with Finance for capital accounting.
- **Disjointed Facility Maintenance Workflows:** Preventive maintenance, service requests, and vendor scheduling are managed through shared files and email, limiting tracking of completion status and staff workloads.
- **No Integration Between RO Writer and ERP:** Vehicle maintenance records and fleet utilization data stored in RO Writer must be manually reconciled with purchasing and financial records in CentralSquare.
- **Paper-Based Road Maintenance Documentation:** Field crews record road maintenance activities manually or with paper logs, which are later transcribed by administrative staff. There is no centralized dashboard for live work status tracking.
- **Procurement Handled Outside Work Order Systems:** There is no unified workflow linking work orders with purchase requisitions, causing duplicated effort when materials or services must be procured.
- **Siloed Capital Project Tracking:** ProjectMates is used for project management but does not share data with the ERP, requiring separate updates to budgets and status reports.
- **Decentralized Fuel and Mileage Logs:** Fleet fuel usage and mileage records are maintained outside of the ERP, with manual compilation of reports for oversight or audit purposes.
- **Limited Preventive Maintenance Scheduling Tools:** Facilities and fleet teams do not use a dedicated computerized maintenance management system (CMMS), relying on calendar reminders and spreadsheets to manage recurring service tasks.

Growth Management [2.10]

The Growth Management Department at Santa Fe County is responsible for overseeing planning, permitting, inspection, and code enforcement activities that support sustainable development, land use compliance, and community safety. The department plays a vital role in ensuring that new construction, remodeling, and land development are conducted in alignment with local ordinances, zoning regulations, and state building codes. The Growth Management Department coordinates with various departments and external regulatory agencies. The new ERP system must support integration with the Growth Management's primary business systems, as needed, to enable streamlined workflows and accurate data exchange.

a) **The Building Division**

The Building Division manages the intake, review, and approval of permit applications for residential and commercial construction projects. This includes evaluating plans for structural, electrical, mechanical, and plumbing compliance, issuing building permits, and scheduling inspections. Inspectors conduct site visits to verify code compliance, log inspection results, and coordinate follow-up actions or re-inspections as needed. The division also issues certificates of occupancy and maintains records of construction history.

b) **Permitting & Code Enforcement**

Permitting & Code Enforcement is responsible for ensuring that all land use activities comply with the County's zoning ordinances, building codes, and environmental standards. Staff review applications for special use permits, variances, and land divisions, and investigate citizen complaints related to zoning violations, unsafe structures, or illegal activity. Code enforcement officers conduct site visits, document violations, issue citations, and work with property owners to bring sites into compliance. This function supports community safety and property value protection through proactive enforcement and public education.

Current Business Technologies: GeoCivix, CentralSquare, Microsoft Excel, Shared Drives, Email (Outlook), and SharePoint.

Current Key Gaps:

- **Limited Integration Between Permitting and ERP:** GeoCivix operates independently from CentralSquare, requiring manual reconciliation of permit fees, inspection charges, and financial reporting.
- **Fragmented Inspection Scheduling and Tracking:** Inspection requests, assignments, and outcomes are coordinated via spreadsheets and email, with no centralized dashboard or automated notifications.

- **Manual Code Violation Management:** Code enforcement relies on paper-based site visit forms and spreadsheet logs to track violations, citations, and follow-ups. There is no system-based lifecycle management.
- **No Online Portal for Comprehensive Case Tracking:** While GeoCivix offers public permit application access, there is no integrated portal for applicants to view inspection results, violation status, or compliance actions in real time.
- **Siloed Planning and Zoning Workflows:** Zoning approvals, land divisions, and special use permits are reviewed and routed through informal processes using shared drives and emails, without standardized workflows.
- **Disjointed Permit Review Coordination:** Collaboration with Fire, Utilities, and Public Works on permit applications is handled outside the permitting system, requiring staff to coordinate approvals manually.
- **Inconsistent Data Management for Compliance Reporting:** Permit volumes, inspection timelines, and enforcement outcomes are compiled manually for performance tracking, public inquiries, and state reporting.

APPENDIX B

Current Business Systems

SYSTEMS & APPLICATIONS	FUNCTIONS
Ascend	Parcel and land records management system used by the Assessor's Office for ownership history and legal descriptions.
AutoCase	Used by the Sustainability Division to evaluate triple bottom line scores on capital projects.
Bentek	Benefits administration system; used for employee enrollment, dependent management, and coordination of payroll deductions.
BoardDocs	Document management used by the Board of County Commissioners.
BRAIN	Energy and sustainability data analytics platform used by the Sustainability Division to enable real-time monitoring and management of utility consumption.
CentralSquare CAD (Computer-Aided Dispatch)	Emergency call intake and unit dispatch system used by RECC/911 to coordinate law enforcement, fire, and EMS responses.
CDP GHG Reporting	Climate disclosure platform used by the Sustainability Division.
CentralSquare NaviLine	Core ERP platform for financial management, payroll, budgeting, procurement, general ledger, and limited HR functions.
Cheque Guard	Cheque scanning software used by the Treasurer's Office.
Clearpath	Greenhouse gas emissions management software used by the Sustainability Division to forecast emissions scenario and develop climate action plans.
ClerkTrack	Business license and short-term rental permit tracking system; used by the Treasurer's Office for issuance and renewals.
Cubic	Utility billing system for water, sewage, and septage services; tracks consumption and generates customer bills.
DebtBook	Debt and lease obligations for data integration with Central Square's financial modules for reporting and compliance.
Envisio	Cloud-based strategic planning and performance management software.
Esri (GIS)	Geospatial mapping platform used for visualizing parcel data, zoning boundaries, infrastructure, and planning layers.

