

**LOS ALAMOS COUNTY
PROCUREMENT DIVISION**

101 Camino Entrada, Building 3, Los Alamos, New Mexico 87544

(505) 709-7962

Advertised: January 7, 2021

Closing Date: January 26, 2021

Mandatory/Non-Mandatory Pre-Proposal Conference: January 14, 2021 10:00am MST

Request for Proposals ("RFP")

RFP Number: 21-20

RFP Name: Records Management System for the Los Alamos County Clerk

MULTISTEP RFP

SPECIAL INFORMATION RELATED TO THIS SOLICITATION:

This is a multistep RFP as described in Sec. 31-102 (a) (2) of the Incorporated County of Los Alamos ("County") Procurement Code. Step 1 is: the submission of Statement of Qualifications ("SOQ"); Step 2 is: an RFP limited to those offerors whose offers have been determined by the evaluation committee to be qualified under the criteria set forth in the first solicitation. Throughout this document, the terms "SOQ," "RFP," "solicitation," and "proposal" are used interchangeably.

GENERAL INFORMATION

1. **RFP Submission Procedure Change.** Due to the current COVID-19 (coronavirus) pandemic and Public Health Emergency declaration by the New Mexico Governor, until further notice, the following procedure is in effect: Proposals in response to this Requests for Proposals (RFP), may be submitted either in paper form, in a sealed envelope, or electronically by email in PDF format. All other requirements stated in the solicitation document remain unchanged and in effect.

Only one of the following submission methods is required:

2. **ELECTRONIC SUBMISSION:** Emails should be addressed to: labid@lacnm.us. Subject line **must** contain the following information: **RESPONSE – RFP21-20 Records Management System for Los Alamos County Clerk**

It is strongly recommended that a second, follow up email (without the proposal included or attached) be sent to Alicia Garcia, Senior Buyer at alicia.garcia@lacnm.us to confirm the Proposal was received.

The body of the email must contain enough information for the identity of the Proposer to be clear, including company name, name of person sending the email, and contact information including email address and phone number.

Only emails with proposals received in the labid@lacnm.us email box prior to **2:00 p.m. Mountain, January 26, 2021** will be reviewed.

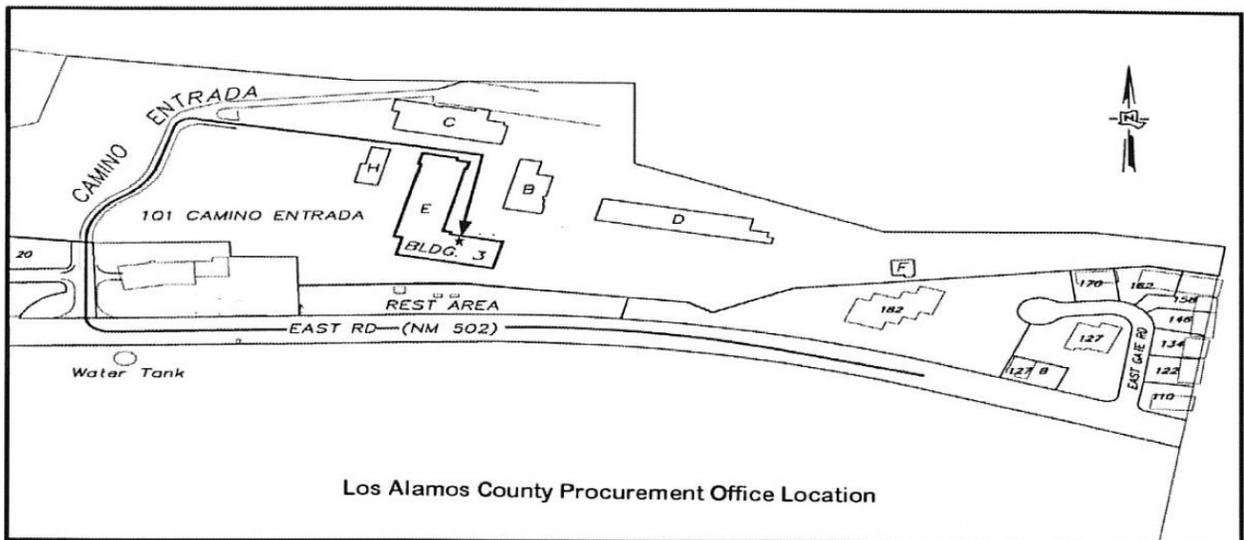
Proposals submitted by email will be opened only after the closing date and time stated in the solicitation document.

3. **PAPER FORM SUBMISSION:** Sealed proposals in one (1) clearly labeled unbound original, three (7) bound paper copies and one (1) electronic version, will be accepted at the Office of the Chief Purchasing Officer, Procurement Division - 101 Camino Entrada, Building 3, Los Alamos, NM 87544, until **2:00 p.m. Mountain Time, January 26, 2021** for this solicitation. **Clearly mark the RFP Number and Name and Offeror on the outside of the sealed proposal, including outer envelope and/or shipping label.** The USB flash drive or CD should be clearly identified. It is the responsibility of the Offeror to assure that the information submitted in both its written response and the electronic version are consistent and accurate.

If there is a discrepancy between what is provided on the paper document and the electronic version, the written paper response shall govern.

4. Directions to Procurement office:

1. Drive WEST on NM-502 to Los Alamos.
 - o Camino Entrada (formerly known as Airport Basin) is 0.4 miles past East Gate Drive, just past East Entrance Park Rest Area.
2. Turn RIGHT on Camino Entrada.
 - o Road slopes downhill and curves to the right.
3. Take second RIGHT in to driveway through gated fence (before the stone sign "Pajarito Cliffs Site").
 - o Follow the signs to Building 3, the L-shaped building in the center of the complex.
 - o If you pass the Holiday Inn Express and the Airport, you've gone too far.
4. Enter glass door marked "PROCUREMENT." *See map below.*



5. The Incorporated County of Los Alamos ("County") invites Proposals from all qualified respondents. No Proposal may be withdrawn after the scheduled closing time. Proposals will not be accepted after the scheduled closing time. **Please make note of the submittal requirements outlined in this solicitation.** Read and follow the instructions carefully. **Include the required documents provided in this RFP as part of your submittal packet.** Any misinterpretation or failure to comply with the submittal requirements could result in rejection of the proposal. Proposal preparation is at the Offeror's expense. Step 2 of this multistep RFP will be limited to those offerors whose offers have been determined by the evaluation committee to be qualified under the criteria set forth in the first solicitation. County contemplates Step 2 will include demonstrations of the Offeror's proposed solution.
6. Any change(s) to the solicitation will be conveyed through the written addenda process. Read carefully and follow all instructions provided on any addendum, as well as the instructions provided in the original solicitation.
7. Any questions must be received in writing at least five (5) days prior to the date fixed for when proposals are due.
8. County reserves the right, at its sole discretion, to accept or reject any proposals; to waive any and all irregularities in any or all statements or proposals; to request additional information from any or all respondents; and to award a contract to the responsible Offeror whose proposal is most beneficial to

County. While County intends to execute a contract for the services listed herein, nothing in this document shall be interpreted as binding County to enter into a contract with any Offeror or Proposer.

9. Bids and Proposals are Public Records. Pursuant to the New Mexico Inspection of Public Records Act, NMSA 1978, Chapter 14, Article 2, all materials submitted under this RFP/IFB shall be presumed and considered public records. Except to the extent any information may be protected by state or federal law, proposals shall be considered public documents and available for review and copying by the public.
10. The County contemplates a multi-term contract as a result of this RFP. The term of the contract may be entered into for any period up to fifteen (15) years including all renewals or extensions and maintenance periods. This is the written determination of the Chief Purchasing Officer that: such a contract will serve the best interests of the County by promoting economies in County procurement.
11. Proposers are notified that they must propose pricing for each potential year of the contract.
12. Proposers/Offerors are informed that State law requires that all foreign corporations (NMSA 1978 §53-17-5) and limited liability corporations (NMSA 1978 §53-19-48) procure a certificate of authority to transact business in the state prior to transacting business in the state of New Mexico.
13. The Chief Purchasing Officer has determined a preference is applicable to this offer. A bidder or offeror must submit a written request for preference, with a copy of the state-issued preference certificate, with its bid or proposal to qualify for this preference. Ref. Sec. 31-261.(b).
14. ***NON-MANDATORY PRE-PROPOSAL CONFERENCE January 14, 2021 at 11:00am MST through Zoom link.***

<https://us02web.zoom.us/j/87271118373?pwd=Z2xkRUtUTTNTTFVsNkJRQ3hOVktWUT09>

Meeting ID: 872 7111 8373

Passcode: 176971

One tap mobile

+12532158782,,87271118373#,,,,*176971# US (Tacoma)

+13462487799,,87271118373#,,,,*176971# US (Houston)

Dial by your location

+1 253 215 8782 US (Tacoma)

+1 346 248 7799 US (Houston)

+1 669 900 9128 US (San Jose)

+1 301 715 8592 US (Washington D.C)

+1 312 626 6799 US (Chicago)

+1 646 558 8656 US (New York)

Meeting ID: 872 7111 8373

Passcode: 176971

Find your local number: <https://us02web.zoom.us/j/87271118373?pwd=Z2xkRUtUTTNTTFVsNkJRQ3hOVktWUT09>

CONTACT INFORMATION

1. For project-specific information, contact Project Manager, Adrianna Ortiz, Chief Deputy Clerk at at.ortiz@lacnm.us; (505) 662-8395 (office) or (505) 412-1058 (mobile).
2. For procurement process information, contact Alicia Garcia, Senior Buyer at alicia.garcia@lacnm.us; (505) 709-7962.

NEED STATEMENT

County is seeking proposals for a robust, state of the art, Records Management System (“RMS”), to integrate all aspects of the County Clerk’s Office, including, but not limited to: fee management, records management for land, vital, general, government and court records, the ability to accept records in digital or paper format, the ability to access and/or purchase records online, and overall storage and preservation services.

