OpenCities

Transform your website, forms, and digital customer experience, without any custom code.

Los Alamos County, New Mexico

Request for Proposals ("RFP")

RFP Number: 21-32

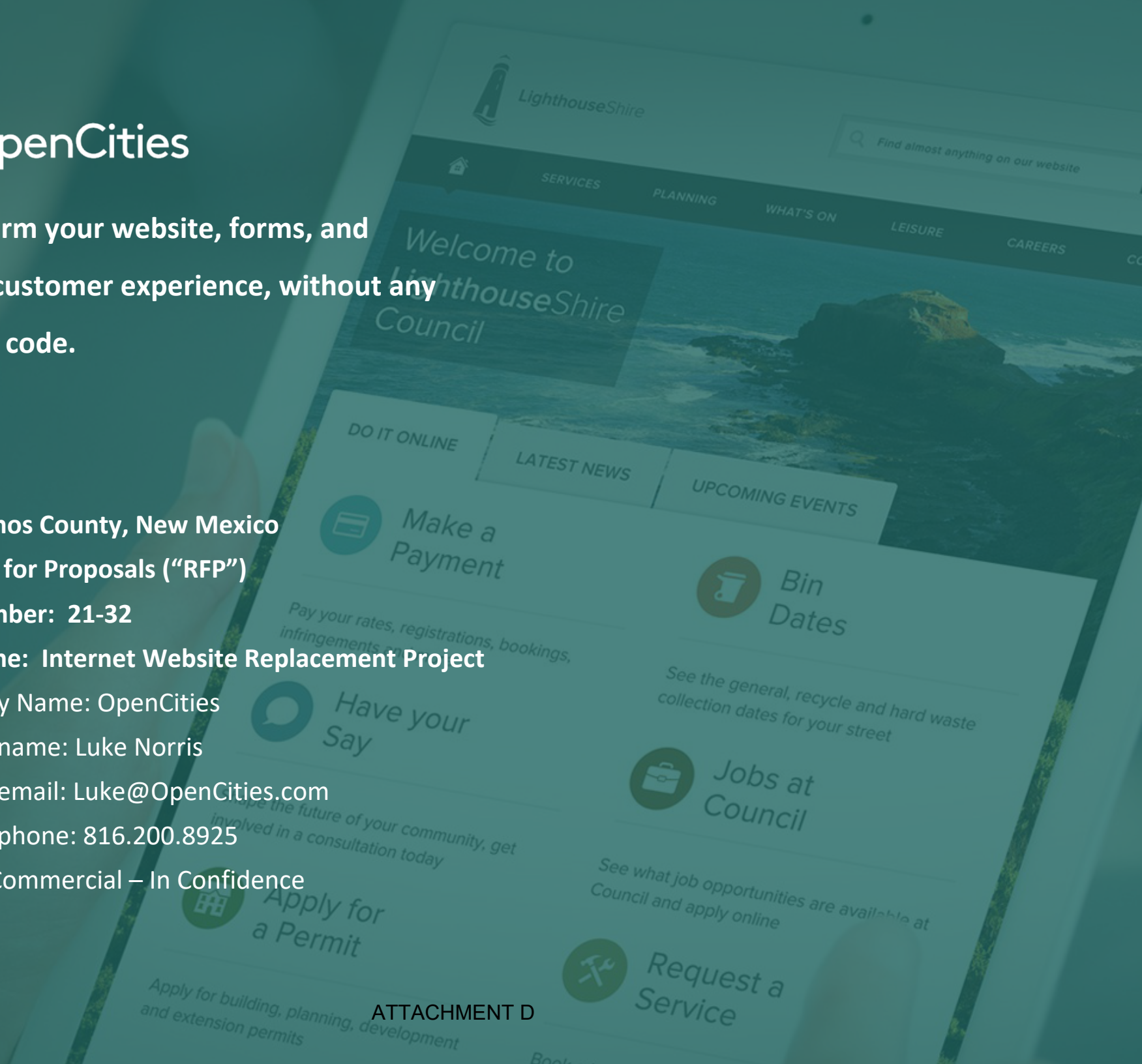**RFP Name: Internet Website Replacement Project**

Company Name: OpenCities

Contact name: Luke Norris

Contact email: Luke@OpenCities.com

Contact phone: 816.200.8925

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To the web team of the Los Alamos County,

OpenCities appreciates this opportunity to present our abilities to help Los Alamos County redesign, enhance, and host its municipal website to update its web presence and incorporate the latest web technology to make its site more transactional and mobile friendly. OpenCities knows that the **municipal website has become the digital front door to all municipal resources and departments.** We offer a **better approach to envisioning, building, maintaining, and growing your website.**

Here is what you can expect from OpenCities

- OpenCities offers a complete package of services and technology that deliver an accessible, mobile-responsive, ADA-compliant, fully featured, and affordable website **without any custom development**.

- We have over 12 years of experience providing best practices for effective government websites.

- Our "Digital Services" approach to converting city websites to fully transactional digital services portals **has produced significant ROI for our government partners**.

  o   Grand Rapids, Michigan **reduced walk-in traffic 20%** by launching 200+ digital services.

  o   Orlando, Florida **increased customer satisfaction by 65%.**

- OpenCities puts the public and government employees together at the center of our solution.

- An active local government user community drives our product roadmap, ensuring that our technology is continually evolving in a way that creates ongoing value for our customers.

- OpenCities' United States-based Customer Success team will guide your implementation to success. Bios of our team are included later in this document.

Investing in OpenCities creates not just a short-term opportunity, it creates a long-term return on investment. Simply put, Los Alamos County will never be left with an outdated website or with the need to spend tens of thousands of dollars to redesign its site in the future.

Let us show you how other cities are realizing that we are better!

A user-friendly website for your citizens is great, but your site must also be easy to use for your technical and non-technical teams. OpenCities cannot wait to demonstrate to Los Alamos the flexibility of our platform and how we deliver great user experiences to your residents and government staff alike.

Increasingly, customers from industry giants are moving to OpenCities to benefit from our low-code, easy-to-use platform and the ongoing research and development that we provide clients as a part of our annual SaaS fee. Given your goals for a system that can **grow with you**, we urge you to let us show you what that means via a product demonstration. We also invite you to talk to our customers about the value OpenCities has created for them and their residents.

On behalf of OpenCities, thank you again for this opportunity for us to show Los Alamos County that OpenCities is the right choice for the future of your website solutions and hosting services. Feel free to contact me if there is any other information we can provide.

Sincerely,

Luke Norris, Managing Director
Luke@OpenCities.com
816.200.8925

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1. OpenCities Profile

Company History

OpenCities was founded as SeamlessCMS in 2008 when we began building websites for local governments. Our U.S. operation is headquartered in Kansas City with key members located in Denver, San Francisco, Washington DC, and San Diego. Our United States leadership team is led by Luke Norris and Cynthia Francis. Prior to joining OpenCities, both Luke and Cynthia worked at the national nonprofit Code for America which helped lead the way around digital transformation in local government. Today our team includes over 50 staff, many of whom previously worked for 18F (the Federal Governments design agency) and various municipal governments.

Target Markets

OpenCities focuses EXCLUSIVELY on supporting local governments by building websites, intranets, and digital services. Today, OpenCities powers more than 500 websites for over 120 cities and counties. Our clients range from several of the 10 largest cities in the United States to small cities and counties ranging from 10,000 to over 800,000 in population.
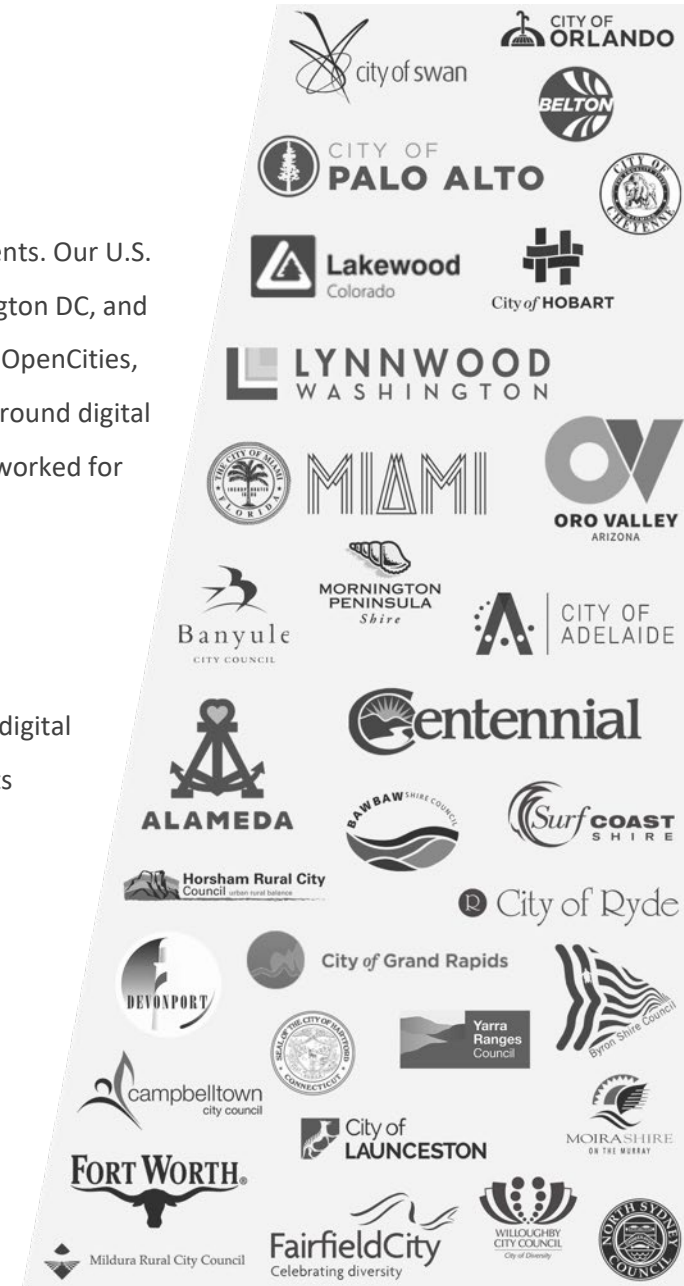
Why We Work

OpenCities exists to help local governments serve better. When we started this journey twelve years ago, we realized this vision by building custom city websites that put **resident needs at the front and center** of every design decision.