SYSTEMS & APPLICATIONS	FUNCTIONS
Family Metrix	Resident services case management and reporting platform used by the Housing Authority.
GeoCivix	Community development and permitting platform used by government agencies to manage land use, planning, permitting, and inspection processes.
Go Section 8	Affordable housing listing and voucher management platform used to post rental opportunities, support voucher holder placement, and monitor landlord engagement in housing programs.
HUD Secure Systems	Web-based authentication and access portal used by the Housing Authority to securely access HUD program systems.
ImageTrend	Incident reporting platform used by the Fire Department for NFIRS and EMS reporting and compliance documentation.
Kronos	Timekeeping and attendance tracking; used by all departments for clock-in/out, leave management, and manual pay classification updates.
Neighborly	Automates and tracks housing programs and developments; integration with Central Square for financial reporting and payment reconciliation.
NeoGov	Recruitment and applicant tracking system; supports job postings, candidate management, and initial onboarding processes.
OSMCT	Direct interface to the CentralSquare CAD system to support first responder incident coordination.
PageGate	Interfaces with CentralSquare CAD for sending emergency alerts or field notifications to staff.
Paymentus	Payment transactions integration with CentralSquare for merchant services.
ProjectMates	Capital improvement project management system used for tracking budgets, schedules, and milestone progress.
ProVal	CAMA (Computer Assisted Mass Appraisal) system used for property valuation and annual tax roll preparation.
Quick Med Claims	Ambulance billing data integrates with Central Square.
RO Writer	Fleet maintenance management system used to log vehicle service, repairs, parts tracking, and fuel data.
Terralogic	Document management used by the Clerk's Office.

SYSTEMS & APPLICATIONS	FUNCTIONS
Verizon Review	Used by the Public Works Department for GPS tracking.
YARDI	Used by the Housing Authority to maintain tenant and rent data.

APPENDIX C

Optimized Future State (To-Be)

The purpose of ***Appendix C – Optimized Future State*** is to detail the County's future vision for utilization of the various modules which comprise the integrated suite of enterprise solutions requested in the RFP.

It is important to note the comprehensive list of system requirements for the requested enterprise solutions is provided in ***Appendix I (System Requirements)***. A separate Requirements Traceability Matrix (RTM) is provided in Microsoft Excel format with the relevant functional areas, encompassing all the needs of the Comprehensive System. All RTMs should be completed by Offerors and submitted, in Microsoft Excel format, as part of the Proposal.

Finance Management

A. Accounts Payable

The Accounts Payable module, within the integrated ERP system, will enable each department's Operations Managers to initiate requisitions that, once approved, automatically convert into Purchase Orders and update expense accounts in real time. Vendors will submit invoices electronically through a vendor portal or automated interface, and the system will match invoices to POs and receipts, routing exceptions through configurable workflows for timely resolution. Digital invoice approvals will be tracked with system-generated notifications and audit trails. The Accounts Payable team will process payments through system-generated batches, including automated Positive Pay files and ACH transmissions to banking partners. Check printing, stamping, and remittance matching will be automated, with electronic approvals replacing manual steps. All payment records and supporting documentation will be securely archived within the ERP system for streamlined audits and retrieval.

B. Accounts Receivable

The Accounts Receivable module, within the integrated ERP system, will allow departments to initiate charge requests using standardized templates with built-in validation to minimize errors. Customer profiles will be auto-searched and created with unique IDs and duplicate checks, while charge codes will be selected from controlled lists to ensure data integrity. Registered charges will generate subledger entries that integrate with the General Ledger in real time, eliminating manual reconciliation. Invoice batches will be system-generated with pre-filled data and automated validations. Customers will submit payments through a self-service portal, enabling immediate application to outstanding balances. Automated aging

reports will categorize delinquent accounts and trigger follow-up tasks, while exception-based alerts will prompt resolution workflows for any discrepancies.

C. Budget

The Budget module, within the integrated ERP system, will enable departments to submit budget requests directly through the system, with automated due date tracking and compliance reminders. Finance will consolidate requests using real-time data to calculate personnel costs, forecast revenues, and assess cash balances. Draft budgets will be generated within the ERP, integrating inputs with system-driven projections and supporting collaborative review through version control and amendment tracking. Interim and final budgets will be published digitally, streamlining submission to state agencies and enhancing transparency through public website postings. Budget monitoring will be supported by real-time tracking of actuals, department-level dashboards, and automated alerts for threshold violations. All adopted and amended budgets will be securely archived to support long-term planning and audit preparedness.

D. General Accounting

The General Accounting module, within the integrated ERP system, will enable journal entry requests to be initiated through system templates with pre-populated fields and built-in validations to ensure accuracy. Supporting documentation will be digitally attached, and review and approval workflows will be handled electronically, with system-generated audit trails. Once approved, journal entries will be finalized and locked. During month-end close, real-time updates to bank and ledger balances will support timely reconciliations using system-generated reports. Trial balances will be reviewed and adjusted within the ERP, with fund transfers and cash balance updates executed automatically. Batch entries will support balance zeroing and restrict postings to closed periods. The month-end close process will be automated, converting cash-based records to accrual and archiving trial balances with version control for audit readiness.

E. Fixed Assets

The Fixed Assets module, within the integrated ERP system, will allow departments to initiate capital asset requests with automated routing for review and approval. Approved requests will trigger integrated purchasing workflows, with asset classification applied based on system-defined rules. Asset records will be created automatically and posted. Monthly reconciliations will be system-driven, comparing asset account balances to the ledger and flagging discrepancies for review. At year-end, the system will generate proposed accrual entries, validate depreciation, and produce reconciliation reports. Asset disposal requests will be managed electronically through automated approval workflows and submission to external agencies.

F. Financial Statement Reporting

The Financial Statement Reporting module, within the integrated ERP system, will maintain a consistent Chart of Accounts across all financial modules and generate trial balance reports that auto-populate financial statement templates with validated data. Finance staff will review and adjust these reports as needed, with required schedules produced through system-driven workflows. An audit-ready financial package will be compiled within the ERP, enabling real-time audit tracking and automated status updates. The system will support audit coordination, including exit conferences and findings integration, through structured workflows. Submission packages for New Mexico state auditing will be generated and transmitted directly from the ERP, ensuring timely compliance. Financial statements will be routed for internal review and digitally approved, with final adoption by the Board through electronic resolution processes.