SCOPE OF SERVICES/STATEMENT OF WORK

Offeror shall clearly describe in its Proposal Response how it shall provide software, services, supplies and/or equipment for an RMS solution for use by the office of the County Clerk, including the following records, services and/or functionalities: Land and General Records, Marriage Records, Probate Court Records, Government Records, Election Records, Cashiering Services, Financial Reporting, Imaging Capability, Public Search Capability, Web Search and Online Records Sales Capability, Electronic Endorsement, Electronic Recording, Technical & Customer Support Services, and Overall Software/Hardware Support and Maintenance Services. Offeror in its Proposal Response shall clearly describe how its proposed solution provides the highest level of service, integration and efficiency for the County and its constituency. In order to promote the quality and accuracy of the system and data, Offeror must demonstrate how it will provide the necessary resources and expertise to provide all services required of an RMS solution. The County wishes to consider on-premise, software as a solution and hosted options. Any on-premise solution proposed must be compatible with the County's Technology Standards, which are attached as Exhibit "E".

1. Convert, import, migrate and/or consolidate existing data into one (1) single database.
2. Records retention, archival and disaster recovery services. The desired RMS solution, including all applicable services, must comply with all State of New Mexico statutes and rules, specifically those relating to the recording and filing of documents, the issuance and recording of marriage licenses, and the filing of probate court records.

INFORMATION RELATED TO THE SCOPE OF SERVICES

The current volume of digital records in the County Clerk's Office is nearly 124,000, with another 55,000+ digitized/ready for import, and another 45,000+ records on microfilm/microfiche ready to be digitized.

PROPOSAL REVIEW AND EVALUATION

Proposals shall be handled so as to prevent disclosure of the identity of any Offeror or the contents of any proposal to competing Offerors during the process of negotiation.

After the RFP has closed, Procurement Division staff prepares a register of proposals containing the name of each Offeror, the number of modifications received, if any, and a description sufficient to identify the item offered. The register of proposals is open to public inspection only after contract award. Procurement Division staff delivers the RFP submittals to the Evaluation Committee Chairperson. The Evaluation Committee reviews and evaluates the submittals. Interviews are only for the purpose of clarification, and may be used for adjusting the final score. Discussions may be conducted with responsible offerors who submit proposals determined to be reasonably likely to be selected for award for the purpose of clarification to ensure full understanding and conformation with solicitation requirements for the purpose of obtaining best and final offers. The Evaluation Committee Chairperson forwards the final evaluation results to the Procurement Division. Award shall be made to the responsible Offeror whose proposal is determined in writing by the Evaluation Committee to be the most advantageous to the County, taking into consideration the evaluation criteria set forth in the solicitation.

AWARD OF SOLICITATION

Following award of the solicitation by County Council, the successful Offeror will be required to execute a contract with County in accordance with the terms and conditions set forth in the Services Agreement, a sample of which is attached as Exhibit "A." Offeror may identify any exception or other requirements to the terms and provisions in the Services Agreement, along with proposed alternative language addressing the exception; County may, but is not required to, negotiate changes in contract terms and provisions. The Services Agreement as finally agreed upon must be in form and content acceptable to County.

OBLIGATIONS OF FEDERAL CONTRACTORS AND SUBCONTRACTORS; EQUAL OPPORTUNITY CLAUSES

Contractors and Subcontractor shall abide by the requirements of 41 CFR §§ 60-1.4, 60- 300.5 and 60-741. These regulations prohibit discrimination against qualified individuals based on their status as

protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity, or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status or disability.

Contractors and subcontractors agree to comply with all the provisions set forth in 29 CFR Part 471, Appendix A to Subpart A.

ILLEGAL ACTS

The Los Alamos County Procurement Code, Article 9, imposes remedies and penalties for its violation. In addition, New Mexico criminal statutes impose felony penalties for illegal bribes, gratuities, and kickbacks.

CERTIFICATION FORM REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS

An Offeror shall complete the Certification Regarding Debarment, Suspension, and Other Responsibility Matters Form, attached as Exhibit "B," and submit with the proposal. This Form serves as a warrant of the vendor's responsibility, and may not necessarily preclude the vendor from consideration for award.

CAMPAIGN CONTRIBUTION DISCLOSURE FORM

A Campaign Contribution Disclosure Form is attached as Exhibit "C." The Offeror is requested to complete and submit with the proposal. If Form is not submitted with the proposal, upon award, Contractor must submit this form, in accordance with Chapter 81 of the laws of 2006 of the State of New Mexico.

VERIFICATION OF AUTHORIZED OFFEROR

A Verification of Authorized Offeror Form is attached as Exhibit "D." The Offeror is requested to complete and submit with the proposal. This Form provides County with the name and information of the authorized Officer who can obligate the selected firm in providing the services to Los Alamos County.

Proposal Format

1. Executive Summary

Offeror must provide an executive summary and an overview of the system and applicable services that can be provided to the County.

2. Project Team and Experience

Offeror and project team must have extensive experience with implementing a County RMS solution specific to a County Clerk's Office. Offeror must demonstrate knowledge of the various aspects of recording documents including fee structure and reporting requirements. Offeror must fully describe in its Proposal how their expertise enables quality outcomes.

3. Local Support and Ongoing Maintenance

Offeror must have the ability to quickly respond to questions, concerns and requests. Offeror must fully describe in its Proposal, all service levels and technical support to be provided. Include any supplemental agreements, including, but not limited to maintenance and/or support agreements, identifying what will and will not be covered under said agreement.

4. Hardware Requirements

Offeror must fully demonstrate and describe in its Proposal how they will provide a system inclusive of server requirements for hardware to be purchased, if required. Include a configuration layout of the suggested hardware and known compatibilities. Offeror must provide procedures required if upgrade or replace to equipment is necessary. Clearly and completely identify any related costs, which would be incurred by County. Clearly and completely describe installation procedures and testing plans.

5. Solution Requirements

The Offeror's recommended system shall provide, at a minimum, all the current features and capabilities of the County's current RMS system, including, **but not limited to**, the following components:

Accounting Capabilities

The Offeror's recommended system shall provide a tightly managed accounting module with security-based user controls. The accounting module shall perform document validation, transaction audit trails and detailed accounting reports, including daily financial reports to reflect all monies taken in by the County. Offeror shall integrate accurately, with the County's Tyler Munis Financial System.

Customizable Workflows

Offeror must describe how the system is designed to meet the County's desired workflows. The system should be able to be easily customizable to meet changing needs of the County and adaptable to staffing to achieve operational efficiencies.

Indexing Capabilities

The Offeror's recommended system shall support the indexing of documents related to land, general, marriage, probate, government, and election records, and any other documents the County is required to record and/or file. It is preferred the Offeror provide intelligent software to automatically capture relevant indexing data such as names, dates, legal description, addresses, and other important information. It is the desire of the County to collect information through OCR capabilities. Indexing software shall provide a comprehensive database that includes, **but not limited to**, the following components:

- A. Input screens and views that can be unique to each document type;
- B. Advanced OCR functionality that includes:
 - 1. Automatic Verification, Automatic Identification and Automatic Population, and
 - 2. Drag and Drop and/or Click functionality;
- C. Color coded accuracy flags to easily identify errors and ease of verification;
- D. Automatic parsing of fields;
- E. Ability to automatically recognize data in field types, such as Social Security Numbers, and other Protected Personal Identifying Information ("PII") for ease in identifying data requiring redaction;
- F. User defined screen layouts;
- G. Table lookups;
- H. Drop downs;
- I. Common names;
- J. Auto fill;
- K. Default fields;
- L. Required fields;
- M. Protected fields;
- N. No limits to the amount of information entered;
- O. Quality controls with custom validation points; and
- P. Custom checklists and/or checklist process to reduce errors and increase standardization.

Redaction Capabilities

The Offeror's recommended system must be able to provide redaction capabilities in the recommended solution to identify and remove sensitive data (PII) from documents, protecting against identity theft and fraud. It must be integrated into the indexing module to identify pre-defined sensitive data and mask the data from the document. A copy of both the redacted and un-redacted (for internal staff viewing) document must be stored within the system.

Scanning Capabilities

The Offeror's recommended system must have integrated scanning capabilities that allows the County to determine when scanning occurs in the workflow. Solution must automatically link the image to the correct document. Proposal should include list of hardware compatible with solution. Other capabilities to be included, **but not limited to**, the following:

- A. Automatic verification of number of pages;
- B. Handles scanning a document one at a time, and from a queue and/or batch;
- C. Non-proprietary and standard image file formats;
- D. Scanning at 300DPI and saving as TIFF at Group III or IV compression;
- E. Integration with most scanners; including bar code scan capability
- F. Easily import images into the system; and
- G. Ability to fine tune the images after we scan them in, i.e. darkening signatures.

eRecording Capabilities

Offeror must describe in detail how e-Recordings are handled in the proposed system. Offeror shall be able to provide, at a minimum, Level 2/Model 2 e-recordings. Functionality should be integral to the proposed system and enable the recording of documents in a similar process as recordings from other delivery methods. Offeror must describe in detail the security protocol for e-Recordings.

Cash Management

Offeror should describe how money is handled in the proposed solution. The system should track all monies received and dispersed by the County. Describe how receipts are generated upon the acceptance of money for any transaction. The system must handle multiple payment methods, such as Cash, Money Orders, Checks, Escrow Accounts, ACH transaction and Credit Cards. Each transaction should be able to be tracked by user and by workstation to allow detailed reporting.

Reporting Capabilities

Offeror's recommended system shall provide the ability to generate, print and/or email reports, which contain substantially the same information that appears on current reports i.e. separation of funding and payment types. The option to customize and centralize all reports must be included in the proposed system. The offeror shall explain the application to produce financial reports. Offeror shall provide a solution which integrates accurately and without error with County's Tyler Munis Financial System.

Automated Fee Calculation

The Offeror's recommended system must allow the County to automatically calculate fees for each and every transaction type. The ability to waive or add miscellaneous fees as necessary is preferred. It is important to be able to provide an option to identify exempt documents, such as state and county filings.

Automatic Generation of Document Numbers

Recommended solution should include, at minimum, automatic generation of document number, book and page, recorded date and time.

Automated Rejection Process

Recommended solution should automate the rejection process. The County must have the ability to identify rejected transactions, select reasons for rejection and automatically generate a rejection letter that can be returned with the document(s) within the transaction.