By making it easy for **everyone** in the community to find information and self-serve at any time of day on any device, we helped rebuild trust and satisfaction between local governments and their residents. But it did not last.

Influenced by consumer-grade digital, resident expectations of government websites and online services were evolving faster than cities and counties could possibly keep up with.

Recognizing how many cities faced the very same challenge, we had to find a way for cities to create digital experiences that would not expire. And not just big cities with big teams and budgets, but **every city**.

That is why we created OpenCities.

Our platform:

- evolves in step with the world's best in digital government, helping cities focus on applying proven best practices, rather than creating them.

- allows cities to collaborate, create, and share new digital ideas with each other, creating peer-to-peer communities of excellence, rather than cities going it alone.

- harnesses machine learning, helping users deliver better digital outcomes by making smart, data driven decisions.

OpenCities is more than just a CMS, it is an entirely new way of thinking about how your city approaches its digital customer experience.

2. References

Client	Culver City, California
Contact	Anissa DiVicente Webmaster 9770 Culver Blvd, Culver City, CA 90232 310.253.6094 anissa.divincente@culvercity.org
Web link	www.culvercity.org/Home
Population	40,000
Description of services	Full web redesign of main site, bus site, police department site in addition to content migration
Project Dates	March 2020 – November 2020

Client	Oro Valley, Arizona
Contact	Misti Nowak Communications Administrator 11000 N. La Cañada Dr., Oro Valley, AZ 85737 520.229.4712 mnowak@orovalleyaz.gov
Web link	www.orovalleyaz.gov
Population	45,000
Description of services	Full website redesign and Digital Services Academy
Project Dates	Nov 2019 – May 2020

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Client	**Centennial, Colorado**
Contact	Kelly Ohaver
	Customer Experience Manager
	13133 E. Arapahoe Rd. Centennial, CO 80112
	303-325-8000
	kohaver@centennialco.gov
Web link	CentennialCO.gov
Population	Approximately 110,000
Description of services	Full website redesign and staff intranet developed, as well as content migration
Project Dates	Dec 2018 – June 2019

CASE STUDY: GRAND RAPIDS

www.grandrapidsmi.gov

For this city of 192,000 residents, this website project was far from a business-as-usual initiative. Led by the Customer Service team, the city of Grand Rapids embarked on a website redesign process that put residents at the center of every decision.

Within 3 months of launch, the City saw a 79% shift from offline to online interactions for its popular request to turn on water. In the 9 months following, Grand Rapids was able to shift a further 235 services online, resulting in a 19% overall reduction of walk-ins to city hall, and a projection of $9.2m in cost savings and new revenue.

Watch the story here.
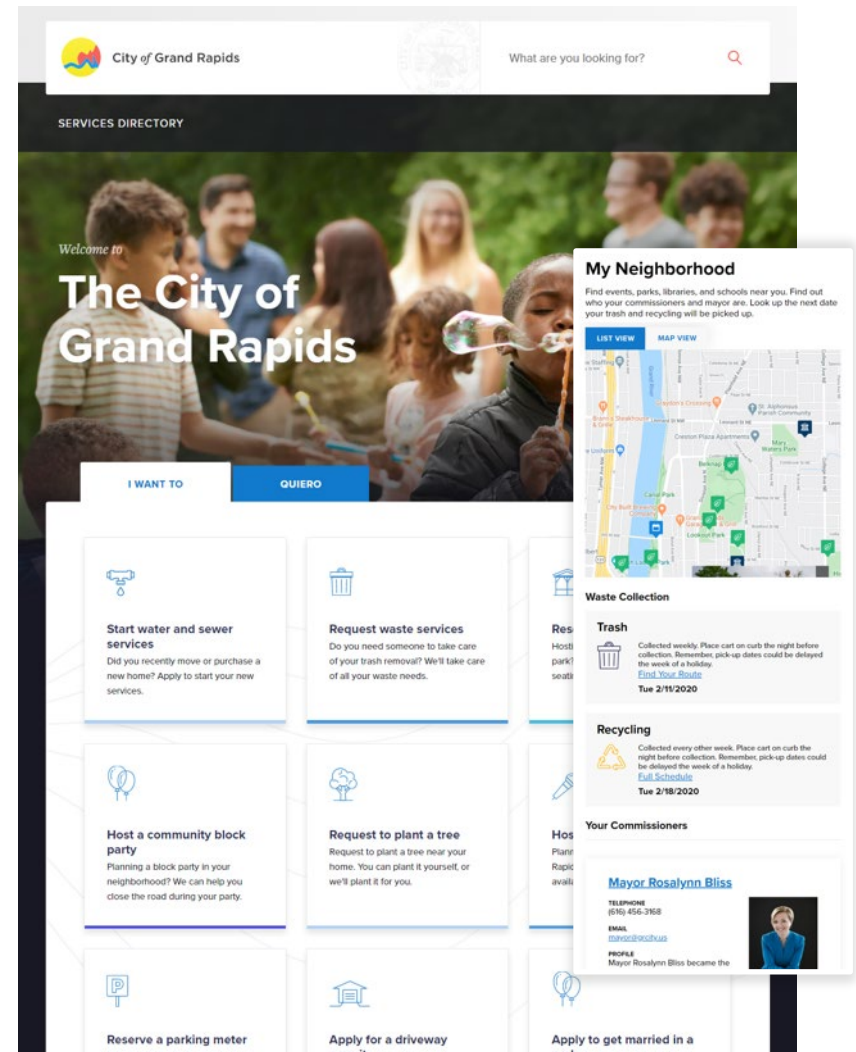
CASE STUDY: MIAMI

www.miami.gov

With a diverse community of over 450,000 residents, the City of Miami was challenged to deliver a new website that would be both useful and usable to everyone, regardless of age, technical ability, socioeconomic profile, or English proficiency.

Leveraging the OpenCities Digital Services Academy, combined with a phased launch process, the City of Miami revolutionized how it engaged with and delivered a new website for its community.

With the help of the Digital Services Academy, City staff learnt how to journey map common customer needs, and then simplify, digitize, and test new content and services with the community.

Starting with a limited, service focused Alpha site, which then evolved into a fully featured Beta website and ultimately replaced the legacy city website, City of Miami engaged its residents along the entire journey, resulting in a uniquely client-driven outcome.
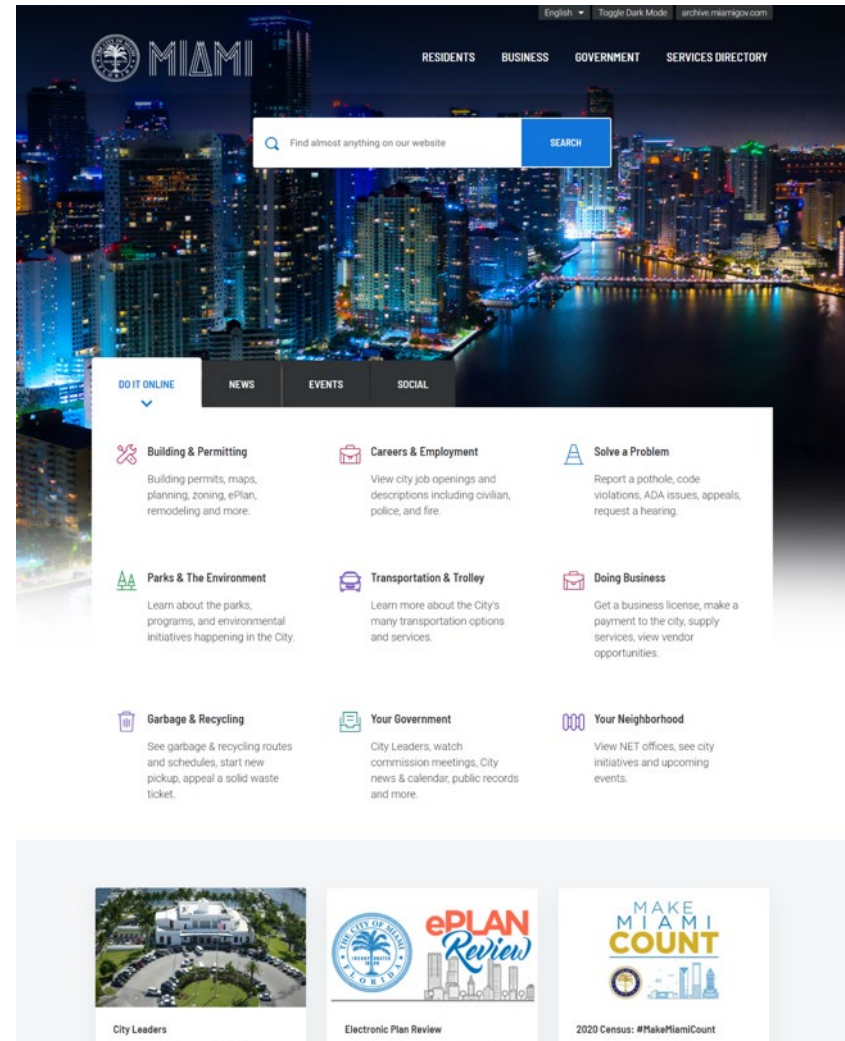
CASE STUDY: LAKEWOOD

www.lakewood.org

For many years, the City of Lakewood, Colorado had a website built on a CMS that was not user friendly, had a ton of custom code and very few people that knew how to update it. In 2017, the City learned its longtime CMS provider was stopping support of their current platform, and the only option the provider gave was to migrate content to the provider's new CMS for a price that was more than double the cost of acquiring a new site. Not upgrading meant running the risk of having unsupported technology, so they went to bid and selected OpenCities in November 2018.