G. Grants Management

The Grants Management module, within the integrated ERP system, will support the creation of grant proposals through system templates, with automated workflows for review and electronic signature. Award notifications and grant requirements will be centrally managed, providing visibility across departments. New grant accounts will be created within the ERP using standardized coding structures, with automatic updates to the Chart of Accounts. Grant revenues and expenditures will be tracked in real time, eliminating reliance on external spreadsheets. Quarterly reconciliations and reports will be system-generated with built-in validations, version control, and audit trails. Drawdown requests and reporting will follow structured ERP workflows, enabling complete document tracking and reducing manual handoffs.

H. Payroll

The Payroll module, within the integrated ERP system, will support digital submission and approval of payroll changes, including direct deposit updates and pay adjustments, eliminating paper-based forms. Time and attendance data will be integrated into the system, with automated validations for hours worked, leave balances, and compliance rules to reduce manual audits. Payroll calculations, deductions, and adjustments will be processed in automated batches with real-time reconciliation checks. Direct deposit transactions and deductions will be securely generated and transmitted to banking partners. Payroll reports will be auto-generated and routed for review and approval. HR and Finance teams will share real-time visibility into payroll status through dashboard, streamlining coordination and reducing manual follow-ups.

I. Timekeeping

The Timekeeping module, within the integrated ERP system, will allow employees to enter time and leave requests directly, with automated validation ensuring data accuracy at entry. Supervisors will review only system-flagged exceptions, streamlining the approval process. Automated reminders will prompt timely submissions and approvals, reducing manual follow-ups. Approved entries will update leave balances in real time and integrate seamlessly with payroll processing, enabling efficient pay distribution and notifications. The ERP system will account for department-specific roles and pay structures, applying tailored rules such as Acting-in-Capacity differentials for the Sheriff's Office and Fire Department. It will also distinguish between volunteer and paid firefighter roles, automatically applying the appropriate pay or service tracking rules upon time entry eliminating the need for manual adjustments.

J. Contract Management

The Contract Management module, within the integrated ERP system, will enable departments to initiate contract requests through automated workflows that guide scope submission, budget validation, and procurement method assignment. Pre-populated contract templates will support collaborative drafting between Purchasing and departments. Approval workflows will be managed digitally with version control and automated routing. Executed contracts will be electronically signed and archived within the ERP, ensuring centralized access to finalized agreements. Upon contract approval, Purchase Orders will be generated automatically to initiate procurement and payment processes. Contract closeouts will be completed through structured workflows, capturing final documentation and updating status for reporting and audit readiness.

K. Purchase Order

The Purchasing module, within the integrated ERP system, will allow departments to create Purchase Requisitions with attached documentation, triggering automated workflows for budget checks and approvals. Approved requisitions will convert into Purchase Orders, with the system assigning PO numbers and budget codes at the line-item level. All approvals will be handled digitally, with electronic signatures and real-time status updates to stakeholders. Vendors will receive PO numbers directly from the system, eliminating manual distribution. Receipt of goods and services will be tracked within the ERP, updating PO status in real time. Invoices submitted through the vendor portal will be auto-matched to POs and routed for payment. The system will monitor open POs and requisitions, prompting periodic reviews to support timely closeout.

L. Purchase Requisition

The Purchasing module, within the integrated ERP system, will enable departments to initiate requisitions with supporting documentation, triggering automated checks for completeness and budget availability. The system will guide users through standardized

procurement method selection based on purchase type and thresholds, ensuring alignment with County policies. Requisitions will route automatically to Purchasing through system workflows, with dashboards displaying status, required actions, and pending approvals. Buyer assignments will be managed within the ERP, with automatic notifications sent to responsible staff. Requests needing clarification or additional documentation will be returned to the requestor via system alerts, eliminating manual communication. Approved requisitions will transition seamlessly into downstream processes such as contract creation and purchase orders, preserving data continuity and audit trails.

Human Capital Management

A. Recruitment & Onboarding

The Recruiting and Onboarding module, within the integrated ERP system, will support the initiation and approval of hiring requests through guided workflows that track documentation and route approvals. Position numbers and job details will be centrally managed and integrated with the County's job posting platform, NeoGov, if needed. Applicant screening, interviews, and reference checks will follow system-driven workflows, minimizing manual coordination. Offer letters and pre-employment forms will be generated and signed electronically, creating consistent records and audit trails. Onboarding packages will be completed digitally, with automated updates to HR records, benefits enrollment, and compliance reporting. Required documentation, including PERA forms, will be uploaded and tracked in the ERP, reducing manual filing. The system will provide real-time onboarding status dashboards and automated task notifications to ensure timely completion across departments.

B. Employee Offboarding

The Offboarding module, within the integrated ERP system, will allow employees to submit resignations through a self-service portal, triggering automated workflows for relevant Department Administrators. HR will manage terminations within the system, with task assignments and progress tracking managed digitally. IT access revocations, property returns, and facilities deactivations will be monitored through the ERP to ensure completion. Final paychecks will be processed through integrated payroll workflows, minimizing manual coordination. Department Administrators will oversee duty transitions using system checklists, with status updates shared with HR. Personnel files and offboarding documentation will be securely stored and linked to employee profiles for audit readiness and reporting.

C. Compensation, Position, & Job Class Maintenance

The Compensation, Position, and Job Class Maintenance module, within the integrated ERP system, will automate the import and application of wage scale updates, including COLA adjustments, across eligible employees. Mass pay changes and step increases will be processed through system workflows with validations based on pre-configured business rules. Position and job classification changes will be initiated, approved, and updated entirely within the ERP, eliminating manual forms and offline coordination. Pay change notifications will be system-generated and accessible to employees through personalized dashboards.

D. Leave and Benefits Administration

The Benefits Administration module, within the integrated ERP system, will manage new hire enrollment through system workflows that integrate with Bentek (if needed) for plan selection, eliminating manual spreadsheet imports. Employees will receive automated notifications of benefits eligibility and deadlines, with self-service portals supporting direct enrollment and document submission. HR will review enrollment data in the ERP, with real-time updates to deduction codes and dependent information. Payroll deductions will adjust automatically based on selected benefits, with audit logs tracking all changes. Offboarding will trigger automated updates, including benefits account deactivation, deduction stops, and personnel record changes. Benefits documentation will be stored and linked to employee profiles for streamlined audit reporting.