Accessibility of Records

The Offeror's recommended system shall include the ability to access records from the internet. Offerors shall fully describe requirements. The solution should include:

- A. Secure online records access portal that is intuitive and easy to use;
- B. Accessible via the internet or at the County office;

- C. Advanced search functionality to improve experience for agents and public;
- D. County defined user levels such as:
 - 1. Professional / advanced searches for agents that includes viewing of images, and
 - 2. Simple searches for general public;
- E. Ability to collect a fee online, by credit card, for accessing and/or requesting copies or certified copies of County records, using a Secure Online Self-Service functionality, with reporting and tracking abilities (*County to keep all revenues collected from sale of documents – online sales administrative fee may be applied and collected by Offeror or third party*);
- F. Ability to email documents, both redacted and un-redacted, to a customer. In the Proposal, Offeror must thoroughly describe the requirements to use any email functions.

Reliability

System reliability is a mandatory requirement. Offerors should clearly state its approach to fault tolerance, integrity scheme, and system recovery time, loss and resultant degradation of processing capability. The system software shall provide a quality assurance capacity to verify that information is written to the storage media. Offerors must be able to describe how they ensure that there are multiple levels of redundancy of data.

Response Time

Offerors should clearly state its approach to reasonably respond to system issues. Offerors shall clearly state how system issues will be tracked and resolved. Offeror shall also clearly describe the escalation process.

Performance Management

Proposed solution should track all statistical information about workload, including, **but not limited to**, volumes, types of documents, status, updating or editing activities, rejected documents, employee operating times, and number of documents processed. County must be able to easily and quickly monitor activity on a real time basis. System should track a document through the entire recording process. County should be able to quickly review and search on the document status to identify any backlog or if a document has not been verified. Queues for all document stages should allow staff to manage unverified or in-suspense/hold work. System should have ability to track information for documents/filings in each separate module (land, marriage, probate, government and election). It must be easy to trace all activity and identify accountability.

Source Code in Escrow

Selected Offeror shall ensure that the source code be updated with every upgrade, patch or enhancement. Proof of escrowed source code shall be required and a receipt from the institution where the source code is maintained will be provided to the County.

Security

Offeror shall thoroughly describe in their Proposal how their software or system provides a secure computing environment, for example, HIPPA, PPII, PCI and/or other.

End User Security and Administration

Offeror shall thoroughly describe in its Proposal, how access and permissions are provided to users. The County must be able to easily add, modify and/or remove permissions for any user. The system must include detailed auditing functions to track everything done in the system by each user, when and at which workstation, including tracking of all file access and activity.

Shared Access

Proposed solution should allow for multiple users to access the same data and documents. Offeror shall thoroughly describe how the recommended system handles simultaneous access to files and data and how processing speed and system performance are to be maintained.

Backup and Disaster Recovery

Describe how proposed solution provides daily back-ups and ensures multiple levels of redundancy of data for back-up and disaster recovery. Offeror shall describe how their proposed solution provides for disaster recovery (e.g. offsite replication, tape backup, archival of images, microfilm). Describe how the recommended of solution ensures security of records.

Hosting or SaaS Premises

If hosted or SaaS, the Offeror shall describe in detail how they provide the following:

- A. Backup and emergency power, or power redundancy
- B. Redundancy of internet services for connectivity
- C. Hosted premise security

If SaaS, state if the server environment is shared, or dedicated to County.

Multi-User Environment

The software shall allow for a multi-user environment and be user friendly. It shall be able to support a multi-user configuration and be able to operate based on County's Technology Standards.

Query and Search

Offeror shall thoroughly describe in its Proposal of how the system provides extensive query capabilities. Additionally, describe any differences between how County staff and public access search records and access related images on the same screen.

Integrating Converted Index Data and Images

The system shall be capable of integrating converted index data and images.

Stamps

The system shall provide ability to create and utilize electronic stamps, i.e., at minimum, certified copy stamps and imprinting of recording information.

Special Project Queues

Ability to create special project queues, i.e. for back scanning and importing historic information.

6. Project Plan

Proposer shall include a detailed project plan that include all expected aspects of the project scope. This project plan shall include: Who is providing the Service(s), What will be provided, When the Service(s) will be provided, and How the Service(s) will be provided. Specific items that are required include:

- A. Cost/Pricing Schedule: Offeror must provide a Price Schedule which clearly describes in detail all costs of the proposed solution, including, but not limited to, product (hardware/software/licensing), implementation, training, maintenance, support, data conversion, and any and all other costs. Costs must be defined for the full term of the contemplated contract of up to fifteen (15) years. Incomplete pricing schedules may result in the Proposal being determined to be non-responsive.
- B. Deliverables Schedule: A schedule for system services and components (Hardware, Software, Licenses, etc.). Ancillary project deliverables such as reports, and training materials should be detailed in this section. Proposal shall clearly define any deliverables or work objects that are expected to be performed by County personal.
- C. Project Timeline: Proposal shall provide a project schedule, including milestones required for project success. The schedule must clearly define the expected time for project completion from start to end. Project start will commence once an agreement has been approved by Proposer and the County.

- D. Training: Proposal shall provide shall specify how County staff will be trained on use of the software. Training shall be clearly described as remote training, on-site training, or both. Based on the product offered, County may, at its sole option, determine that onsite training is a requirement. Cost portion of Proposal must include pricing options for different types of training. Project Plan shall also describe any learning options available for public's use of the software.
- E. Data and Image Conversion and Migration from County's Legacy System: Offeror must describe in detail its responsibilities and its requirements of the County in regard to data and image conversion and migration. Offeror must be able to describe in detail the data and image conversion process. The quality assurance process and quality standards must be explained, ensuring a clean migration of data and images from current system. In addition, the import of digitized fiche documents and digitization and import of microfilm/microfilm documents. Detailed reporting of any errors, omissions or anomalies throughout the migration process must be provided.

7. Database Management Requirements

The County requires that software solutions operate within and utilize a relational database management system that is SQL compliant. The Offeror shall state in their proposal the database utilized by their software. If the Proposal is on-premise, Offeror shall comply with database specified in County's Technology Standards.

8. Exhibits

Offeror must include the following completed Exhibits:

Exhibit "B" - CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS – PRIMARY COVERED TRANSACTIONS

Exhibit "C" - CAMPAIGN CONTRIBUTION DISCLOSURE FORM, if not included with proposal, must be signed at time of award of contract.

Exhibit "D" - VERIFICATION OF AUTHORIZED OFFEROR

PROPOSAL EVALUATION CRITERIA: As described and/or demonstrated in the RFP response.

	Criteria for Step 1	Weighted Points
1	Functional Specifications	30
2	Technical Specifications	30
3	Implementation Plans	25
4	Training Plan	15
5	Maintenance and Support Program	15
6	Total Cost	40
7	References	10
8	Corporate Experience / Key Personnel Experience	15
	Total Score	180

RFP Name: _____

AGR21-XX



**INCORPORATED COUNTY OF LOS ALAMOS
SERVICES AGREEMENT**

This **SERVICES AGREEMENT** ("Agreement") is entered into by and between the **Incorporated County of Los Alamos**, an incorporated county of the State of New Mexico ("County"), and _____, a _____ corporation ("Contractor"), to be effective for all purposes _____, 20xx.

WHEREAS, [FOP RFP'S] -- the County Purchasing Officer determined in writing that the use of competitive sealed bidding was either not practical or not advantageous to County for procurement of the Services and County issued Request for Proposals No. 21-_____ (the "RFP") on _____, requesting proposals for _____, as described in the RFP; and

WHEREAS, Contractor timely responded to the RFP by submitting a response dated _____ ("Contractor's Response");

WHEREAS, based on the evaluation factors set out in the RFP, Contractor was the successful Offeror for the services listed in the RFP;

[FOR CONTRACTS MORE THAN \$200,000.00] -- WHEREAS, the County Council approved this Agreement at a public meeting held on _____;

WHEREAS, Contractor will provide the Services, as described below, to County.

NOW, THEREFORE, for and in consideration of the premises and the covenants contained herein, County and Contractor agree as follows:

SECTION A. SERVICES:

1. **Contractor Services.**
2. **Deliverables.**

SECTION B. TERM: The term of this Agreement shall commence _____ and shall continue through _____, unless sooner terminated, as provided herein. *[At County's sole option the Agreement may be renewed for up to three (3) consecutive one-year periods, unless sooner terminated, as provided therein.]*

SECTION C. COMPENSATION:

1. **Amount of Compensation.** County shall pay compensation for performance of the Services in an amount not to exceed _____ (\$ _____), which amount does not include applicable New Mexico gross receipts taxes ("NMGR"). Compensation shall be paid in accordance with the rate schedule set out in Exhibit "A," attached hereto and made a part hereof for all purposes.
2. **Monthly Invoices.** Contractor shall submit itemized *[monthly]* invoices to County's Project Manager showing amount of compensation due, amount of any NMGR, and total amount payable. Payment of undisputed amounts shall be due and payable thirty (30) days after County's receipt of the invoice.

SECTION D. TAXES: Contractor shall be solely responsible for timely and correctly billing, collecting and remitting all NMGRT levied on the amounts payable under this Agreement.

SECTION E. STATUS OF CONTRACTOR, STAFF, AND PERSONNEL: This Agreement calls for the performance of services by Contractor as an independent contractor. Contractor is not an agent or employee of County and will not be considered an employee of County for any purpose. Contractor, its agents or employees shall make no representation that they are County employees, nor shall they create the appearance of being employees by using a job or position title on a name plate, business cards, or in any other manner, bearing County's name or logo. Neither Contractor nor any employee of Contractor shall be entitled to any benefits or compensation other than the compensation specified herein. Contractor shall have no authority to bind County to any agreement, contract, duty or obligation. Contractor shall make no representations that are intended to, or create the appearance of, binding County to any agreement, contract, duty, or obligation. Contractor shall have full power to continue any outside employment or business, to employ and discharge its employees or associates as it deems appropriate without interference from County; provided, however, that Contractor shall at all times during the term of this Agreement maintain the ability to perform the obligations in a professional, timely and reliable manner.