Lakewood liked OpenCities' easy-to-navigate publishing experience that required little to no custom code. Updating the website also required being at the city offices or using a remote connection that could be unreliable, so adding information about weather emergencies was challenging. With OpenCities' intuitive interface that is hosted in the cloud, Lakewood's staff was empowered to update any content they needed, in real time.

After launching the new website in June 2019, OpenCities went on to win the Pinnacle Award and the SiteImprove Most Accessible Website award at the National Association of Government Webmasters 2019 Annual Conference.
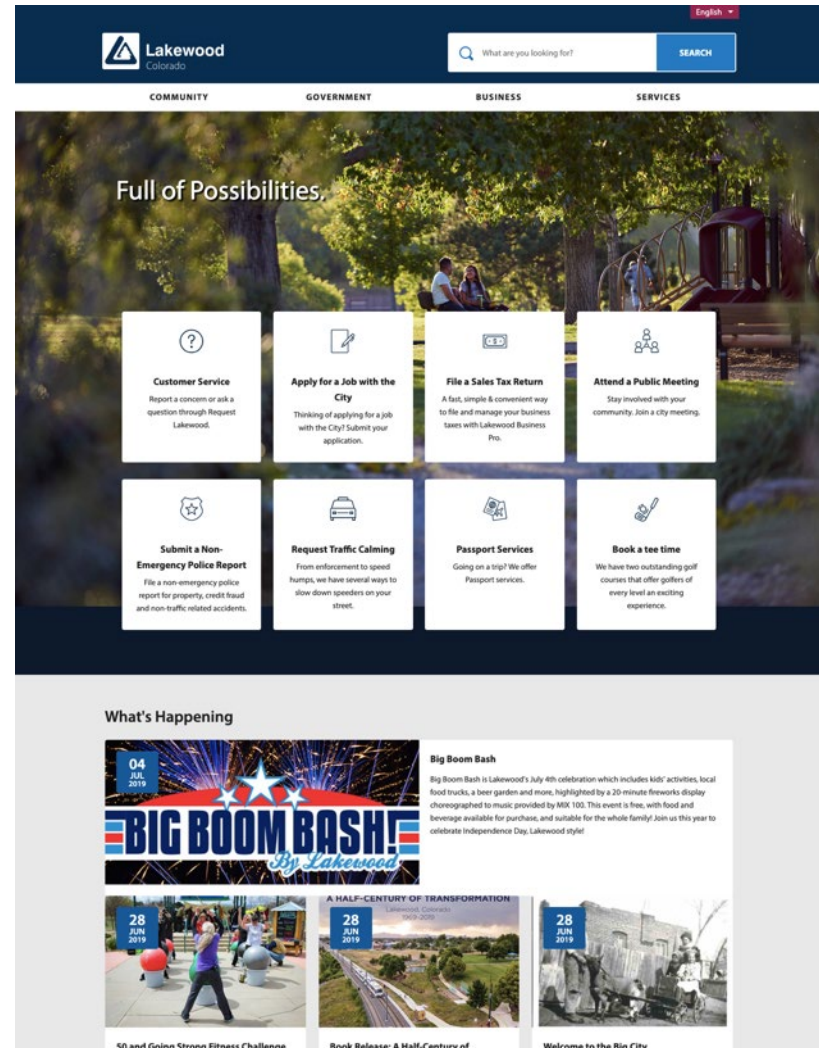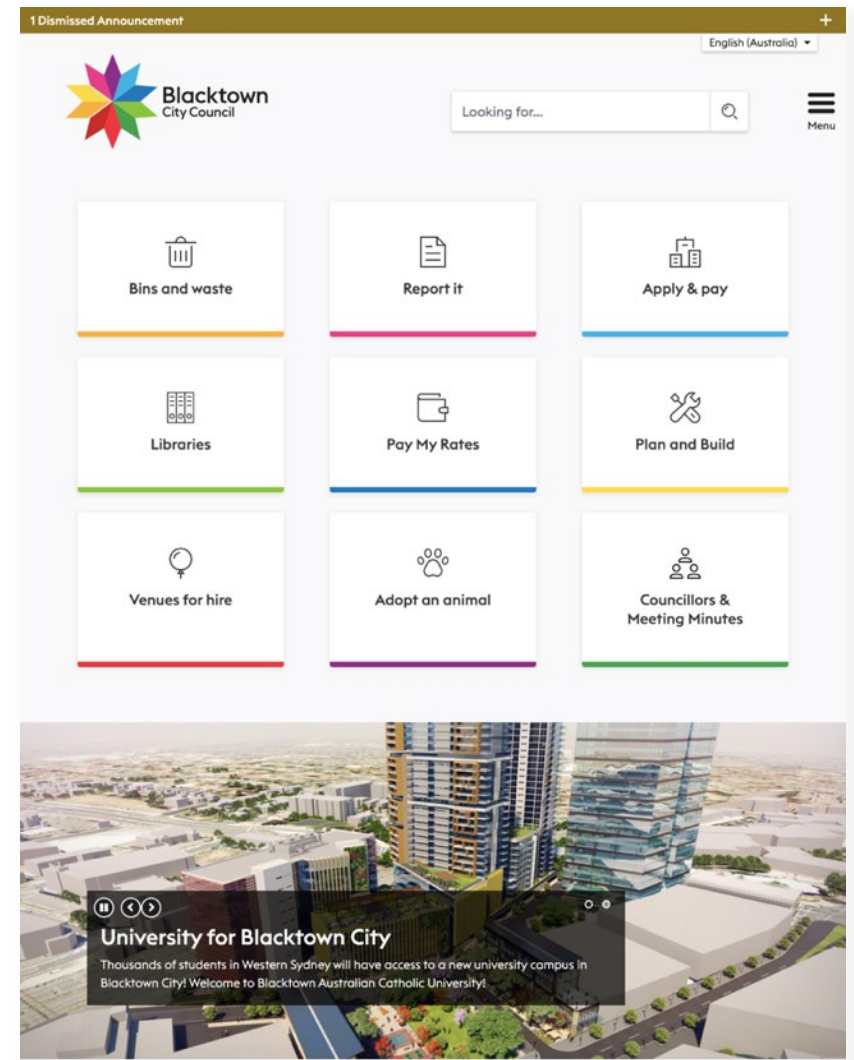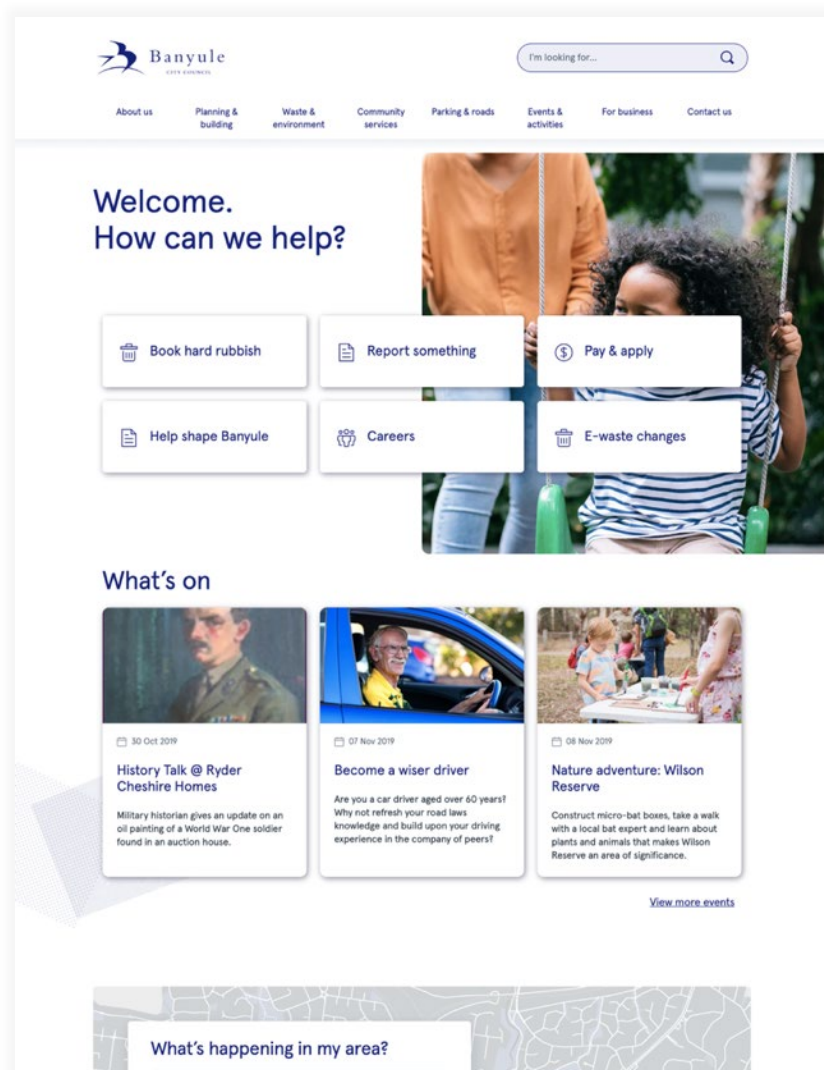
Portfolio