E. Incident Reporting and Compliance

The Incident Reporting module, within the integrated ERP system, will enable employees to submit standardized digital incident forms, triggering immediate alerts to supervisors and the Risk Management Division. The ERP will auto-fill multi-line and tort claim forms with known data, streamlining entry and minimizing errors. Insurance claims and workers' compensation packets will be generated and managed within the system, with automated reminders for outstanding actions. Supporting documentation, including modified work assignments and FMLA packets, will follow digital approval workflows with real-time status visibility. All incident-related data and documentation will be centralized in the ERP, enabling robust reporting and audit tracking.

F. Learning Management

The Learning Management module, within the integrated ERP system, will assign and manage training based on role, department, or division, ensuring only authorized users modify offerings or assign courses. Employees will access a self-service portal to view required trainings, register for sessions, complete certifications, and receive renewal reminders. Supervisors will assign mandatory courses and track team progress through real-time dashboards. Training completions, certifications, and renewals will be audit-trailed and

tied to employee profiles, with alerts for expirations. HR will generate compliance and development reports, while manual attendance entry will support in-person training documentation.

Treasurer's Office

A. Business Licensing & Short-Term Rental Permits

The Business Licensing module, within the integrated ERP system, will allow applicants to submit business license and short-term rental permit applications through an online portal with required documentation attached digitally. The ERP will validate application completeness and route submissions for secondary review when needed. Payment processing will be fully integrated, generating receipts and distributing them to relevant stakeholders. Approved licenses and permits will be issued through the system, with all records digitally archived for audit readiness. Renewals will be managed through automated notifications and online resubmission, streamlining the renewal process for both applicants and staff.

B. Revenue Collection & Cash Receipts

The Revenue Collection module, within the integrated ERP system, will capture all payments directly, ensuring consistent and accurate data entry. Payment receipts will be system-generated with supporting documentation attached electronically, reducing reliance on printed forms. Document scanning and archival will occur within the ERP, eliminating manual network drive storage. Batch reconciliation and deposit preparation will be automated, with built-in checks to validate deposit accuracy. Transactions will post seamlessly and clear batches within the tax billing module, streamlining the end-to-end revenue collection process.

Asset Management

A. Asset/Inventory Management

The Asset Management module, within the integrated ERP system, will provide centralized tracking of assets, vehicles, tools, and consumables across all Public Works divisions. The system will support asset condition ratings, maintenance scheduling, barcode/RFID tracking, and location management to enable lifecycle-based planning. Field staff will update asset records via mobile devices, improving data accuracy and timeliness. Inventory levels will be monitored in real time, with configurable thresholds triggering restocking workflows and integrating with procurement functions. The ERP will automate check-in/check-out of shared equipment to enhance accountability and reduce loss. Dashboards

will offer real-time insights into inventory turnover, utilization, maintenance needs, and asset replacement planning.

Utility Billing

A. Utility Billing

The Utility Billing module, within the integrated ERP system, will support end-to-end automation of meter data ingestion, billing calculations, delinquency tracking, and customer notifications. Real-time integration with meter reading systems will ensure timely and accurate billing, while system-configured rate structures and consumption thresholds will support complex billing scenarios. A public-facing portal will provide customers with secure access to account balances, usage history, and payment options, reducing reliance on staff for routine inquiries. The system will support automated late notices, shutoff warnings, and payment plan arrangements, enhancing revenue recovery and customer service.

APPENDIX D

ACKNOWLEDGEMENT OF RECEIPT FORM

In acknowledgement of receipt of this Request for Proposal the undersigned agrees that he/she has received a complete copy, beginning with the title page and table of contents, and ending with Appendix I.

The acknowledgement of receipt should be signed and returned to the Procurement Manager no later than close of business on **August 6, 2025**. Only potential Offerors who elect to return this form completed with the indicated intention of submitting a proposal will receive copies of all Offeror written questions and the County's written responses to those questions as well as RFP amendments, if any are issued.

FIRM: _____

REPRESENTED BY: _____

TITLE: _____ PHONE NO.: _____

E-MAIL: _____ FAX NO.: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

SIGNATURE: _____ DATE: _____

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

Firm does/does not (**circle one**) intend to respond to this Request for Proposals.

Bill Taylor, Procurement Manager
Santa Fe County Purchasing Division
102 Grant Avenue, First Floor
Santa Fe, NM 87501
Phone: (505) 986-6373
Email: wtaylor@santafecountynm.gov

APPENDIX E

CAMPAIGN CONTRIBUTION DISCLOSURE FORM

Pursuant to NMSA 1978, § 13-1-191.1 (2006), any Person seeking to enter into a contract with any state agency or local public body **for professional services, a design and build project delivery system, or the design and installation of measures the primary purpose of which is to conserve natural resources** must file this form with that state agency or local public body. This form must be filed even if the contract qualifies as a small purchase or a sole source contract. The Prospective Contractor must disclose whether they, a Family Member or a Representative of the Prospective Contractor has made a campaign contribution to an Applicable Public Official of the state or a local public body during the two years prior to the date on which the Prospective Contractor submits a proposal or, in the case of a sole source or small purchase contract, the two years prior to the date the Prospective Contractor signs the contract, if the aggregate total of contributions given by the Prospective Contractor, a family member or a representative of the Prospective Contractor to the public official exceeds two hundred and fifty dollars ($250) over the two (2) year period.

Furthermore, the state agency or local public body shall void an executed contract or cancel a solicitation or proposed award for a proposed contract if: 1) a Prospective Contractor, a family member of the Prospective Contractor, or a Representative of the Prospective Contractor gives a Campaign Contribution or other thing of value to an applicable public official or the applicable public official's employees during the Pendency of the Procurement Process or 2) a Prospective Contractor fails to submit a fully completed disclosure statement pursuant to the law.

THIS FORM MUST BE FILED BY ANY PROSPECTIVE CONTRACTOR WHETHER OR NOT THEY, THEIR FAMILY MEMBER, OR THEIR REPRESENTATIVE HAS MADE ANY CONTRIBUTIONS SUBJECT TO DISCLOSURE.