SECTION F. STANDARD OF PERFORMANCE: Contractor agrees and represents that it has and will maintain the personnel, experience and knowledge necessary to qualify it for the particular duties to be performed under this Agreement. Contractor shall perform the Services described herein in accordance with a standard that meets the industry standard of care for performance of the Services.

SECTION G. DELIVERABLES AND USE OF DOCUMENTS: All deliverables required under this Agreement, including material, products, reports, policies, procedures, software improvements, databases, and any other products and processes, whether in written or electronic form, shall remain the exclusive property of and shall inure to the benefit of County as works for hire; Contractor shall not use, sell, disclose, or obtain any other compensation for such works for hire. In addition, Contractor may not, with regard to all work, work product, deliverables or works for hire required by this Agreement, apply for, in its name or otherwise, any copyright, patent or other property right and acknowledges that any such property right created or developed remains the exclusive right of County. Contractor shall not use deliverables in any manner for any other purpose without the express written consent of County.

SECTION H. EMPLOYEES AND SUB-CONTRACTORS: Contractor shall be solely responsible for payment of wages, salary or benefits to any and all employees or contractors retained by Contractor in the performance of the Services. Contractor agrees to indemnify, defend and hold harmless County for any and all claims that may arise from Contractor's relationship to its employees and subcontractors.

SECTION I. INSURANCE: Contractor shall obtain and maintain insurance of the types and in the amounts set out below throughout the term of this Agreement with an insurer acceptable to County. Contractor shall assure that all subcontractors maintain like insurance. Compliance with the terms and conditions of this Section is a condition precedent to County's obligation to pay compensation for the Services and Contractor shall not provide any Services under this Agreement unless and until Contractor has met the requirements of this Section. County requires Certificates of Insurance or other evidence acceptable to County that Contractor has met its obligation to obtain and maintain insurance and to assure that subcontractors maintain like insurance. Should any of the policies described below be cancelled before the expiration date thereof, notice will be delivered in accordance with the policy provisions. General Liability Insurance and Automobile Liability Insurance shall name County as an additional insured.

1. **General Liability Insurance:** ONE MILLION DOLLARS (\$1,000,000.00) per occurrence; TWO MILLION DOLLARS (\$2,000,000.00) aggregate.
2. **Workers' Compensation:** In an amount as may be required by law. County may immediately terminate this Agreement if Contractor fails to comply with the Worker's Compensation Act and applicable rules when required to do so.
3. **Professional Liability Insurance:** With a limit of not less than \$1,000,000 each Claim, with a \$1,000,000 annual aggregate, and sufficient to provide coverage for a three (3) year period from

completion of this contract, against any and all claims which may arise from the Contractor's negligent performance of work described herein.

SECTION J. RECORDS: Contractor shall maintain, throughout the term of this Agreement and for a period of six (6) years thereafter, records that indicate the date, time, and nature of the services rendered. Contractor shall make available, for inspection by County, all records, books of account, memoranda, and other documents pertaining to County at any reasonable time upon request.

SECTION K. APPLICABLE LAW: Contractor shall abide by all applicable federal, state and local laws, regulations, and policies and shall perform the Services in accordance with all applicable laws, regulations, and policies during the term of this Agreement. In any lawsuit or legal dispute arising from the operation of this Agreement, Contractor agrees that the laws of the State of New Mexico shall govern. Venue shall be in the First Judicial District Court of New Mexico in Los Alamos County, New Mexico.

SECTION L. NON-DISCRIMINATION: During the term of this Agreement, Contractor shall not discriminate against any employee or applicant for an employment position to be used in the performance of the obligations of Contractor under this Agreement, with regard to race, color, religion, sex, age, ethnicity, national origin, sexual orientation or gender identity, disability or veteran status.

SECTION M. INDEMNITY: Contractor shall indemnify, hold harmless and defend County, its Council members, employees, agents and representatives, from and against all liabilities, damages, claims, demands, actions (legal or equitable), and costs and expenses, including without limitation attorneys' fees, of any kind or nature, arising from Contractor's performance hereunder or breach hereof and the performance of Contractor's employees, agents, representatives and subcontractors.

SECTION N. FORCE MAJEURE: Neither County nor Contractor shall be liable for any delay in the performance of this Agreement, nor for any other breach, nor for any loss or damage arising from uncontrollable forces such as fire, theft, storm, war, or any other force majeure that could not have been reasonably avoided by exercise of due diligence.

SECTION O. NON-ASSIGNMENT: Contractor may not assign this Agreement or any privileges or obligations herein without the prior written consent of County.

SECTION P. LICENSES: Contractor shall maintain all required licenses including, without limitation, all necessary professional and business licenses, throughout the term of this Agreement. Contractor shall require and shall assure that all of Contractor's employees and subcontractors maintain all required licenses including, without limitation, all necessary professional and business licenses.

SECTION Q. PROHIBITED INTERESTS: Contractor agrees that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of its services hereunder. Contractor further agrees that it will not employ any person having such an interest to perform services under this Agreement. No County Council member or other elected official of County, or manager or employee of County shall solicit, demand, accept or agree to accept a gratuity or offer of employment contrary to Section 31-282 of the Los Alamos County Code.

SECTION R. TERMINATION:

- 1. Generally.** County may terminate this Agreement with or without cause upon ten (10) days prior written notice to Contractor. Upon such termination, Contractor shall be paid for Services actually completed to the satisfaction of County at the rate set out in Section C. Contractor shall render a final report of the Services performed to the date of termination and shall turn over to County originals of all materials prepared pursuant to this Agreement.
- 2. Funding.** This Agreement shall terminate without further action by County on the first day of any County fiscal year for which funds to pay compensation hereunder are not appropriated by County Council. County shall make reasonable efforts to give Contractor at least ninety (90) days advance notice that funds have not been and are not expected to be appropriated for that purpose.

SECTION S. NOTICE: Any notices required under this Agreement shall be made in writing, postage prepaid to the following addresses, and shall be deemed given upon hand delivery, verified delivery by telecopy (followed by copy sent by United States Mail), or three (3) days after deposit in the United States Mail:

County: **Project Manager**
Incorporated County of Los Alamos
Address
Los Alamos, New Mexico 87544

Contractor:

SECTION T. INVALIDITY OF PRIOR AGREEMENTS: This Agreement supersedes all prior contracts or agreements, either oral or written, that may exist between the parties with reference to the services described herein and expresses the entire agreement and understanding between the parties with reference to said services. It cannot be modified or changed by any oral promise made by any person, officer, or employee, nor shall any written modification of it be binding on County until approved in writing by both County and Contractor.

SECTION U. NO IMPLIED WAIVERS

The failure of the County to enforce any provision of this Agreement is not a waiver by the County of the provisions or of the right thereafter to enforce any provision(s).

SECTION V. SEVERABILITY

If any provision of this Agreement is held to be unenforceable for any reason: (i) such provision will be reformed only to the extent necessary to make the intent of the language enforceable; and (ii) all other provisions of this Agreement will remain in effect.

SECTION W. CAMPAIGN CONTRIBUTION DISCLOSURE FORM: A Campaign Contribution Disclosure Form is attached as Exhibit "x." Contractor must submit this form with this Agreement, if applicable.

OR

SECTION W. CAMPAIGN CONTRIBUTION DISCLOSURE FORM: A Campaign Contribution Disclosure Form was submitted as part of the Contractor's Response and is incorporated herein by reference for all purposes.

SECTION X. LEGAL RECOGNITION OF ELECTRONIC SIGNATURES: Pursuant to NMSA 1978 § 14-16-7, this Agreement may be signed by electronic signature.

SECTION Y. DUPLICATE ORIGINAL DOCUMENTS: This document may be executed in two (2) counterparts, each of which shall be deemed an original

IN WITNESS WHEREOF, the parties have executed this Agreement on the date(s) set forth opposite the signatures of their authorized representatives to be effective for all purposes on the date first written above.

ATTEST

INCORPORATED COUNTY OF LOS ALAMOS

NAOMI D. MAESTAS
COUNTY CLERK

BY: _____
HARRY BURGESS **DATE**
COUNTY MANAGER

Approved as to form:

J. ALVIN LEAPHART
COUNTY ATTORNEY

_____, A _____ CORPORATION
BY: _____
DATE

Exhibit "B"

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND
OTHER RESPONSIBILITY MATTERS – PRIMARY COVERED TRANSACTIONS

RFP NO: 21-20

RFP Name: Records Management System for the Los Alamos County Clerk

This document should be returned with RFP submittal.

- (1) I or We, _____ (the "Vendor") hereby certify to the best of our knowledge and belief that neither the Vendor nor any of its principals:
- (a) are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal, state, or local department or agency;
 - (b) have, within a 3-year period preceding this proposal, been convicted of or had a civil judgment rendered against them for - commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction; violation of federal or state antitrust statutes; or commission of embezzlement, theft, forgery, bribery; falsification or destruction of records; making false statements; or receiving stolen property;
 - (c) are presently indicted for or otherwise criminally or civilly charged by a governmental entity (federal, state, or local) with commission of any of the offenses enumerated in paragraph (1)(b) of this certification; and
 - (d) are not considered to be an "immediate family member" of a County employee or public official. Immediate family means the employee's or public official's spouse, parents, step-parents, child, step-child, sibling, step-sibling, half-sibling, grandparent, grandchild, aunt, uncle, niece, nephew, or their in-laws, or an individual claimed by the public official or his/her spouse as a dependent under the United States Internal Revenue Code.
 - (e) have within a 3-year period preceding this Application had one or more public transactions (federal, state, or local) terminated for cause or default.
- (2) If we are unable to certify to any of the statements in this certification, we shall attach an explanation hereto.
- (3) Certification to any of the statements in this certification will be thoroughly reviewed, and may not necessarily preclude the Vendor from consideration for award.
- (4) Falsification of any statement in this Form shall constitute grounds for non-consideration of the vendor's proposal or rescinding of a contract award.

Date

Authorized Representative's Signature

Print Name

Print Title

Exhibit "C"

CAMPAIGN CONTRIBUTION DISCLOSURE FORM

RFP NO: 21-20

RFP Name: Records Management System for the Los Alamos County Clerk

This document should be returned with RFP submittal.