OpenCities websites can vary drastically in look and feel while still maintaining their accessibility and mobile responsiveness. Some of our favorite visual examples are listed below:

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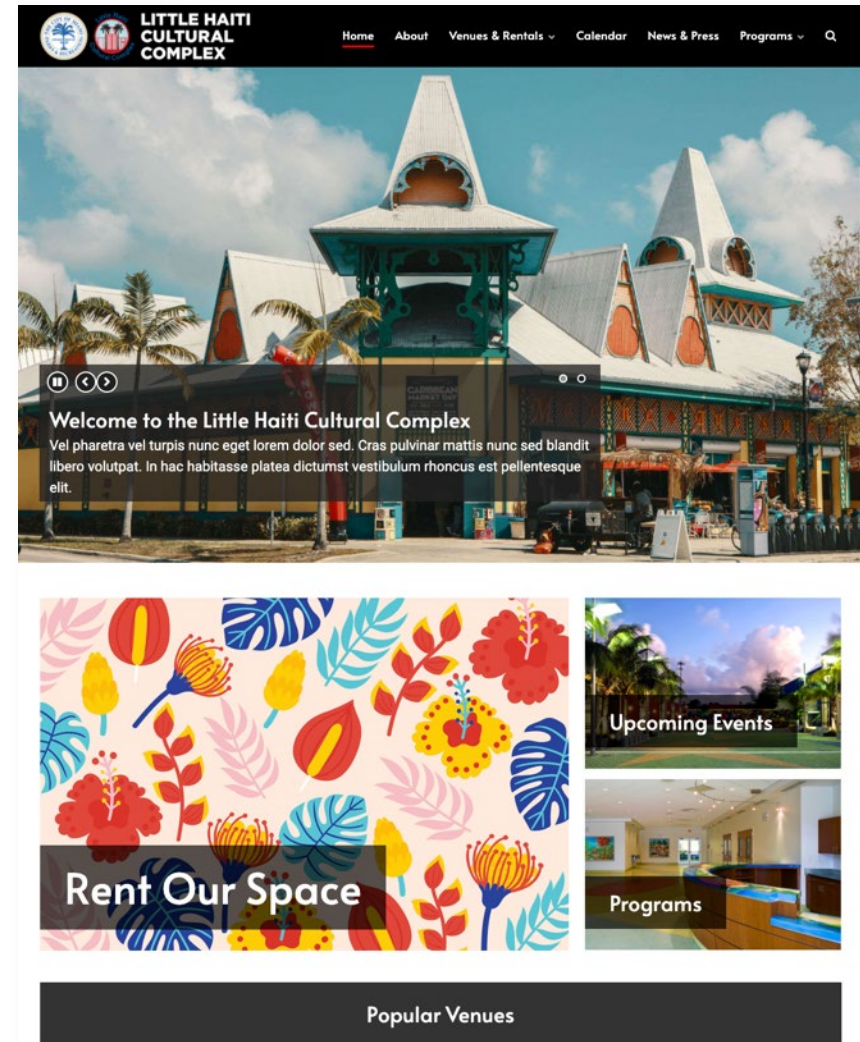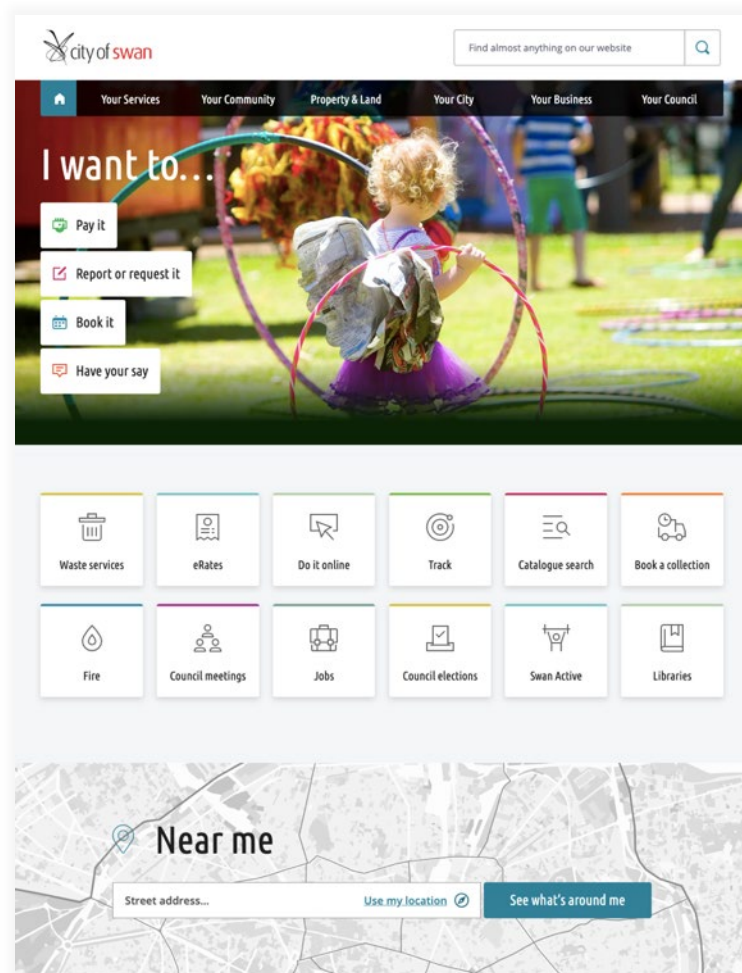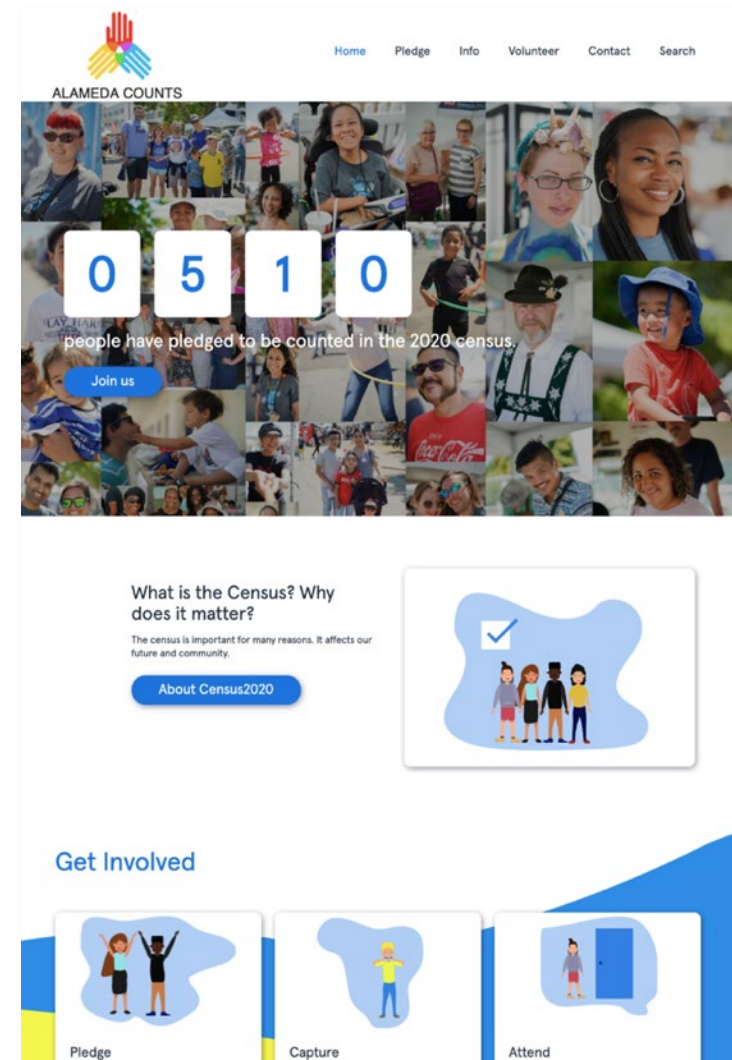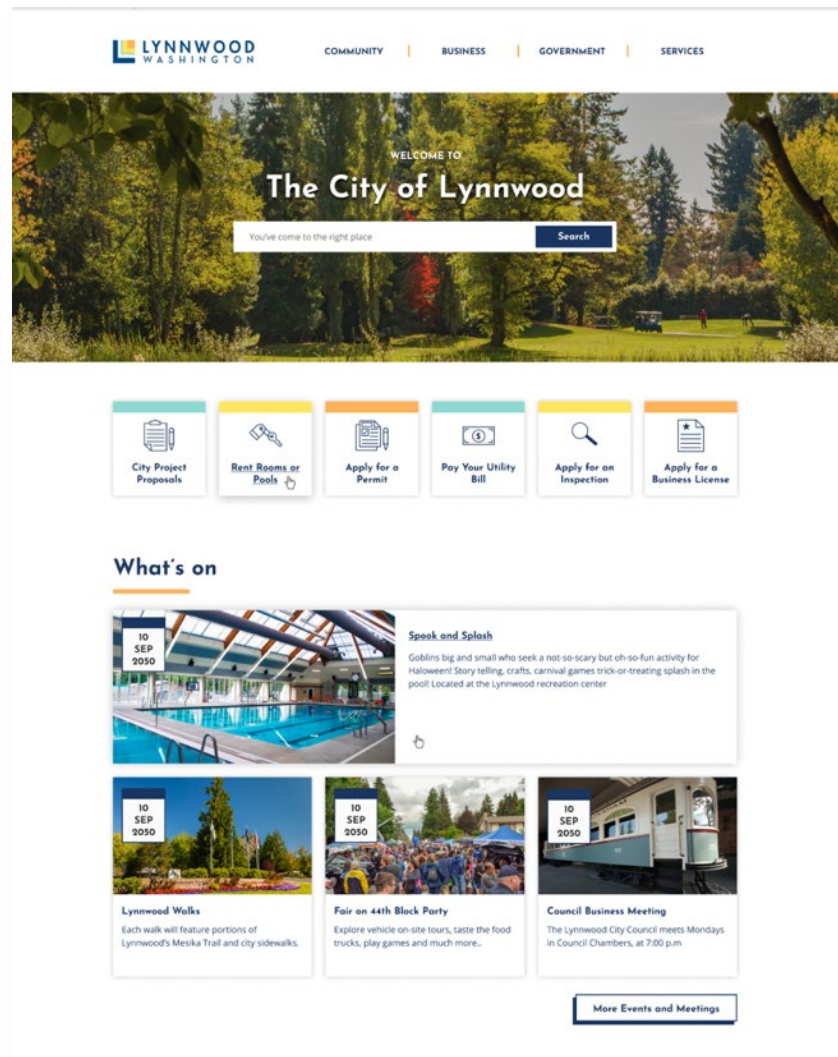
Organization Qualifications