The following definitions apply:

"**Applicable Public Official**" means a person elected to an office or a person appointed to complete a term of an elected office, who has the authority to award or influence the award of the contract for which the prospective contractor is submitting a competitive sealed proposal or who has the authority to negotiate a sole source or small purchase contract that may be awarded without submission of a sealed competitive proposal.

"**Campaign Contribution**" means a gift, subscription, loan, advance or deposit of money or other thing of value, including the estimated value of an in-kind contribution, that is made to or received by an applicable public official or any person authorized to raise, collect or expend contributions on that official's behalf for the purpose of electing the official to either statewide or local office. "Campaign Contribution" includes the payment of a debt incurred in an election campaign, but does not include the value of services provided without compensation or unreimbursed travel or other personal expenses of individuals who volunteer a portion or all of their time on behalf of a candidate or political committee, nor does it include the administrative or solicitation expenses of a political committee that are paid by an organization that sponsors the committee.

"**Family Member**" means spouse, father, mother, child, father-in-law, mother-in-law, daughter-in-law or son-in-law.

"**Pendency of the Procurement Process**" means the time period commencing with the public notice of the request for proposals and ending with the award of the contract or the cancellation of the request for proposals.

"**Person**" means any corporation, partnership, individual, joint venture, association or any other private legal entity.

"**Prospective Contractor**" means a person who is subject to the competitive sealed proposal process set forth in the Procurement Code or is not required to submit a competitive sealed proposal because that person qualifies for a sole source or a small purchase contract.

"**Representative of a Prospective Contractor**" means an officer or director of a corporation, a member or manager of a limited liability corporation, a partner of a partnership or a trustee of a trust of the prospective contractor.

DISCLOSURE OF CONTRIBUTIONS:

Contribution Made By: _____

Relation to Prospective Contractor: _____

Name of Applicable Public Official: _____

Date Contribution(s) Made: _____

_____

Amount(s) of Contribution(s) _____

_____

Nature of Contribution(s) _____

_____

Purpose of Contribution(s) _____

_____

(Attach extra pages if necessary)

_____

Signature Date

_____

Title (position)

--OR—

NO CONTRIBUTIONS IN THE AGGREGATE TOTAL OVER TWO HUNDRED FIFTY DOLLARS ($250) WERE MADE to an applicable public official by me, a family member or representative.

_____ _____

Signature Date

_____

APPENDIX F

RESIDENT VETERANS' PREFERENCE CERTIFICATION

(NAME OF CONTRACTOR) hereby certifies the following in regard to application of the resident veterans' preference to this procurement.

Please check one box only:

I declare under penalty of perjury that my business prior year revenue starting January 1 ending December 31 is less than $1M allowing me the ten percent (10%) preference discount on this solicitation. I understand that knowingly giving false or misleading information about this fact constitutes a crime.

"I agree to submit a report or reports to the State Purchasing Division of the General Services Department declaring under penalty of perjury that during the last calendar year starting January 1 and ending on December 31, the following to be true and accurate:

"In conjunction with this procurement and the requirements of this business application for a Resident Veteran Business Preference/Resident Veteran Contractor Preference under Sections 13-1-21 or 13-1-22 NMSA 1978, which awarded a contract which was on the basis of having such veterans preference, I agree to report to the State Purchasing Division of the General Services Department the awarded amount involved. I will indicate in the report the award amount as a purchase from a public body or as a public works contract from a public body as the case may be."

"I understand that knowingly giving false or misleading information on this report constitutes a crime".

I declare under penalty of perjury that this statement is true to the best of my knowledge. I understand that giving false or misleading statements about material fact regarding this matter constitutes a crime.

_____ _____

(Signature of Business Representative)* (Date)

*Must be an authorized signatory of the Business.

The representations made in checking the boxes constitutes a material representation by the business that is subject to protest and may result in denial of an award or un-award of the procurement involved if the statements are proven to be incorrect.

SIGNED AND SEALED THIS_____DAY OF _____, 2020.

_____

NOTARY PUBLIC

My Commission Expires: _____

APPENDIX G

COST PROPOSAL

Professional Services							
System	**Finance / Procurement**	**HCM**	**Tax Bills Module**	**Asset/Inventory Management**	**Utility Billing**	**Optional Services / Features**	**Total**
Business Process Analysis and Re-engineering							$ -
Solution Configuration							$ -
Custom Software Development							$ -
Data Conversion/Migration – Open Activities							$ -
Data Conversion/Migration – History							$ -
Training							$ -
Project Management							$ -
Integration with Business Applications (List per Integration):							$ -
Other Costs (Describe, including optional)							$ -
Ongoing Costs							
Software Subscription (if applicable)							$ -
Third Party Licenses							$ -
Maintenance and Support (if not included in above)							$ -
Other Costs (Describe)							$ -
Total Implementation	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**		**$ -**

Annual SaaS Fees							
System	**Finance / Procurement**	**HCM**	**Tax Bills Module**	**Asset/Inventory Management**	**Utility Billing**	**Optional Services / Features**	**Total**
Year 1							$ -
Year 2							$ -
Year 3							$ -
Year 4							$ -
Total Cumulative 4 Years Software Costs	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**		**$ -**

Appendix G is provided for reference purposes only. Offerors must use the separately attached Cost Proposal document included in the RFP package, and submit it as a separate, stand-alone document.

APPENDIX H

SAMPLE AGREEMENT

SERVICE AGREEMENT
BETWEEN SANTA FE COUNTY AND
[NAME OF CONTRACTOR]
FOR [GOODS OR SERVICES]

THIS AGREEMENT is made and entered into this _____ day of _____ 20__, by and between **SANTA FE COUNTY**, hereinafter referred to as the "County" and **[CONTRACTOR'S NAME]**, whose principal address is **[CONTRACTOR'S ADDRESS]** hereinafter referred to as the "Contractor".