Any prospective contractor seeking to enter into a contract with the Incorporated County of Los Alamos must file this form disclosing whether they, a family member or a representative of the prospective contractor has made a campaign contribution to an applicable public official during the two (2) years prior to the date on which prospective contractor submits a proposal or, in the case of a sole source or small purchase contract, the two (2) years prior to the date 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 FIFTY DOLLARS (\$250.00) over the two (2) year period.

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 things 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.

"Contract" means any agreement for the procurement of items of tangible personal property, services, professional services, or construction.

"Family member" means a spouse, father, mother, child, father-in-law, mother-in-law, daughter-in-law or son-in-law of:

- (a) a prospective contractor, if the prospective contractor is a natural person; or
- (b) an owner of a prospective contractor;

"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: (Report any applicable contributions made to the following - COUNTY COUNCILORS: Denise Derkacs; David Izraelevitz; David Reagor; James Robinson; Randal Ryti; Sara Scott; and Sean Williams.)

Contribution Made By:			
Relation to Prospective Contractor:			
Name of Applicable Public Official:		Governor _____	
Contribution(s) Date(s)	Contribution Amount(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 (\$250.00) WERE MADE to an applicable public official by me, a family member or representative.

Signature Date

Title (position)

Exhibit "D"

VERIFICATION OF AUTHORIZED OFFEROR

RFP NO: 21-20

RFP Name: Records Management System for the Los Alamos County Clerk

This document should be returned with RFP submittal.

Sec. 31-261. - State and local preferences.

(a) *Definitions.* For the purposes of this section:

- (1) The terms "resident business" and "resident veteran business" shall be defined as set out in NMSA 1978, § 13-1-21;
- (2) The term "local" as applied to a business shall mean that it meets the requirements of the above definition, maintains its principal office and place of business in Los Alamos County, and has a required Los Alamos County business license.

(b) *Requirements for preference qualification.* The chief purchasing officer shall determine if a preference is applicable to a particular bid or offer on a case-by-case basis. A bidder or offeror must submit a written request for preference, with a copy of the state-issued preference certificate, with its bid or proposal to qualify for this preference.

- (1) If a corporation, it shall be incorporated in New Mexico and maintain its principal office and place of business in the state;
- (2) A person shall have qualified with the state chief purchasing officer as a resident business or resident veteran business and obtained a certification number as provided in NMSA 1978, § 13-1-22.

(c) *Preference factor.*

- (1) The preference factor for qualifying resident and local businesses applied to bids and proposals shall be five percent.
- (2) The preference factor for qualifying resident veteran businesses shall be in accordance with the requirements set forth in NMSA 1978, § 13-1-21.

(d) *Invitations for bids.* When bids are received, the price quoted by the qualifying vendor shall be multiplied by 0.95. After application of the preference factor, the contract shall be awarded to the lowest bidder. If one or more low prices are equal, the bid shall be awarded with respect to the next category of offerors listed below, and the next, until an offer qualifies for award. The priority of categories of offers is as follows:

- (1) Local business;
- (2) Resident business.

(e) *Requests for proposals.* When proposals are received, the total evaluation score with or without the cost factor of each proposal received from a qualifying vendor shall be multiplied by 1.05. After application of the factor, the contract shall be awarded to the highest score. If one or more scores are equal, the same procedure shall be followed with respect to the next category of offerors listed, and the next, until an offer qualifies for award. The priority of categories of offerors is the same as listed in subsection (d) of this section.

(f) *Exemptions from preferences.* The resident and local preference specified in this article shall not be applied:

- (1) To requests for qualifications;
- (2) To any purchase of goods or services in excess of \$500,000.00;
- (3) When the expenditure of federal funds designated in whole or in part for a specific purchase is involved; or
- (4) When the expenditure of grant funds, a condition of which prohibits a local preference, is involved.

(Ord. No. 02-098, § 2, 12-2-2008; Ord. No. 02-305, § 8, 2-25-2020)

Are you requesting Preference? Yes No
If yes, please continue to answer the following questions and attach all requested documentation.

Are you a "resident business" as defined by NMSA 1978 §13-1-21, which means a business that has a valid resident business certificate issued by the taxation and revenue department pursuant to Section 13-1-22 NMSA 1978, but does not include a resident veteran business? Yes No
If yes, please attach a valid resident business certificate issued by the NM Taxation and Revenue Department (NMTRD).

Are you a local business as defined by County Procurement Code Section 31-261, which means that the local business meets the requirements of the above definition of a "resident business," maintains its principal office and place of business in Los Alamos County, and has a required Los Alamos County business license. Yes No

If yes, please answer the following:

Do you have a valid resident business certificate issued by NMTRD? Yes No

If yes, please attach.

Do you maintain your principal office in Los Alamos County? Yes No

Do you maintain your place of business in Los Alamos County? Yes No

Do you have a Los Alamos County business license? Yes No

If yes, please attach.

Having read the proposal conditions and examined the scope of services and deliverables for this RFP, this Proposal is hereby submitted by:

Signature and Printed Name of Authorized Offeror **Title**

Organization's Legal Name **State of Incorporation**

Email Address

Mailing Address **City** **State** **Zip Code**

Physical Address **City** **State** **Zip Code**

Telephone No.

Federal Tax I.D. # **NM CRS # (if located in-state)**

Contract Manager Printed Name, Title and Email Address

If your firm meets the definition of one or more of the types of business described below as defined by the Small Business Administration, please check the appropriate box:

- Small Business**
- Woman-owned Business**
- Minority-owned Business**

Exhibit “E”
Technology Standards



Los Alamos County Technology Standards Requirements On-Premise, Hybrid or Cloud/Hosted Solution Solicitations

The following Los Alamos County Technology Standards are required and shall be supported by the vendor, contractor, reseller hence forth called Operator, for any County solicitation requiring technology or integration to the County network and incorporated into any resultant agreement. Standards are listed with the expectation that the Operator will provide software updates to allow Los Alamos County to stay on supported versions of hardware, underlying software and protocols as outlined below.

Respondents will be responsible for providing documentation that they meet the requirement in respect to the solution that they are responding with. On premise respondents do not need to comply with hosted requirements. Hosted solution respondents do not need to comply with on-premise requirements. If the solution is a hybrid of both categories of solution, then all requirements apply as applicable to the response.

Server Operating system (OS) (On- Premise)	Microsoft (MS) Windows Server 2016, 64 bit or current (Standard and Datacenter). Contractor software must be maintained to run on a supported platform service level as defined by Microsoft at the latest stable patch level.
Server Hardware (On-Premise)	<p>Preferred: Use of County VMware server platform. Environment design must be submitted and reviewed by Information Technology Division (ITD) for acceptance. Proposals shall include required hardware and licensing of VMware, operating system and proposed application-based requirements. Application with a proven Virtual installation template is preferred.</p> <p>Physical Server minimum hardware specifications consist of: Multi Socket/Multi Core processor Intel or AMD based server (standalone or blade server as determined by Los Alamos County ITD) with a minimum 64 GB RAM and RAID capability. Contractor software must be maintained to run on a supported platform service levels as defined by Microsoft at the latest stable patch level.</p>
Network Infrastructure	See LAC Standards and Specifications for Building and Campus Distribution Systems Version 3 (Primarily used for building construction purposes).
Network	Supported network protocol is TCP/IP (IPv4). Standards based NIC rated at 100/1000/10G copper or fiber is supported. If considering a 10G connection County IT network group shall be consulted to ensure equipment compatibility and availability at proposed site. Additional hardware cost, may be required of the project, based on project requirements, equipment and availability. The County uses Cisco technology as its default network equipment standard. Solutions shall be compatible with Cisco Network Technology.
Remote Network Access	Direct remote access to the County network and server environment shall be done using the County’s Cisco AnyConnect SSH VPN. Once a VPN connection is established end-point connections are supported via Microsoft RDP. Operator support accounts shall be set up in accordance with the adopted Los Alamos County IT Usage and Security Policy.

LAC Staff Accounts	Software shall function for end users with standard user privileges ; user cannot install software and shall not have administrative rights.
Desk Hardware	Preferred: Use of virtual desktop infrastructure (VDI) dual screen capable. County uses VMWare AppVolumes for Application Deployment and Packaging Physical unit minimum hardware requirements consist of: Intel core i5 based processor, minimum 4 GB RAM, Intel integrated graphics 1280 capable video minimum, display port DVI input, 4 USB 2/3 ports.
Desktop OS	Microsoft Windows 10 at current Service Pack (SP), Operator software must be maintained to run on a supported OS platform service level as defined by Microsoft at the latest stable patch level.
Internet Browser	Internal County Network: Google Chrome, at its latest version, is the default, Internet Explorer 11 or Chrome compatible will be considered on a business case basis. New Applications must be based on HTML5. Applications requiring Microsoft Silverlight, Java and Flash are not supported. ITD shall be consulted for compatibility issues prior to considering new application purchases requiring Java. Public Application/Web Access: Applications that will be accessed by devices external to the County network shall meet the Internal County Network criteria and as well as be compatible with current versions of Internet Explorer, Safari, Opera, Chrome and Firefox browsers as well as mobile devices (inclusive of smart phones, iPad, and other Internet enabled devices).
Database Software Products (On-Premise)	Supported database software is Microsoft (MS) SQL server version 2016 through current. New MS SQL Server product installations will require review, purchasing of licenses, appropriate hardware and maintenance in support of proposed project or instance install to the County MS SQL Server Environment. MS SQL server software for new implementations shall be at within the Microsoft certified support release level or current. Server components for proposed projects require review and purchasing as part of the project initiative. Operator software must be maintained to run on a supported platform service level as defined by Microsoft. <ul style="list-style-type: none"> • Passwords are not permitted to be transported in clear\plain text. • Vendor implementation shall not use the SA password for user level functions. SA passwords shall be maintained by the County DBA. • Only database instances can be installed on the County MS-SQL Environment. If a vendor software component install is necessary on the database server, a standalone installation will be required. • Vendor software must use standard Access & Connection architecture for accessing databases on the County MS-SQL Environment. Hosted solutions shall be compliant with or provide a method to provide the County with database exports in the MS-SQL Server format.
Internet: Collaboration and Web Publishing	Use of Internet apps or links shall be considered in collaboration with the Los Alamos Information Management Division Applications group for review to ensure that compatibility and Internet publishing protocols have been satisfied prior to formation of any agreement or installation.
Intranet: Collaboration and Web Publishing	Microsoft SharePoint Online is the basis for the County's Intranet. Any products that will integrate or utilize the County's Intranet site shall require a compatibility consultation with ITD before purchase and implementation. Operator software shall be maintained to run on supported platform service levels as defined by Microsoft and/or the Intranet site vendor. Proposed Intranet software products shall be accompanied by roadmap for compatibility with MS SP Online.