Recent Awards

In 2021, OpenCities was recognized as a GovTech 100 company for 2021. The GovTech 100 is the market-leading curation of the top 100 companies in gov tech released each year by Government Technology magazine.

In 2020, the City of Lynnwood and City of San Antonio each won **Project Experience Awards** from the **Center for Digital Government** for their Digital City Hall and Covid19 Response and Recovery Websites, respectively, each of which was built using OpenCities.

In 2019 OpenCities won several awards in partnership with the City of Lakewood including the **Pinnacle Award and SiteImprove Award** for the Most Accessible Website at the **National Association of Government Web Professionals** conference.

In 2018, OpenCities in partnership with the City of Grand Rapids won the **Pinnacle Award at the National Association of Government Web Professionals** conference.

In 2016, OpenCities won **2nd place** at a government technology pitch competition sponsored by the **US Conference of Mayors**; over 300 Mayors voted.

3. Cost

Annual Subscription Fee

Delivered as a managed cloud solution, the annual subscription fee includes:

- Enterprise grade Hosting, Security, Bandwidth (to limit) and Storage using Microsoft Azure Gov Data Center with 99.9% Services Level Agreement (SLA); DDOS mitigation

- Maintenance, upgrades, and new functionality (continuous releases)

- Accessibility commitment to global standard (WCAG 2.1 AA)

- Unlimited 24/7 telephone helpdesk for Priority level 1 severity issues

- Unlimited online helpdesk for all other support and issues per SLA

- Twice annual "check-up" with OpenCities customer success team to explore site improvements focused on enhancing your usability

- Access to Theme Builder to continually evolve your site design at no additional cost

OpenCities Annual SaaS Main City Website + OpenForms Teams (3 users / 25 forms)	$12,000 per year
TOTAL ANNUAL SUBSCRIPTION	**$12,000 per year**
Optional: Imperva upgrade (WAF, BOT, DDOS, CDN)	$1,800 per year
Optional: Upgrade to OpenForms Teams (20 users / 50 forms)	$1,500 per year
Optional: Upgrade to OpenForms Enterprise Version with Workflow 20 users/100 forms	$4,500 per year
Optional: Subsite License	$1,450 per subsite, per year
Optional: AzureAD Single Sign On	$1,500 per year

One Time Fees

One-time OpenCities setup fees are based on the level of assistance your City needs for its digital transformation. OpenCities includes in this cost the following services performed by our team:

- Virtual meetings for project initiation and workshopping

- Production of visual design for new City website

- Comprehensive site administrator and content publisher training

- Delivery of project subject to the Scope included in this proposal

- Consultation and coaching on governance, content creation and content migration

NOTE: No travel included. Project delivered virtually.

Required: OpenCities Services Package Configuration, project management, and support on best practices during project set up + launch, includes set up of main site.	$15,000
Required: OpenCities Training Package Two training sessions for up to 20 staff each (content publishers, site admin, OpenForms).	$2,000
Required: OpenCities Enhanced Design Package This package includes three design options, and up to five rounds of iteration, and internal page design.	$10,000
OpenCities Information Architecture Package OpenCities uses the data from your City to design an information architecture that helps you serve better.	$7,500

Optional: Content Migration Estimated price based on 800 pages* migrated plus up to 2000 documents/images migrated (following proposed AIM process). Additional content migration: $5 per page, $2 per image/document. *See content migration section scope.	Estimated $8,000
TOTAL ONE TIME SET UP FEES With Content Migration estimate, excluding the options below.	**$42,500**
Optional: Subsite Design Service	
1. Implement same theme as main city site with different colors, styles	$3,000 per site
2. Unique subsite design (two designs, up to three rounds of iteration)	$5,000 per site
Optional: Writing for The Web Workshop – up to 25 people	$900/session

Total Fees – without any options listed above

One Time Set Up Fee: includes $8000 estimate for Content Migration	**$42,500**
Year 1-3 Annual SaaS Fee	**$12,000 per year**
Year 4-7 Annual SaaS Fee	**$13,000 per year**
Total 7 Year Cost of Ownership	**$130,500**

4. Design Process

OpenCities begins each design process with a client with the Design Values Workshop. During this half-day workshop, we'll invite members of the community and city staff to brainstorm what values the city wants their new website to reflect (as well as what associations they want to avoid) and what design elements are important to the city. From there, our designers start working to develop initial sketches and designs. The Enhanced Design package includes three design options, of which the city will choose one to then go through five rounds of iteration to land on the finalized design.

The design will be translated into a digital brand through our platform's Theme Builder – an internal design wizard that allows even the least tech-savvy people to update the basic elements of the visual design without custom code. This means once the site is launched, we've allowed cities to retain full ownership of their design, while OpenCities maintains the platform itself which is continually updated and upgraded to meet changing ADA, browser, and device technology. There is no redesign timeline – the city can update or change the look and feel of the website whenever they like without cost or choose to hire OpenCities for a more advanced refresh down the road whenever they want.

OpenCities solutions are built around the needs of your users. We do not go behind closed doors for the duration of the project with a big "ta-da" at the end. Our work results in turning clever ideas into great products by building, sharing, and iterating. We advocate for an approach to build on existing work. Our CMS gives you the ability to consistently communicate your services and highlight your full range of programs and services to empower and connect users with relevant informational resources.

OpenCities has evolved in step with the world's best in digital government and our CMS applies proven best practices. We continually refine our technology and onboarding process through our experience partnering with local governments just like yours. For your engagement, you will be assigned an experienced project manager and complementing project team, who leverage an agile implementation approach supported by a simple online project management dashboard that makes it easy for everyone to track project status.

And perhaps most importantly, we understand that building a website is just step one — the County will be maintaining and developing it for years to come. Our team is grounded in the "teaching to fish" philosophy. We are ready to provide whatever training and expert guidance your team needs to develop the in-house skills and know-how to run a user-centered site.

Principles

OpenCities uses **user-centered design** principals to create **digital services** that provide self-service options for your community, rather than just migrating current content to a more beautiful container. This approach increases satisfaction and trust in government for your residents, businesses, and visitors.

OpenCities uses **data driven decision making.** We are uniquely positioned to learn from real world behavior by looking at how existing services are used in your city, as well as across all our customers.

If you cannot find it, you cannot use it! We believe that site visitors should not have to know how local government operates to find the information and services they seek. A powerful predictive search engine using natural language and a clear set of top tasks **at a glance** on the homepage mean most users find what they need in one click. Your county's tasks are prioritized by YOUR usage data (not extrapolated from aggregate data).

OpenCities is **mobile first**, and our product templates and your content are tested for **accessibility** and **readability.** OpenCities offers a selection of tested and proven content templates that create better digital experiences for your users. Every pattern in **OpenCities meets the high accessibility standards outlined in WCAG 2.1 AA** and **Section 508** and use responsive mobile ready frameworks. Our patterns and designs are easy to adapt to support the diverse scope and needs of government digital services.

OpenCities provides **training and governance workshops** specifically tailored to each type of government user. Our robust **online support** and **product feedback** portal encourage your staff's participation in our ongoing product improvement.