WHEREAS, pursuant to [PROCUREMENT DELIVERY METHOD USED PURSUANT TO THE STATE PROCUREMENT CODE, COUNTY PURCHASING REGULATIONS/POLICIES]; and

WHEREAS the [BACKGROUND OR DESCRIPTION OF THE COUNTY'S NEEDS AND REQUIREMENTS]; and

WHEREAS the [BACKGROUND/BRIEF DESCRIPTION OF THE CONTRACTOR'S ABILITIES/QUALIFICATIONS]; and

WHEREAS, **[**GENERAL PURPOSE OF THIS AGREEMENT]; and

WHEREAS, the County requires the services of the Contractor and the Contractor is willing to provide these services and both parties wish to enter into this Agreement.

NOW, THEREFORE, it is agreed between the parties:

1. **SCOPE OF WORK**

The Contractor shall provide, without limitation, the following services.

[DESCRIPTION OF THE SERVICES REQUIRED FROM THE CONTRACTOR. SHOULD MIRROR THE DESCRIPTION OF THE SCOPE OF WORK IN THE SOLICITATION, THE CONTRACTOR'S PROPOSAL OR OFFER AND ANY PARTICULAR SERVICES AGREED TO BY THE COUNTY AND CONTRACTOR]

2. ADDITIONAL SERVICES

A. The parties agree that all tasks set forth in Section 1 (Scope of Work), of this Agreement shall be completed in full, to the satisfaction of the County, in accordance with

professional standards and for the amount set forth in Section 3 (Compensation, Invoicing and Set-off), of this Agreement, and for no other cost, amount, fee or expense.

B. The County may from time to time request changes in the scope of work to be performed hereunder. Such changes, including any increase or decrease in the amount of the Contractor's compensation, which are mutually agreed upon by and between the County and the Contractor, shall be incorporated in a written amendment to this Agreement.

3. COMPENSATION, INVOICING AND SET-OFF

A. In consideration of its obligations under this Agreement the Contractor shall be compensated as follows:

1) County shall pay to the Contractor in full payment for services satisfactorily performed.

2) The total amount payable to the Contractor under this Agreement shall not exceed **[WRITTEN WORD]** dollars **($XX,XXX.XX)** **inclusive or exclusive** of New Mexico gross receipts tax.

3) This amount is a maximum and not a guarantee that the work assigned to be performed by Contractor under this Agreement shall equal the amount stated herein. The parties do not intend for the Contractor to continue to provide services without compensation when the total compensation amount is reached. The County will notify the Contractor when the services provided under this Agreement reach the total compensation amount. In no event will the Contractor be paid for services provided in excess of the total compensation amount without this Agreement being amended in writing.

B. The Contractor shall submit a written request for payment to the County when payment is due under this Agreement. Upon the County's receipt of the written request, the County shall issue a written certification of complete or partial acceptance or rejection of the deliverables for which payment is sought.

1) The County's representative for certification of acceptance or rejection of contractual items and services shall be **[USER AGENCY NAME/INDIVIDUAL, ADDRESS AND PHONE NUMBER]**, or such other individual as may be designated in the absence of the County representative.

2) The Contractor acknowledges and agrees that the County may not make any payment hereunder unless and until it has issued a written certification accepting the contractual services or deliverables.

3) Within thirty (30) days of the issuance of a written certification accepting the services or deliverables, the County shall tender payment for the accepted

items or services. In the event the County fails to tender payment within thirty (30) days of the written certification accepting the items or services, the County shall pay late payment charges of one and one-half percent (1.5%) per month, until the amount due is paid in full.

C. In the event the Contractor breaches this Agreement, the County may, without penalty, withhold any payments due the Contractor for the purpose of set-off until such time as the County determines the exact amount of damages it suffered as a result of the breach.

D. Payment under this Agreement shall not foreclose the right of the County to recover excessive or illegal payment.

4. EFFECTIVE DATE AND TERM

This Agreement shall, upon due execution by all parties, become effective as of the date of last signature by the parties and will terminate one year from such date, unless terminated earlier pursuant to Section 5 (Termination) or Section 6 (Appropriations and Authorizations). The County has the option to extend the term of this Agreement not to exceed four years in total.

5. TERMINATION

A. Termination of Agreement for Cause. Either party may terminate the Agreement based upon any material breach of this Agreement by the other party. The non-breaching party shall give the breaching party written notice of termination specifying the grounds for the termination. The termination shall be effective 30 days from the breaching party's receipt of the notice of termination, during which time the breaching party shall have the right to cure the breach. If, however, the breach cannot with due diligence be cured within 30 days, the breaching party shall have a reasonable time to cure the breach, provided that, within 30 days of its receipt of the written notice of termination, the breaching party began to cure the breach and advised the non-breaching party in writing that it intended to cure.

B. Termination for Convenience of the County. The County may, in its discretion, terminate this Agreement at any time for any reason by giving the Contractor written notice of termination. The notice shall specify the effective date of termination, which shall not be less than 15 days from the Contractor's receipt of the notice. The County shall pay the Contractor for acceptable work, determined in accordance with the specifications and standards set forth in this Agreement, performed before the effective date of termination but shall not be liable for any work performed after the effective date of termination.

6. APPROPRIATIONS AND AUTHORIZATIONS

This Agreement is contingent upon sufficient appropriations and authorizations being made for performance of this Agreement by the Board of County Commissioners of the County and/or, if state funds are involved, the Legislature of the State of New Mexico. If sufficient appropriations and authorizations are not made in this or future fiscal years, this Agreement shall terminate upon written notice by the County to the Contractor. Such termination shall be without penalty to the County, and the County shall have no duty to reimburse the Contractor for expenditures made in the performance of this Agreement. The County is expressly not committed to expenditure of any funds until such time as they are programmed, budgeted, encumbered and approved for expenditure by the County. The County's decision as to whether sufficient appropriations and authorizations have been made for the fulfillment of this Agreement shall be final and not subject to challenge by the Contractor in any way or forum, including a lawsuit.

7. INDEPENDENT CONTRACTOR

The Contractor and its agents and employees are independent contractors and are not employees or agents of the County. Accordingly, the Contractor and its agents and employees shall not accrue leave, participate in retirement plans, insurance plans, or liability bonding, use County vehicles, or participate in any other benefits afforded to employees of the County. Except as may be expressly authorized elsewhere in this Agreement, the Contractor has no authority to bind, represent, or otherwise act on behalf of the County and agrees not to purport to do so.