Productivity Software	Los Alamos County uses Microsoft O365 Office Suite at its most recent version and service pack. Operator software using the Office suite must be maintained to run on supported platform service levels as defined by Microsoft.
Email	Microsoft O365 with hub transport for relay. If SMTP relay access from on premise vendor specific software is necessary, permission to use the County Email exchange shall be obtained prior to contracting or purchase of the software or solution. If SMTP relay access from hosted vendor specific software is necessary, preference is for SMTP relay to be hosted by vendor. The vendor specific solution must be supported and maintained to relay off County email domain and directed to hand off the email message to another mail server that can get the message closer to its intended recipient in accordance with service levels as defined by Microsoft for the O365 product.
Geographic Information Standards (GIS)	The County uses strictly ArcGIS products by Esri for GIS. Desktop software for end users includes ArcGIS Desktop and ArcGIS Pro. GIS web services are provided as REST endpoints from ArcGIS Server using Internet Information Services (IIS). Our enterprise geodatabase is managed using ArcSDE with Microsoft SQL Server. Supported versions are one or two iterations behind the latest ESRI-supported release. The preferred method for applications to interact with GIS is via REST services. Web applications must be hosted in either ArcGIS Online or ArcGIS Portal.
Mobile Devices	Shall conform to Los Alamos County Mobile Policy #1240. Mobile devices requiring Intranet access must be secured through the County Mobile Device Management System.
Security	Intranet devices must be capable of multi-factor authentication using the Los Alamos County Access Control System. Any requirements for access to ports from the Internet into the County Network shall be approved via a technical review by the ITD before product(s) purchase and implementation. Cisco AMP Antivirus and Antispyware Enterprise software are used on all intranet computing devices; vendor solutions shall work in conjunction with stated antivirus products. Devices requiring wireless access must a) be domain integrated or b) have the ability to accept captive portal agreement (a web page that the user of a public-access network is obliged to view and interact with before access is granted).
Records	Shall conform to Los Alamos County Records and Information Governance Policy #0310
E-Signature	Shall conform to Los Alamos County E-signature Policy #1220.
Hosted\Cloud Based Services	Los Alamos County is interested in taking advantage of Anything as a Service (XaaS) opportunities available through Cloud Service Providers (CSP). Responses for Cloud based solutions shall provide information on the following areas of concern: <ul style="list-style-type: none"> • CSP shall describe the classification of the proposed Cloud solution. Is the solution SaaS, PaaS, IaaS or a combination of the classification types? Is the solution hosted, owned and operated, by CSP or is the solution a partnership of several CSPs including infrastructure partners? If so, where is the hosting facility(s) physically located? • CSP processes involving: <ul style="list-style-type: none"> ○ Physical infrastructure: including locations, internet connectivity and disaster recovery methodologies. CSP data centers shall be located within the United States. ○ Hybrid Connectivity: Solutions requiring cloud system interface with the county network or peripherals located

	<p>within the County network, need to be identified and tested at the County for network compatibility prior to solution engagement or formalization of service agreements.</p> <ul style="list-style-type: none"> ○ Data: Ownership of County data held in the CSP solution shall remain with the County of Los Alamos. CSP shall provide assurance on data ownership. CPS shall describe any other potential use of County data housed within the cloud infrastructure, application or service. CSP shall provide methods for protecting the integrity and security of data (ex. Use of data encryption over internet connections). CSP will describe how the solution meets statutory requirements for data (ex. PII, HIPAA, CJIS, Gramm-Leach-Bliley Act, FIPS 199...). Provide all relevant information including legal boundaries not set forth in contractual agreements if any. Methodology or process for meeting County Records Retention policies. Mitigation strategy for security breaches involving County data. ○ Customer/User Security: Describe CSP methodology for implementing administrative and end-user security and access. What is the CSP methodology for mitigating security breaches with respect to access and user credentials? What is the CSP’s methodology or process governing e-Discovery request from entities other than the County? ● CSP shall provide strategies or process for withdrawing or exiting the cloud-based solution. Information shall discuss: <ul style="list-style-type: none"> ○ The County shall requirement CSP to provide the County with data in a usable form. Database exports in Microsoft SQL are required, any other format and data type shall require presentation of method, discussion with the County’s stakeholders and written acceptance by the Chief Information Officer or designee. ○ Any expected transition cost from CSP vendor, to on premise or other provider, shall be contracted prior to entering into the service agreement. ● CSP using a database as part of their solution shall be responsible for providing the County with a database export (see database requirement) a minimum of 1 time per year. The County may at additional expense request multiple Database exports. Costs and request requirements for multiple exports shall be part of CSP proposal for service.
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LOS ALAMOS COUNTY

101 Camino Entrada, Building 3
Los Alamos, New Mexico 87544 (505) 662-8052
Procurement Division

January 21, 2021

TO ALL HOLDERS OF SOLICITATION DOCUMENTS FOR:

REQUEST FOR PROPOSAL No. 21-20
Records Management Services for the Los Alamos County Clerk

ADDENDUM NO. 1

This Addendum No. 1 forms a part of the Solicitation Documents and modifies, as noted below, the original Solicitation Documents identified above.

This Addendum serves to provide all holders with the following information:

- A. The date for receipt of proposals is changed to Tuesday, February 9, 2021, at 2:00pm Mountain Time. Please follow instructions in the RFP when submitting proposals.
- B. The County will consider proposals which do not include microfilm/microfiche digitization. Proposals which include microfilm/microfiche digitization service may be scored higher.
- C. The County reserves the right to make a multiple source award- microfilm/microfiche digitization services may be awarded separately, or as part of one Agreement which also includes the Records Management System. A multiple source award is an award of a contract for one or more similar goods or services to more than one Offeror.
- D. Evaluation Criteria updated:

	Criteria for Step 1	Weighted Points
1	Functional Specifications, including, but not limited to, suitability and ease of use of the proposed solution.	30
2	Technical Specifications	30
3	Implementation Plans	25
4	Training Plan	15
5	Maintenance and Support Program	15
6	Total Cost	40
7	References	10
8	Corporate Experience / Key Personnel Experience	15
	Total Score	180

THE COUNTY OF LOS ALAMOS IS AN EQUAL OPPORTUNITY EMPLOYER

ATTACHMENT B

- E. Below are questions received from potential Proposers and the County's answers. Similar questions received from more than one source are grouped together with one answer provided by County.
1. General: How many staff members will need to use the software?
 2. How many staff members, number of records a year – redaction process currently?
 3. Our solution is licensed by the features included with each user. Please provide the desired number of user licenses of each type, for each deployment option under consideration. How many full users are required? (full repository access: scan, add, edit / version documents, build forms / workflows, participate in workflows, admin. system). How many participant users are required? (unlimited submission and participation in forms processes, read-only repository access)
 4. Can you provide an estimate for the number of concurrent users on the system? While we do not offer concurrent licensing, this information is helpful when providing hardware recommendations.
 5. Our solution offers portals for non-authenticated users.
 - a. Public Portal: This option allows read-only access to the repository for anonymous public users. Please indicate your preference with regards to a public portal, along with estimated number of concurrent users AND monthly views.
 - b. Forms Portal: This option allows anonymous forms submissions by non-licensed public users. Please indicate your preference with regards to the forms portal option, along with estimated monthly submissions.
 6. Do you have an Active Directory (AD) containing the users for the new solution? If so, can we sync with your AD to significantly reduce the amount of time required for user configuration?

The following answers address questions 1-6:

- a. **Total of seven (7) staff members currently in the Clerk's Office, including the County Clerk.**
 - b. **Total of seven (7) Full Users in current system.**
 - c. **Details on preferences regarding access to records are outlined in the RFP.**
 - d. **Currently, we have about sixty (60) County Users (other LAC dept. staff), with assigned logins and privileges, accessing our records and images, in read-only/redaction format.**
 - e. **Currently, we have nine (9) Title Users, with assigned logins and privileges, accessing our records and images, in read-only/redaction format, on a monthly subscription.**
 - f. **Currently, we have a little over seven hundred (700) Simple/Search Users (public), with assigned logins, who can access the index data of our records and subscribe to automatic email notifications.**
 - g. **Current system has public portals, with various access levels. and who can only access the index data of our records.**
 - h. **IM can provide confirmation regarding active directories.**
7. General: How many documents does the County Clerk record annually?
 8. What is annual volume of recordings?

The following answers address questions 7-8:

- a. **In response to questions 7-8 please see "Table A" – included at the end of Questions and Answers, containing statistical data.**

9. How many staff members, number of records a year – redaction process currently?
 - a. **Currently, documents are recorded, scanned, and images are run thru OCR, where index information is auto identified for redaction, staff verifies auto-populated data for entry into the index. During indexing, images are also manually reviewed for additional redaction, not already identified.**
10. General: Do the County's current images have redactions and/or annotations?
 - a. **Yes, current images have redactions. Images that contain redaction have two (2) versions saved in the database files, one (1) in the original format (for internal staff viewing and use in archiving processes) and one (1) as the redacted version.**
11. Page 6, Indexing Capabilities: What type of Election Records does the County Clerk index?
12. Can we have clarification on what kind of election filings they wish to process (I recall sample ballots being one) and if any of the election filings are fee items? Meaning the county will collect revenue on some of the election filing documents?