OpenCities gives government staff the tools and appropriate **workflow and permissions** to change homepage images and look-and-feel, add forms and services, add CSS to the site when or where it is needed, and manage the pages and navigation of their site without coming back to our team for changes or ongoing development.

Government Platform Standards

OpenCities is delivered as Software as a Service. The annual SaaS fee includes ubiquitous platform updates, quarterly (or more) releases, bug fixes and patches, secure cloud hosting in the Microsoft Azure Government Cloud, a 24/7/365 Services Level Agreement, and unlimited customer support. Our websites are only available via HTTPS to provide you the most enhanced security. Plus, you will benefit from Imperva's leading CDN, WAF, BOT and DDOS.

Accessibility Compliance

OpenCities is the only local gov website platform service portal to validate our entire solution against the highest level of ADA compliance - WCAG 2.1 AA. Rather than solely depending on automated accessibility testing, every function in OpenCities is tested by real humans at Vision Australia (a non-profit organization that provides services for people with blindness and low vision), to ensure our platform meets the highest WCAG 2.1 AA accessibility standards.

Built to be mobile first, OpenCities does not just scale the website down to mobile, it fully leverages device capabilities such as swipe gestures, GPS location, and camera to reward mobile users with a more 'app like' experience. And as part of our quarterly upgrades, your website will automatically adapt to ensure a modern and up to date experience on new devices and web browsers.

OpenCities empowers a truly universal content experience while reducing content management effort, by allowing you to professionally translate critical instructional content, and using our auto-translate for everything else. What is more, translation applies not just to the content within a page, but to the entire website experience –from buttons and forms, to the search experience, ensuring your visitors can successfully navigate the entire website in their preferred language.

Maintenance and Upgrades

As a SaaS platform, you do not need to setup and manage development or testing environments when receiving version upgrades or testing-out new functionality. Because everything we release does not introduce custom coding, OpenCities delivers an agile plug and play model that allows you to safely iterate your site within a single environment.

Application releases operate on a monthly cycle. All OpenCities customers receive updates to their application when a general release is available during a maintenance window. Security updates are applied on a weekly basis during a maintenance window, except for critical updates that may be deployed at the discretion of OpenCities as per Agreement. OpenCities will notify you prior to each release update, with all updates occurring outside of core business hours. Security updates may be applied between 2-3am PDT on Monday of each week.

OpenCities application servers are hardened with only required resources available to maintain and access the services provided. Network Security Groups are assigned to each tenancy to restrict the flow of traffic in and out of a customer server. All support and maintenance is conducted via a dedicated back channel network, which is only visible and accessible to privileged level OpenCities staff.

Continuous release cycle

OpenCities releases on a continuous basis, shipping regularly as increments big and small are ready.

This approach allows OpenCities to deliver value throughout the year as soon as it is available to customers, working on the highest value and most in demand features at any one time. These features and enhancements are always informed by and prioritized in part by feedback of our user community.

Next year of releases

Forward looking and for your awareness the OpenCities roadmap has been published online. (CONFIDENTIAL / MUST BE REDACTED)

Key improvements and features across our roadmap candidates comprise powerful form submission processing tools, survey-like reporting, integrations, deeper insights and analytics, stronger community engagement and forms marketplaces.

Releases over the past year

Historically releases have been automatically deployed to the cloud at least once every three months. The past calendar year of releases have comprised:

October 2020 – New integrations and templates

Highlights: Integration with Eventbrite and Okta authentication; new template options that include side bars on general pages; a new language.

May 2020 - Process form submissions

Highlights include Workflow for responses, access to files without logging in, theme updates and autofill support.

February 2020 - WCAG 2.1 AA improvements to help you stay ahead of evolving standards

Highlights WCAG 2.1 AA improvements, keep residents in the loop with cancelled events, get help where you need it, sign on across multiple sites with Azure AD, Publicize news, events and more with Related Content.

November 2019 - Track form performance with Analytics and Insights.

Highlights include Analytics, answer piping, a Content field and text editor, expanded data connections and more.

September 2019 - Insights dashboard

Highlights include insights dashboard presenting a range of analytics data, featured sections, bids and tenders module, utility bar for the homepage header, new layout options

July 2019 - View management chains at a glance with org charts

Highlights include Org Chart module for intranets, Accordions and tabs for body content, Multi-location events, opening hours across location specific content types, manage your own Azure Active Directory connections.

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API enabled

We recognize that our platform is only one part of your technology ecosystem, and for the ecosystem to work effectively, systems need to speak to each other. That is why OpenCities offers an open and flexible interface that can integrate with other systems and sources, with out-of-the-box connectors for many popular local government systems and documented APIs for custom integrations when needed.

DMS Connector

Ensure your community is acting on the most accurate and up to date documents. Our DMS connector allows you to synchronize files from TechnologyOne ECM, TRIM CM, Objective DMS with OpenCities, creating a single source of truth

Payment gateway connector

Connect to your preferred payment gateway. With support for many of the most common payment gateways used by Local Governments, OpenCities makes it easy to setup online payment forms that can be reconciled with your financial systems

Active Directory Connector

Authenticate OpenCities admin users and control their permissions based on your Azure based AD.

CRM APIs

Share between OpenForms and your CRM system. Push data into your CRM without requiring customer service teams to manually rekey requests. Pull data from your CRM to pre-fill fields and simplify form completion for customers

Maps APIs

Using our Maps API, you can draw in trash pick-up schedules from your GIS system. Use plot content from your GIS system onto OpenCities Maps. Showcase road works, projects and closures as pins or lines

Content APIs

Publish pages and lists dynamically based on information sets in your internal systems. Showcase development applications

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5. Features

OpenCities Capabilites

The most direct interactions between people and government happen at the local level. When is my next trash collection? Please repair this pothole. How do I get a permit?

Every day local government processes thousands of these requests, and the more that people engage with their city online, the more the website becomes the digital front door to the city. Built with and for local governments, OpenCities provides all the functionality a city needs to help customers with every step of their journey.

We build:

Websites

Create beautiful, customer-focused websites that make it easy for people to find what they need.
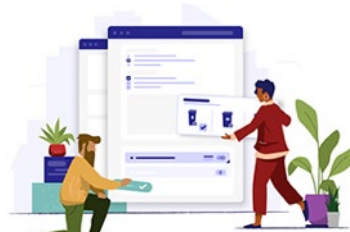
Forms

Convert PDFs and offline processes into simple, intuitive digital services anyone can use.

Intranets

Empower staff with an intranet that helps them better serve themselves, and their community.

With a code-free, drag and drop approach to digitizing every stage of your customer journey, OpenCities empowers governments of every size to create a world class digital experience, in a fraction of the time, cost, and effort of traditional website and service transformation projects.

And as a Software as a Service (SaaS) platform that powers millions of resident-government interactions, OpenCities leverages our data and knowledge to optimize your customer experience and provide your staff with tools to **easily update your website as your needs evolve**.

Technical Specifications

A. General Specifications and Functionality:	
1. A common and consistent user experience throughout.	This is core to the OpenCities philosophy. Our team will work with you throughout the entire process to ensure that not only does your visual presentation flow consistently throughout the site, but that the content and navigation make sense to your users. We'll empower your staff to write better content for government websites, to design services that allow a resident to confidently complete a task from start to finish online, and to trust that the information they're receiving is accurate and up to date.
2. A focus on taxpayer/customer service with easy access to the services provided by the County.	Every function in OpenCities is independently tested and validated to comply with the highest level of WCAG 2.1 AA / Section 508 ADA accessibility standards. As a SaaS solution, your City also benefits from continuous testing against new accessibility standards as they are released, to ensure your City always remains up to date, at no additional cost.
3. A Content Management System ("CMS") that is simple, straightforward, and allows County staff to easily update content through a web interface with administrative controls that will allow for multiuser authoring, reviewing, and publishing.	OpenCities is built to be user-friendly for the least tech-savvy of content owners, while allowing the flexibility to be customized and built upon by those with advanced technical knowledge. Users can be limited to only certain functions based on their roles and permissions, and a robust workflow feature allows for content to be proofread and approved by a reviewer before going live on the site. OpenCities contains powerful widgets called Content Lists that generate dynamic content based on the type, date or label and reduce the amount of upkeep responsibility for your staff. Each page of content contains the ability to check for broken links, misspellings, and technical accessibility issues (like missing alt text or improper use of headers), add custom metadata (although our content types are already optimized for search engines), dynamically generate a site map and breadcrumbs and restore previous versions of the content if necessary. The ability to share content within a site means that you can manage the information in once place while presenting it in multiple places. For important sections of your site, the Featured Section function allows you to group pages of content together, display a secondary navigation, and apply a custom logo and background image. This ensures that your content stands out while maintaining the global navigation and important design through-lines. For any third-party content, you can easily embed and iframe that content into an OpenCities webpage. Lastly, our insights dashboard does more than just provide you with numbers and data, it provides helpful suggestions for where content might be missing on the site and what content deserves to be on your homepage.

a. The CMS will also need to allow County administrators the ability to easily modify all elements of the site design layout after the initial launch.	The OpenCities Themes Manager allows staff with appropriate skills and permissions to access the visual look and feel of the website, allowing you to change colors, styles, borders, etc., including adding your own CSS to the design after launch. We believe your site should never really be "finished" and we empower you to continue iterating your content and design throughout your lifecycle as an OpenCities client.
b. The CMS system must have a method for keeping and maintaining usernames/passwords using strong encryption algorithms in a secure manner.	All OpenCities data within Microsoft Azure storage services is set for encryption in transit and unique storage keys are employed for encryption of all data storage at rest.
c. The ability to assign role-based permissions and granular access control (per page, site, group of sites etc.).	Site managers can control granular levels of permission for a range of system features, from publishing rights, to section access, workflow rights and much more. Role permissions are setup via a simple checkbox approach, and then applied to individual users.
d. The CMS should keep each department's/service content separate from others to maintain accessibility and avoid rework if any portion becomes inaccessible for any reason.	OpenCities can publish departmental landing pages showcasing department specific information, news, events, services, calendars, and more. Department pages can also be branded with department specific logos, sub-navigation, and color schemes, providing each department with a greater level of control over their section. It also includes a structured content section to consistently display contact information for each page.
4. The ability to incorporate County branding and/or integrate third party web applications and widgets.	We recognize that our platform is only one part of your technology ecosystem, and for that ecosystem to work effectively, systems need to speak to each other. That is why OpenCities provides an open and flexible interface that can integrate with other systems and data sources, with out-of-the-box connectors for many most popular local government systems and fully documented APIs for custom integrations when needed.