8. ASSIGNMENT

The Contractor shall not assign or transfer any interest in this Agreement or assign any claims for money due or to become due under this Agreement without the advance written approval of the County. Any attempted assignment or transfer without the County's advance written approval shall be null and void and without any legal effect.

9. SUBCONTRACTING

The Contractor shall not subcontract or delegate any portion of the services to be performed under this Agreement without the advance written approval of the County. Any attempted subcontracting or delegating without the County's advance written approval shall be null and void and without any legal effect.

10. PERSONNEL

A. All work performed under this Agreement shall be performed by the Contractor or under its supervision.

B. The Contractor represents that it has, or will secure at its own expense, all personnel required to discharge its obligations under this Agreement. Such personnel (i) shall not

be employees of or have any contractual relationships with the County and (ii) shall be fully qualified and licensed or otherwise authorized or permitted under federal, state, and local law to perform such work.

11. RELEASE

Upon its receipt of all payments due under this Agreement, the Contractor releases the County, its elected officials, officers, agents and employees from all liabilities, claims, and obligations whatsoever arising from or under or relating to this Agreement.

12. CONFIDENTIALITY

Any confidential information provided to or developed by the Contractor in the performance of this Agreement shall be kept confidential and shall not be made available to any individual or organization by the Contractor without the prior written approval of the County.

13. PUBLICATION, REPRODUCTION, AND USE OF MATERIAL; COPYRIGHT

A. The County has the unrestricted right to publish, disclose, distribute and otherwise use, in whole or in part, any reports, data, or other material prepared under or pursuant to this Agreement.

B. The Contractor acknowledges and agrees that any material produced in whole or in part under or pursuant to this Agreement is a work made for hire. Accordingly, to the extent that any such material is copyrightable in the United States or in any other country, the County shall own any such copyright.

14. CONFLICT OF INTEREST

The Contractor represents that it has no and shall not acquire any interest, direct or indirect, that would conflict in any manner or degree with the performance of its obligations under this Agreement.

15. NO ORAL MODIFICATIONS; WRITTEN AMENDMENTS REQUIRED

This Agreement may not be modified, altered, changed, or amended orally but, rather, only by an instrument in writing executed by the parties hereto. The Contractor specifically acknowledges and agrees that the County shall not be responsible for any changes to Section 1 (Scope of Work), of this Agreement unless such changes are set forth in a duly executed written amendment to this Agreement.

16. ENTIRE AGREEMENT; INTEGRATION

This Agreement incorporates all the agreements, covenants, and understandings between the parties hereto concerning the subject matter hereof, and all such agreements, covenants and understandings have been merged into this written Agreement. No prior or contemporaneous

agreement, covenant or understandings, verbal or otherwise, of the parties or their agents shall be valid or enforceable unless embodied in this Agreement.

17. NOTICE OF PENALTIES

The State Procurement Code, NMSA 1978, Sections 13-1-28 through 13-1-199, imposes civil and criminal penalties for its violation. In addition, New Mexico criminal statutes impose felony penalties for bribes, gratuities, and kickbacks.

18. EQUAL EMPLOYMENT OPPORTUNITY COMPLIANCE

A. The Contractor agrees to abide by all federal, state, and local laws, ordinances, and rules and regulations pertaining to equal employment opportunity and unlawful discrimination. Without in any way limiting the foregoing general obligation, the Contractor specifically agrees not to discriminate against any person with regard to employment with the Contractor or participation in any program or activity offered pursuant to this Agreement on the grounds of race, age, religion, color, national origin, ancestry, sex, physical or mental handicap, serious medical condition, spousal affiliation, sexual orientation, or gender identity.

B. The Contractor acknowledges and agrees that failure to comply with this Section shall constitute a material breach of this Agreement.

19. COMPLIANCE WITH APPLICABLE LAW; CHOICE OF LAW

A. In performing its obligations hereunder, the Contractor shall comply with all applicable laws, ordinances, and regulations.

B. Contractor shall comply with the requirements of Santa Fe County Ordinance 2014-1 (Establishing a Living Wage).

C. This Agreement shall be construed in accordance with the substantive laws of the State of New Mexico, without regard to its choice of law rules. Contractor and the County agree that the exclusive forum for any litigation between them arising out of or related to this Agreement shall be state district courts of New Mexico, located in Santa Fe County.

20. RECORDS AND INSPECTIONS

A. To the extent its books and records relate to (i) its performance of this Agreement or any subcontract entered into pursuant to it or (ii) cost or pricing data (if any) set forth in this Agreement or that was required to be submitted to the County as part of the procurement process, the Contractor agrees to (i) maintain such books and records during the term of this Agreement and for a period of six years from the date of final payment under this Agreement; (ii) allow the County or its designee to audit such books and records at

reasonable times and upon reasonable notice; and (iii) to keep such books and records in accordance with generally accepted accounting principles (GAAP).

B. To the extent its books and records relate to (i) its performance of this Agreement or any subcontract entered into pursuant to it or (ii) cost or pricing data (if any) set forth in this Agreement or that was required to be submitted to County as part of the procurement process, the Contractor also agrees to require any subcontractor it may hire to perform its obligations under this Agreement to (i) maintain such books and records during the term of this Agreement and for a period of six years from the date of final payment under the subcontract; (ii) to allow the County or its designee to audit such books and records at reasonable times and upon reasonable notice; and (iii) to keep such books and records in accordance with GAAP.

21. INDEMNIFICATION

A. The Contractor shall defend, indemnify, and hold harmless the County and its elected officials, agents, and employees from any losses, liabilities, damages, demands, suits, causes of action, judgments, costs or expenses (including but not limited to court costs and attorneys' fees) resulting from or directly or indirectly arising out of the Contractor's performance or non-performance of its obligations under this Agreement, including but not limited to the Contractor's breach of any representation or warranty made herein.