The following answers address questions 11-12:

- a. **Currently, we do NOT record / index Election Records, some examples of document types to record / index, include, but are not limited to: Canvass Reports, Sample Ballots, Voter Turnout Reports, and Voter Registration Stat Reports.**
 - b. **There would be no filing fees associated with recording Election Records. However, the County may decide to implement copy fees.**
13. Page 6, Accounting Capabilities: What does the current integration with Munis look like?
 14. Please describe the requested integration with Tyler Munis. Is provider simply to provide ability to integrate or are they expected to custom code integration?
 15. Please provide details on the desired Tyler Munis Integration, including version of Munis and desired functionality.
 16. Our solution is primarily a records management and automation solution. We can integrate with your financial systems to keep a record of transactions, but our solution is not built for cashing or handling cash. How important are these features for this project? Should we submit a response if we do not offer this capability?
 17. What form of accurate integration with Tyler's Munis accounting system is Los Alamos looking for?
For example: 1) Coded software integration, 2) REST or API calls, similar to those mentioned for ArcGIS on page 22, and 3) Data exports, in a format useable by the Munis system.
 18. Are there any other integrations?

The following answers address questions 13-18:

- a. **Currently, transactions are receipted in the recording system daily, each night, a text file auto generated. This text file was designed to specifications set forth by MUNIS. This text file contains cashing information that is imported into MUNIS.**
- b. **Responses should explain their ability to integrate with the MUNIS system.**
- c. **Currently, Los Alamos County is operating Munis(R) Version 2019.1 (2019.1.20.0)**

- d. Responses should describe how transaction fees are handled in the proposed solution. Ideally, the system should track all monies received and dispersed by the County. Describe how receipts are generated upon the acceptance of money for any transaction. The system must handle multiple payment methods, such as Cash, Money Orders, Checks, Escrow Accounts, ACH transaction and Credit Cards. Each transaction should be able to be tracked by user and by workstation to allow detailed reporting.

19. Why is the county considering replacing current system?

- a. **The contractual/procurement cycle for the current system was met.**

20. Page 6, Indexing Capabilities, Item B1: Regarding the use of Advanced OCR for Automatic Verification, can the County elaborate on what you want the system to automatically verify?

21. Please list PPII sensitive information to be redacted.

22. Advanced OCR, please elaborate?

The following answers address questions 20-22:

- a. **Recommended system should support the indexing of documents by automatically capturing, using OCR or other methods available, relevant indexing data, such as names, dates, legal description, addresses.**
- b. **Recommended system should automatically recognize data, such as Social Security Numbers, and other Protected Personal Identifying Information (“PPII”) for ease in identifying data for redaction.**
- c. **Protected Personal Identifier Information, as defined by New Mexico law: (1) all but the last four digits of a: taxpayer identification number; financial account number; or driver's license number; (2) all but the year of a person's date of birth; and (3) a social security number.**

23. **Exhibit E:** Can the County provide a copy of or link to the Los Alamos County Records and Information Governance Policy #0310?

- a. **Will be addressed in a follow up addendum.**

24. **Exhibit E:** Can the County provide a copy of or link to the Los Alamos County E-signature Policy #1220?

- a. **Will be addressed in a follow up addendum.**

25. **Exhibit E:** Can the County provide a copy of or link to the Los Alamos County Mobile Policy #1240?

- a. **Will be addressed in a follow up addendum.**

26. What is meant by Multistep RFP?

- a. **The Multistep RFP is described in the RFP document.**

27. Can you include a roll call of participants and their organization?

- a. **Please see Attachment “A”.**

28. Extend deadline?

29. This is a complex solution with many teams needed to contribute and weigh in on our response. Legal department review is usually two weeks alone. Will the county extend the due date to allow ample time for response?

The following answers address questions 28-29:

a. Please see above A. for change of date for receipt of proposals.

30. Page 9, Project Plan: Does the County expect the software vendor to provide and install the required hardware?
31. Will the county or the vendor be responsible for installing hardware?
32. Will the county or vendor be responsible for supporting the hardware?
33. More clarification on hardware requirements.
34. If you plan on using existing scanners with this solution, are they ISIS or TWAIN compatible?

The following answers address questions 30-34:

- a. Responses should include hardware requirements, identify known compatibilities, and include costs associated with the purchase and on-going support, of any current hardware utilized, or any upgraded or replacement equipment, if deemed necessary.**
- b. Successful software vendor would install hardware, as part of the software installation, done in collaboration with Los Alamos County Information Management (IM) staff.**
- c. Current scanners are TWAIN compatible.**

35. Please ask IM dept how many databases we need to convert? Sounded like land record system, probate system, the documents which have been digitized and are now on a storage drive waiting to be imported.
36. How many databases need to be converted?
37. I assume all data that will be converted to new system reside in one database. Can you confirm?
38. Will any other applications need to be integrated? Which applications (including version if possible) and how would you like them to interact with our system?

The following answers address questions 35-38:

- a. Currently, there is one (1) overall database of records, stored on one (1) server, a Dell PowerEdge, located in the IM Server Room. Responses should explain the plan to merge current data, from two (2) applications, into one (1) application/database. In addition, responses should explain the plan and costs associated with the import of digitized documents.**
- b. Currently, there are two (2) separate applications, with separate indexing conventions, all stored in .tif file format on server.**
 - i. Recordings – Real Estate, LAC Filings, Death/DD-214 Protected Docs, and Govt. docs**
 - ii. Probate & Marriage – Probate Court files and Marriage records**
- c. Digitized records on a Seagate External Hard Drive**
 - i. Stored in .tif file format**
 - ii. Naming Convention - BOOKPAGE.tif (example of Book 28 Page 249 -- 00280249.tif)**

39. Can we submit the proposals via email?
 - a. Instructions are provided in the RFP.**

40. Will eBook proposals be allowed?
a. The County is unclear by what is meant by “eBook”.
41. What are current file formats to be converted?
42. What file format and naming conventions are the 55,000 digitized records stored in?
43. How are the probate court, govt. records and election records are stored?
44. What document types will be stored (HR records, client documents, building plans, etc.)? If metadata templates (collections of metadata fields associated with each document type, for use in indexing) are required, approximately how many?

The following answers address questions 41-44:

- a. Currently, there are two (2) separate applications, with separate indexing conventions, all stored in .tif file format on server.**
- i. Recordings – Real Estate, LAC Filings, Death/DD-214 Protected Docs, and Govt. docs**
 - ii. Probate & Marriage – Probate Court files and Marriage records**
- b. Digitized records on a Seagate External Hard Drive**
- i. Stored in .tif file format**
 - ii. Naming Convention - BOOKPAGE.tif (example of Book 28 Page 249 -- 00280249.tif)**
- c. Types of documents to be stored include: Land, Vital, and General Records, Marriage Records, Probate Court Records, Government Records, and Election Records. Additional time would be needed to confirm with IM on the metadata template information.**
45. Need Statement states “overall storage and preservation services.” Does this call for off-site storage services or an on-site storage solution?
46. There are many levels of backup and redundancy for disaster recovery. Does the county have minimum standards or guidelines on the level required?
47. What backup processes do you have now and clarify what you are looking for?

The following answers address questions 45-47:

- a. Data is currently stored on-site, on server located in the IM Server Room, with multiple levels of redundancy for back-up, disaster recovery and preservation purposes.**
- b. We are soliciting responses for both on-prem and hosted. Based on the evaluation, we can determine which one is best suited for Clerks operations. IM can support on-prem, hosted or hybrid models.**
48. Does the county have funding available this year?
a. Yes, the County has funding available this year.
49. Is there a budget number for the project?
a. There is no specific budget amount allocated to this project.
50. Has the county seen any demonstrations from vendors prior to RFP release?
51. Has the issuer already considered any solutions? If so, which? Have you seen demonstrations? Please feel free to provide feedback on any systems under consideration.
52. Is there any relevant incumbent for any portion of the work being requested in the RFP?

The following answers address questions 50-52:

a. No

53. Whether companies from Outside USA can apply for this? (like, from India or Canada)

a. All qualified Offerors are welcome to submit a proposal.

54. Whether we need to come over there for meetings?

55. Can conference calls and web meetings be used for this project, or is on-site attendance a requirement?

The following answers address questions 54-55

a. We would anticipate meetings to be handled remotely, at this time, due to the COVID-19 pandemic and Public Health Orders in place. The successful Offeror should expect to conduct business in person at any time.

56. Is the digitization part of this RFP? If it is, can we have a further breakdown as to what is needed (type of document, size, etc.)?

57. We should get clarification if they are asking for pricing on digitization.

58. Do you expect the 45000 records on microfilm/fiche to be digitized and imported as part of this RFP solicitation or are you just looking for the ability to digitize these records?

59. Does the county prefer pricing on a per document basis?

60. Will there be any back scanning needed for this project?

The following answers address questions 56-60:

a. As outlined in the RFP, the import of digitized fiche documents and digitization and import of microfilm/microfilm was included. Responses should describe in detail the image conversion processes available and the costs associated.

b. Pricing responses on digitization and import of microfilm/microfilm services has been left up to the respondent.

c. Updated estimates based on recent review of data:

○ **Tiff images on Seagate External Hard Drive:**

- **Misc. Books 18- 55, with approximately 1000 documents per book**
- **Mortgage Books 23-100, with approximately 1000 documents per book**

○ **Aperture Film Cards:**

- **Misc. Books 1 - 17, with approximately 1000 documents per book**
- **Mortgage Books 1-23, with approximately 1000 documents per book**

61. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

a. From the standpoint of IM, there are no restrictions on where tasks are performed related to the RFP.

62. Do you have any estimates for the amount of content that will be stored in the system? Number of documents, Number of pages, Diskspace estimation, Database size, Database tables, Etc.

63. Will there be any data conversion or migration services needed for this project?

Do you have any estimates for the amount of content that will be converted or migrated?

- Number of documents, Number of pages, Diskspace estimation, Database size

- How many database tables contain information we will need for the migration? (ex. documents, versions, metadata, annotations, etc.)
 - Any additional information you can provide on the system that may be helpful.
- Can you provide the make, model, and version of system that we will be working with?
If the current system is utilizing a database, what platform is it on? (SQL, Oracle, etc.)
- Is there backend access to the database, or do we have to do an export through the current system?

Do you have a set number of document types or metadata categories to be converted?

Do you want annotations from your current system migrated?

Are you using versioning in your current system?