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5. Integration of social media feeds including (but not limited to) Twitter, Facebook, Pinterest, YouTube, and Instagram. The County's preference is to update social media site automatically with content generated on the County's site (one-way push).	OpenCities can push content published in our system to your social media platforms via IFTTT, or pull content from your Facebook & Twitter and publish it in-line with your website content. You have full control of settings including channels you pull from, how many items, how they are visually laid out, and visual styling to match your website.
6. Robust digital communications via an email subscription system that will allow users to sign up for updates from the website. a. This should seamlessly integrate within the CMS & social media. b. The ability for an advanced selective email subscription system. For example, an end user may only want to subscribe to updates about projects or job opportunities. Explain the technology used including setup of email distribution system. c. The ability to subscribe to and send multiple newsletters created within the CMS.	Residents can subscribe to content and notifications on an OpenCities website in two different ways: Search subscriptions – Residents can choose a topic or keyword search (such as children friendly events, environmental related news, projects, new job opportunities, etc.) to subscribe to and will receive a daily digest of new content on the site that meets their subscription criteria. Page subscriptions – Residents can subscribe to individual pages and be notified by email any time that page has been updated. For the purposes of producing curated eNewsletters, OpenCities works with MailChimp forms, which are recognized as the industry leaders in eNewsletters. Embedding subscription forms for these eNewsletters is enabled with the help of embed codes added to the desired site section. Finally, our roadmap includes enhancements to this feature that will result in a much more robust communications tool and we'd be happy to share more of this information during an interview.

7. The ability to support multiple calendars in one site as well as a master calendar, for example a County meeting calendar and a community events calendar, and sort by demographics or departments, with easy to use options for County Staff to add multiple events in one upload.	Create beautiful calendar views from any of your time-bound content such as events, works, projects, initiatives, as well as content sub-filters (for example, the ability to filter an events-based calendar by sub-topics such as sports, children's events, cultural events, etc.). These calendars can be viewed by list, week, or month.
8. The ability to create online, submittal web forms dynamically and change existing ones for submission to any County Staff via email with or without saving the form content on the hosting server.	The OpenForms form builder provides an easy to use, drag and drop style interface to enable users of varying technical proficiencies to build beautiful, responsive, and accessible forms. OpenForms Enterprise also offers our workflow feature, please refer to our Solution Overview section for more information.
9. The ability for County staff to audit all changes to the site.	OpenCities complies with record keeping best practices by maintaining a complete audit trail of all content revisions, as well as the ability to run comprehensive reports on users, actions they have taken (create, update, delete, etc.), for the components they've used (workflow, page, setting, etc.) and dates.
10. The ability to add "sub-sites" of similar look and feel to the County's main site losalamosnm.us and/or of completely different look and feel at the County's discretion. These sites may be a subdomain of the County's existing domain such as abc.losalamosnm.us or as a completely new domain. The County owns AtomicCityTransit.com and wherediscoveriesaremade.com	You can create and manage subsites for your departments without custom web development. Using the site wizard (requires purchasing an additional subsite license), you can select what functions your new site needs, create a visual design (or purchase a design package from OpenCities for that subsite) that addresses the creative and layout needs of the department, setup publishers and permissions, and start entering content within a matter of days.

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11. A "links" page with a redirection disclaimer prior to exiting the site.	This feature is not available out of the box however it can be configured with the use of a JavaScript plugin. We encourage our clients, however, to reconsider this requirement due to the impact it has on user experience, especially for those on mobile devices or using screen readers.
12. Ability to host audio and video files for streaming and/or download.	Zip and bulk import, categorize and manage thousands of digital assets in one convenient location. You can store documents, images, and videos, each with full lifecycle management, version history, usage reports and more. Granular permissions can be applied to control which files are available for specific sites.
13. Capability to create, organize, manage and publish various online Forms/Document Libraries.	The OpenForms form builder provides an easy to use, drag and drop style interface to enable users of varying technical proficiencies to build beautiful, responsive, and accessible forms. OpenForms Enterprise also offers our workflow feature, please refer to our Solution Overview section for more information.
14. Manageable Photo and Video Gallery via web interface.	Using the OpenCities File Library, publishers can bulk upload, management and touch up images in a central library that can be assigned to a specific site or used across multiple sites. Images are lifecycle and version managed, making it easy to manage large image libraries. OpenCities also features built-in image cropping, resizing, and basic touch ups. By default, OpenCities auto-optimizes image for different devices and destinations, and incorporates a smart-crop, the ability to crop images to a consistent size, whilst also cropping to focus on the area of interest in the image.
15. Ability to display or hide an emergency or highlight alert banner on main page is required.	Using the announcements banner, you can broadcast emergency announcements that appear prominently across the top of the entire website, or within selected sections of the site. With the added ability to define color coded severity levels, these announcements can be dismissible, or locked and anchored in case of severe emergencies. When added to a page it can prompt a notification emailed to subscribers.
16. Multiple language support via a Translate option on the home page.	OpenCities allows you to curate multilingual versions of content that is too important to be auto translated, and fallback to Google Translate for all other, non-critical content. The multilingual experience extends across the entire site experience, from buttons to nav menus, ensuring your website is truly universal and accessible to more people.
17. Must allow for custom applications developed by County staff to interface with County enterprise systems.	OpenCities and OpenForms have an API library made available to your development team to build custom applications to interface with your enterprise systems.

18. Must accommodate MUNIS and OpenGov products within iFrames for seamless integration.	OpenCities provides an iFrame template, specifically designed to offer the widest real-estate for you embedding and presentation of third-party applications. Please note, external apps embedded via iFrame are not natively responsive.
19. Capability to archive, prioritize, sort and retrieve the most recent information about a topic or project.	Publishers can schedule a future content expiry date and time, ensuring older content is removed from the site to minimize content clutter, while still making the content available in the back end within the archived content section.
B. Automatic Backups/SLA:	
1. The site should have automated backups and appropriate redundancies with a minimum of two (2) servers in dispersed geographic locations within the US.	By partnering with Microsoft Azure Government, OpenCities provides a superior service that delivers world class security, privacy, and scalability. Our service provides full redundancy and twice daily backups, supported by a 99.9% SLA guarantee.
2. Selected contractor must schedule server maintenance/updates, and up/down times with the County.	Application releases operate on a monthly cycle. All OpenCities customers receive updates to their application when a general release is available during a maintenance window. Security updates are applied on a weekly basis during a maintenance window, except for critical updates that may be deployed at the discretion of OpenCities as per Agreement. OpenCities will notify you prior to each release update, with all updates occurring outside of core business hours. Security updates may be applied between 2-3am PDT on Monday of each week.
3. Selected contractor must provide at least 99.99% uptime of the site. Offerors must list any deviation from this service level agreement in their response.	Our hosting provides a comprehensive uptime guarantee with monthly rebates if we do not meet our commitments. OpenCities provides 99.9% uptime availability, calculated monthly. In a typical 30 day/720-hour month, this equates to no more than 1 hour of downtime per month (not inclusive of scheduled maintenance and emergency maintenance).
C. Search Capability:	

1. All content on the site, inclusive of PDF documents, web pages, etc. will be indexed and available for search through a site provided search tool to appear on all pages.	The OpenCities search indexes content within document (provided the content is machine readable). This means a more complete search experience for users.
2. The site must be optimized for all search engines and provide the needed metadata and structure for SEO.	One of the benefits of OpenCities is that its already optimized for search engines and automatically pushes an up-to-date sitemap to popular search engines Google and Bing on a daily basis. This means that as long as you write add site metadata and write meaningful content, your site should be visible in search engine results.
3. Site search results should provide the ability for filter and sort.	Search results can be filtered and sorted.
D. RSS Feeds:	
The site should have the ability for end users to subscribe to RSS feeds where appropriate (ex. An RSS feed for "County News," a separate RSS feed for Bid Opportunities, Jobs etc.).	OpenCities outputs content to IFTTT, which can then transform and output to other channels. We also have the ability for people to subscribe directly to any list view (i.e. news, events, etc.) using our subscription feature.
E. Design and Information Architecture:	
1. Proposer should include plans to review existing Google Analytics data as one of their criteria in recommending pages to keep, refresh/update or eliminate	OpenCities will review existing Google Analytics data during phase 1 of our implementation.