B. The Contractor agrees that the County shall have the right to control and participate in the defense of any such demand, suit, or cause of action concerning matters that relate to the County and that such suit will not be settled without the County's consent, such consent not to be unreasonably withheld. If a conflict exists between the interests of the County and the Contractor in such demand, suit, or cause of action, the County may retain its own counsel to represent the County's interest.

C. The Contractor's obligations under this section shall not be limited by the provisions of any insurance policy the Contractor is required to maintain under this Agreement.

22. SEVERABILITY

If any term or condition of this Agreement shall be held invalid or non-enforceable by any court of competent jurisdiction, the remainder of this Agreement shall not be affected and shall be valid and enforceable to the fullest extent of the law.

23. NOTICES

Any notice required to be given to either party by this Agreement shall be in writing and shall be delivered in person, by courier service or by U.S. mail, either first class or certified, return receipt requested, postage prepaid, as follows:

To the County: Santa Fe County
Attn: Santa Fe County Manager
102 Grant Avenue
P.O. Box 276
Santa Fe, New Mexico 87504-0276

To the Contractor: [**CONTRACTOR'S NAME AND ADDRESS**]

24. CONTRACTOR'S REPRESENTATIONS AND WARRANTIES

The Contractor hereby represents and warrants that:

A. This Agreement has been duly authorized by the Contractor, the person executing this Agreement has authority to do so, and, once executed by the Contractor, this Agreement shall constitute a binding obligation of the Contractor.

B. This Agreement and Contractor's obligations hereunder do not conflict with Contractor's corporate agreement or any statement filed with the New Mexico Secretary of State on Contractor's behalf.

C. Contractor is legally registered and is properly licensed by the State of New Mexico to provide the services anticipated by this Agreement and shall maintain such registration and licensure in good standing throughout the duration of the Agreement.

25. FACSIMILE or ELECTRONIC SIGNATURES

The parties hereto agree that a facsimile or electronic signature has the same force and effect as an original for all purposes.

26. NO THIRD-PARTY BENEFICIARIES

This Agreement was not intended to and does not create any rights in any persons not a party hereto.

27. INSURANCE

A. General Conditions. The Contractor shall submit evidence of insurance as is required herein. Policies of insurance shall be written by companies authorized to write such insurance in New Mexico.

B. General Liability Insurance, Including Automobile. The Contractor shall procure and maintain during the life of this Agreement a comprehensive general liability and automobile insurance policy with liability limits in amounts not less than $1,000,000.00 combined single limits of liability for bodily injury, including death, and property damage for any one occurrence. Said policies of insurance shall include coverage for all

operations performed for the County by the Contractor; coverage for the use of all owned, non-owned, hired automobiles, vehicles and other equipment, both on and off work; and contractual liability coverage under which this Agreement is an insured contract. Santa Fe County shall be a named additional insured on the policy.

C. Increased Limits. If, during the life of this Agreement, the Legislature of the State of New Mexico increases the maximum limits of liability under the Tort Claims Act (NMSA 1978, Sections 41-4-1 through 41-4-29, as amended), the Contractor shall increase the maximum limits of any insurance required herein.

28. PERMITS, FEES, AND LICENSES

Contractor shall procure all permits and licenses, pay all charges, fees, and royalties, and give all notices necessary and incidental to the due and lawful performance of its obligations hereunder.

29. NEW MEXICO TORT CLAIMS ACT

No provision of this Agreement modifies or waives any sovereign immunity or limitation of liability enjoyed by County or its "public employees" at common law or under the New Mexico Tort Claims Act, NMSA 1978, Section 41-4-1, et seq.

30. CAMPAIGN CONTRIBUTION DISCLOSURE FORM

The Contractor agrees to compute and submit simultaneous with execution of this Agreement a Campaign Contribution Disclosure form approved by the County.

31. APPOINTMENT OF AGENT FOR SERVICE OF PROCESS

The Contractor hereby irrevocably appoints **[NAME AND ADDRESS OF AGENT]**, as its agent upon whom process and writs in any action or proceeding arising out of or related to this Agreement may be served. The Contractor acknowledges and agrees that service upon its designated agent shall have the same effect as though the Contractor were actually and personally served within the state of New Mexico.

32. SURVIVAL

The provisions of following paragraphs shall survive termination of this Contract; INDEMNIFICATION; RECORDS AND INSPECTION; RELEASE, CONFIDENTIALITY, PUBLICATION, REPRODUCTION, AND USE OF MATERIAL; COPYRIGHT; COMPLIANCE WITH APPLICABLE LAW; CHOICE OF LAW; NO THIRD-PARTY BENEFICIARIES; SURVIVAL.

IN WITNESS WHEREOF, the parties have duly executed this Agreement as of the date first written above.

SANTA FE COUNTY

_____
, Board Chair
Santa Fe County Board of County Commissioners

ATTESTATION:

_____ _____
Katharine E. Clark Date
Santa Fe County Clerk

Approved as to form

_____ _____
Walker Boyd Date
Santa Fe County Attorney

CONTRACTOR:

_____ _____
(Signature) Date

_____
(Print Name)

_____
(Print Title)

Appendix I

Systems Requirements

1. System Requirements

Please use the link provided on the County's website to download the Microsoft Excel version of the Requirements Traceability Matrix (RTM) for the ERP system. The RTM outlines the functional, technical, and security requirements defined by Santa Fe County for the replacement of its current ERP platform, CentralSquare NaviLine.

Offerors are required to complete the RTM in its original Excel format by responding to each requirement based on their proposed ERP solution's capabilities. Instructions and response guidelines are included within the spreadsheet and must be followed accordingly. Each Offeror must include the completed RTM as part of their electronic proposal submission via USB drive. The County will use the RTM responses to assess the degree to which each proposed solution meets the County's enterprise functional needs, including finance, human resources, payroll, procurement, budgeting, grants management, and departmental integration.

Failure to submit a completed RTM in the required format and delivery method will result in disqualification from the RFP evaluation process.

ERP System:

Complete only the functional areas listed below of the ERP RTM contained in the ERP RTM folder using the link above:

- Finance
- HR
- IT
- Treasurer's Office
- Public Safety
- Public Works
- Asset Management
- Utility Billing
- Sheriff's Office
- JMS