64. What is the current RMS system?

The following answers address questions 62-64:

- a. **Currently, the system holds a little over 124,000 records/documents – 106,424 in Recording and 17,716 in Probate/Marriage.**
- b. **Additional time would be needed to collect data and perform a verification on the total number of pages and confirmation on database tables and metadata information. IM will need to address the inquiry regarding backend access to the database and/or exporting functions.**
- c. **Currently, the images folder on our server has 576 GB Used Space, with 3.80 TB Free Space.**
- d. **Responses should describe in detail its responsibilities and its requirements of the County in regard to data and image conversion and migration. Offeror must be able to describe in detail the data and image conversion process. The quality assurance process and quality standards must be explained, ensuring a clean migration of data and images from current system. In addition, the import of digitized fiche documents and digitization and import of microfilm/microfilm documents. Detailed reporting of any errors, omissions or anomalies throughout the migration process must be provided.**
- e. **Current RMS system is CountyFusion, version 1.43.10, supported by Kofile Technologies, Inc.**
- f. **The County requires that software solutions operate within and utilize a relational database management system that is SQL compliant. Responses shall state in their proposal the database utilized by their software. If the Proposal is on-premise, Offeror shall comply with database specified in County's Technology Standards.**

65. Does the county have a preference of Hosted or On-Prem?

66. Is there a preference to hosting solution remotely?

67. Is there a preference for system deployment? Options offered include Cloud-hosted deployment with an annual subscription, Perpetual Licensing deployed on-premises, or Subscription licensing with on-premises deployment. We can include all both options if preferred. Are multiple environments required (development, test, production)?

The following answers address questions 65-67:

- a. **Details outlined in RFP.**

68. Please describe present operations of system with Probate Court Records.

69. Elaborate on Probate record searching – is it by case #, is there a workflow process, or are items just submitted?

The following answers address questions 68-69:

- a. **Probate Court for Los Alamos County is informal. Items are reviewed by the Judge and given to Clerk staff for processing. Each case is assigned a case number, index information is entered, documents are filed (docketed) and entered into the case. Scanning of items is done thru a workflow process.**
70. Please describe present operations of system with Government Records.
- a. **Government (Govt.) Records for Los Alamos County are filed by document type. Items are reviewed and filed, assigned a document number. Items go thru workflow scanning and OCR processing, indexing and verification of indexing data.**
71. Please describe present operations of system with Election Records.
- a. **Currently, we do NOT record / index Election Records, some examples of document types to record / index, include, but are not limited to: Canvass Reports, Sample Ballots, Voter Turnout Reports, and Voter Registration Stat Reports.**
72. Timeframe to submit and answer questions
- a. **Details outlined in RFP.**
73. Cost pricing clarification – permissible for up to 15yrs?
- a. **Details outlined in RFP.**
74. Who is eRecording and integrated with you now?
- a. Current and/or former eRecording submitters are:
 - a. **(former) eSecureFile – via Kofile**
 - b. **Simplifile**
 - c. **Ingeo**
 - d. **Indecomm**
 - e. **CSC eRecording Accounting**
 - f. **(former) LANB (Los Alamos National Bank)**
75. Can we line item features and recommendations not included in the RFP?
- a. **Yes.**
76. If we are not selected, will there be any opportunity for a debrief or other feedback?
- a. **Yes.**
77. Is there an existing ECM or document management system in place? If yes, what is it? Please provide as much detail as possible. How is content currently stored? (shared drives, local folders, Google Drive, etc.) Do you currently have any workflows or automated business processes? If so, please provide a typical example along with estimated number of total workflows.
78. Do you currently use any electronic forms? If so, please provide a typical example along with estimated number of total forms. What is your current electronic forms solution?
79. For forms and workflow development, will the selected vendor be responsible for building the required forms and workflows, or will the proposer's staff be performing development after proper training? If vendor development is preferred, please provide some examples of forms and workflows, as well as an estimated count, for cost estimation purposes.

80. Do you have any sample forms or processes you can provide? Please include the current paper or eform and a description or diagram of the workflow behind it is possible. We can also demonstrate how we would automate this process using our solution if desired.

The following answers address questions 77-80:

- a. **Content is stored on a server, in folders.**
- b. **Data is scanned and indexed/verified with workflow processes.**
- c. **Records for Los Alamos County are filed by document type. Items are reviewed and filed, assigned a document number, and/or book and page. Items go thru workflow scanning and OCR processing, indexing and verification of indexing data.**
- d. **Marriage application utilizes electronic form to create the license/certificate document and application. There are several reports the system can generate, either in PDF or Excel.**
- e. **Workflow and form development requirements will be dependent on responses and review of current forms.**

81. Our customers generally prefer remote training due the ease of scheduling and travel savings. Remote training sessions are recorded and provided to the customer to allow them to reuse as needed. Is this approach acceptable, or would you require on-site training?

- a. **Details outlined in RFP.**
- b. **At this time, remote training would be preferred, due to the COVID-19 pandemic and Public Health Orders in place.**

82. Do you plan on using a single sign-on service (SSO)? Which provider(s) do you have or plan to use?

- a. **Yes. Azure AD is used for single sign-on.**

Table A: (data by fiscal year)

	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020
Recordings	3,835	4,224	4,342	2,966	3,033	3,219	4,082	5,277	3,468	4,150
eRecordings	854	2,019	2,119	1,241	1,190	1,334	1,750	1,295	978	1,474
Marriages	90	112	102	114	82	83	117	89	86	85
Probate Cases	16	14	19	19	23	19	27	41	36	29
Council Meetings	46	46	38	38	35	37	37	41	40	42
Elections Held	2	2	3	2	2	2	4	1	1	2
Voters Serviced	9,267	9,305	17,049	8,458	8,834	10,322	26,255	3,671	10,340	10,345
Outreach Events	-	-	-	-	5	8	12	24	36	21
Voter Registration Transactions	-	-	-	-	494	2,380	4,616	2,634	2,911	2,561

All other provisions of the Solicitation Documents shall remain unchanged. This Addendum is hereby made a part of the Solicitation Documents to the same extent as those provisions contained in the original documents and all itemized listings thereof.

Each Offeror is requested to acknowledge receipt of this Addendum No. 1 on the Proposal Form.

I hereby acknowledge receipt of this Addendum.

Signed _____ Print Name _____ Date _____

Title _____ Company _____



LOS ALAMOS COUNTY

101 Camino Entrada, Building 3
Los Alamos, New Mexico 87544 (505) 662-8052
Procurement Division

January 26, 2021

TO ALL HOLDERS OF SOLICITATION DOCUMENTS FOR:

REQUEST FOR PROPOSAL No. 21-20
Records Management Services for the Los Alamos County Clerk

ADDENDUM NO. 2

This Addendum No. 2 forms a part of the Solicitation Documents and modifies, as noted below, the original Solicitation Documents identified above.

This Addendum serves to provide all holders with the following information:

- A. Below are questions received from potential Proposers and the County's answers.
1. **Exhibit E:** Can the County provide a copy of or link to the Los Alamos County Records and Information Governance Policy #0310?
a. Document provided as a PDF with this addendum.



0310 -- Records
And Information Management

2. **Exhibit E:** Can the County provide a copy of or link to the Los Alamos County E-signature Policy #1220?
a. Document provided as a PDF with this addendum.



1220 -- E-Signature
Policy.pdf

3. **Exhibit E:** Can the County provide a copy of or link to the Los Alamos County Mobile Policy #1240?
a. Document provided as a PDF with this addendum.



1240--Los Alamos
County Personal Mobile

4. What is meant by Multistep RFP?
a. The Multistep RFP is described in the RFP document.

THE COUNTY OF LOS ALAMOS IS AN EQUAL OPPORTUNITY EMPLOYER

ATTACHMENT B

Addendum No.1 announced the date change for receipt of proposals to **Tuesday, February 9, 2021, at 2:00pm Mountain Time**. Please follow instructions in the RFP when submitting proposals.

All other provisions of the Solicitation Documents shall remain unchanged. This Addendum is hereby made a part of the Solicitation Documents to the same extent as those provisions contained in the original documents and all itemized listings thereof.

Each Offeror is requested to acknowledge receipt of this Addendum No. 2 on the Proposal Form.

I hereby acknowledge receipt of this Addendum.

Signed	Print Name	Date
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Title	Company
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LOS ALAMOS COUNTY

101 Camino Entrada, Building 3
Los Alamos, New Mexico 87544 (505) 662-8052
Procurement Division

February 3, 2021

TO ALL HOLDERS OF SOLICITATION DOCUMENTS FOR:

REQUEST FOR PROPOSAL No. 21-20
Records Management Services for the Los Alamos County Clerk

ADDENDUM NO. 3

This Addendum No. 3 forms a part of the Solicitation Documents and modifies, as noted below, the original Solicitation Documents identified above.

This Addendum serves to provide all holders with the following information:

- A. Below are questions received from potential Proposers and the County's answers.

Can you provide a list of hardware and peripherals you would like to have included with a new system?

- A. The County is requesting the Proposer to propose on equipment they recommend for this project regardless of what is currently in use at the County Clerk's Office. For informational purposes only below is a list of hardware currently in use.

Front Counter

Zebra Model LP2844 - label printer

Epson TM-J7100 Model-M184A - receipt printer - was networked for staff to print to this printer

Konica Minolta SL1000 - microfilm/fiche reader

Verifone MDL-VX520 - credit card point of sale processing unit

Canon DR-9080C - document scanner

Desk 1

Zebra TLP2844 - label printer

Epson TMJ7100 Model M184A - receipt printer

Canon DR-9080C- document scanner

Desk 2

Canon DR-9080C - document scanner

Zebra TLP2844 - label printer

Desk 3

Cannon DR-G1100 - document scanner

Zebra TLP 2844 - label printer

Desk 4

Cannon DR-G1100 - document scanner

Zebra TLP 3842 - label printer

Addendum No.1 announced the date change for receipt of proposals to **Tuesday, February 9, 2021, at 2:00pm Mountain Time**. Please follow instructions in the RFP when submitting proposals.

All other provisions of the Solicitation Documents shall remain unchanged. This Addendum is hereby made a part of the Solicitation Documents to the same extent as those provisions contained in the original documents and all itemized listings thereof.

Each Offeror is requested to acknowledge receipt of this Addendum No. 3 on the Proposal Form.

I hereby acknowledge receipt of this Addendum.

Signed _____ Print Name _____ Date _____

Title _____ Company _____