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2. Site must employ best practices around design, navigation, usability and overall user experience.	As a SaaS solution that powers hundreds of government sites across the world, OpenCities continually researches, tests, and productizes best practices, to ensure your website benefits from the most current trends in user experience design, works across all common browsers and devices, and guarantees every function is accessible and bug-free. Combined with unlimited warranty for all system functionality, you do not need to worry about costly and time-consuming functional testing. Every OpenCities version upgrade is comprehensively tested by our Quality Assurance team before release to ensure your website provides an optimal experience.
3. Usability testing shall be conducted, which could include a "secret shopper" test and report. The secret shopper will be a County staff member who will use a script as an outline for the test.	County staff invites any user testing you deem relevant. As a SaaS platform, you do not need to setup and manage development or testing environments when receiving version upgrades or testing-out new functionality. Because everything we release does not introduce custom coding, OpenCities delivers an agile plug and play model that allows you to safely iterate your site within a single environment.
4. Look/feel and navigation must be intuitive and consistent to County citizens.	We will ensure this is achieved as part of the Design Values Workshop, outlined in the design section.
5. Proposer should include description of technology tools and platforms utilized to create and maintain the site.	OpenCities and OpenForms are a proprietary, SaaS model platform and as such there is no responsibility on the client to build or maintain the site. You can install your own custom codes, such as JavaScript, html, CSS, jQuery as you like to customize the platform.
6. Proposer should include description of technology tools to assist in migration of current site content.	OpenCities' content migration information is part of our Project Phase 2 section in this document.
F. ADA Considerations:	
Web site shall comply with current ADA legislative requirements both at the State, New Mexico, and Federal levels.	Every function in OpenCities is independently tested and validated to comply with the highest level of WCAG 2.1 AA / Section 508 ADA accessibility standards. As a SaaS solution, your City also benefits from continuous testing against new accessibility standards as they are released, to ensure your City always remains up to date, at no additional cost.
G. Optional Functionality:	

1. Citizen Service Requests to include submission, routing and notification back to the citizen when completed.	OpenCities and OpenForms can provide a simple citizen request solution that makes it easy for residents to submit requests. Built as a mobile first solution, your users will not require an app.
a. This must include a mobile application to be available across device platforms.	OpenCities and OpenForms are built mobile first to bypass the need for a mobile app and avoid maintaining content in multiple places.
b. System must allow for attachments to be added.	OpenForms allows for attachments such as images and documents.
c. The system must include customer issue resolution tracking so we can run reports on status of issues submitted by customers.	OpenForms Workflow provides the ability to update the status of a request and track its progress through a resolution process. Reporting is also available on workflows.
d. Please describe the GIS functionality within this module.	Any content that uses an address field (i.e. event, park, facilities, project, closure, development applications) can be automatically pinned to a Google Map without any extra steps by publishers.
e. Please explain the technology and workflow process utilized by this system.	OpenForms and our workflow process is a proprietary, in-house built technology. The workflow canvas allows for you to build your processes with a visual map to help more easily see and visualize any possible areas for process improvement.

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2. The ability to implement, at the County's discretion, a bid procurement component to the County's web site. To include: a. Vendor registration and access. Vendor can modify their information and register with commodity codes. b. Downloading of bids, bid addendum and any other bid related document. c. Online bid and submittal tracking. d. Email notifications to registered vendors on any new bid posted or addendum added.	OpenCities features a structured content type and automated listing directory for bids and tenders. This content type allows you to post your bids and all its related information, and OpenForms can allow you to receive submissions to those bids. At this time, the bids and tenders module does not allow for vendors to register and access an account. But they can certainly download bids, subscribe to email updates on the specific opportunity, and OpenForms can allow for vendors to submit responses, while workflow can allow your internal staff to track proposal submissions and progress.
3. Polling tool to allow the County to survey residents and/or businesses on County related topics. (This would be for very quick surveys if we just want a number with no comments).	OpenForms provides a drag and drop approach for building online survey forms, with the ability to setup multi-section surveys with smart logic that show or hide questions and sections depending on a respondent's answers. Survey results are emailed to City staff or can be collected and downloaded as a single Excel file for reporting.
4. Offerors should include other 3rd party software that they partner with/offer.	OpenCities currently integrates with Accela for the Premium Citizen Experience powered by OpenCities. Learn more at www.accela.com/pcx. Additionally, OpenCities connects with Eventbrite to streamline your event management, and is working on an integration with Bang the Table. OpenForms integrates with payment processors such as Stripe, PayPal, Point & Pay. Both platforms have an API with documentation for your developers to build off of.
H. Training:	

1. Hands on training is required for County content administrators. Describe method to conduct training (i.e. remote v. on-site, hands on, etc.). ~ On site and hands on is preferred but we understand may not be possible under COVID conditions.	OpenCities' training plan is described later in this section.
2. If the selected contractor is not able to provide on-site training, please describe other options for conducting training.	OpenCities has extensive experience delivering training virtually.
3. Offeror to submit outline – including # of days, length of sessions - of what is included in training sessions.	OpenCities' implementation plan is described later in this document.
4. The County has multiple staff to be trained. Offeror to define maximum number allowed for on-site, hands on training.	OpenCities virtual training sessions are for 20 people at a time.
5. There will two County System Administrators that will require separate training prior to the departmental training who will be responsible for setting up groups and permissions and other administrative functions.	OpenCities' training includes specific administrator training.
6. Documentation must be provided in either online or hardcopy format. Online is preferred.	The OpenCities help center provides all users with comprehensive documentation on all aspects of the system and is constantly updated to ensure efficacy and relevance. This includes access to recorded video training sessions and ongoing refresher training in the form of webinars.

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OpenCities Website: Transform your web experience

Launch modern, easy to use websites that always

evolve to put the needs of your community at the center

Future-proof your digital experience

Create a modern homepage. Leverage emerging UX patterns. Update your design anytime. Deliver useful new functions for users without waiting weeks for web developers, or years for a full redesign process. OpenCities lets you take full control of your entire digital experience using an intuitive drag and drag approach, without custom coding.

The OpenCities design engine provides an evolving library of user-tested, accessibility compliant, mobile optimized UI tiles that can be assembled based on your design, content, and functional needs. And because there is no custom code involved, these tiles automatically update to support new browsers, devices, accessibility standards and user experience trends, allowing your website to evolve in step with the world's best in digital gov, without the need for constant redevelopment.

With the ability to track site usage; and then update, preview, and publish your design changes within a single environment, OpenCities allows you to be more responsive to resident needs, and iterate faster than ever before.
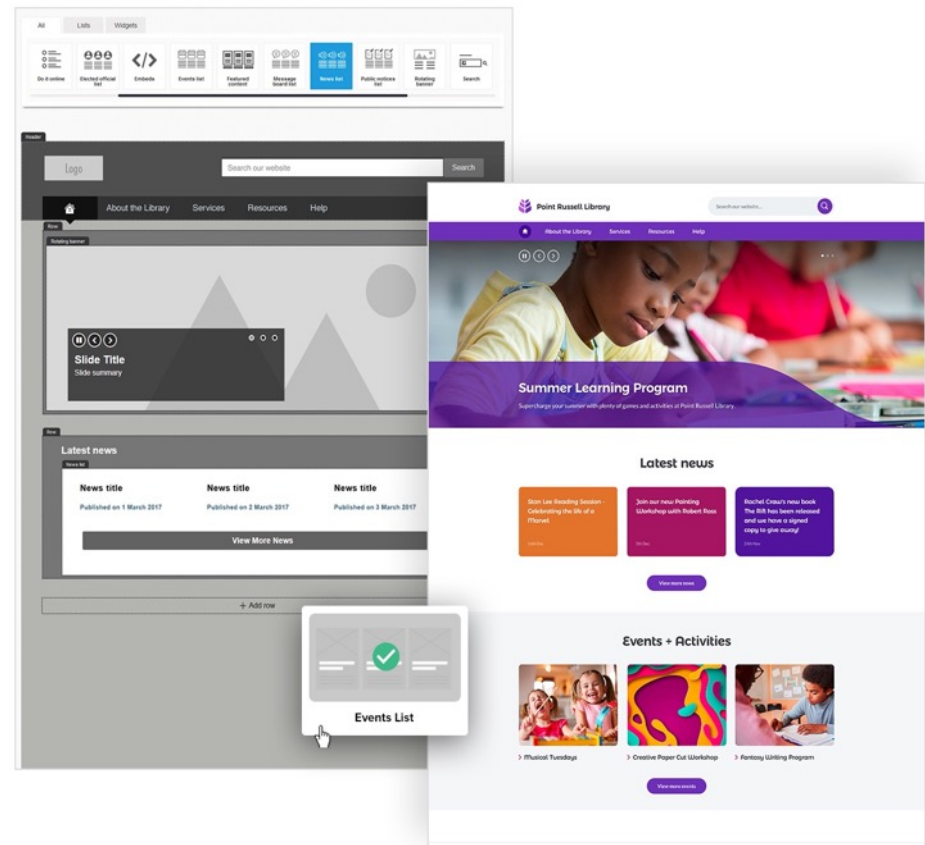
Increase customer self-serve, with the help of deep data

People do not browse government websites like they would a news site or online store. They come to get things done.

Leveraging information from millions of resident-council interactions, combined with your site data, OpenCities better connects users to the information and services they need.

For example, promote timely Top Tasks based on trending content, location, and seasonal patterns, i.e. prioritizing tax payments at specific times of year, or prioritizing location-based tasks such as reporting potholes or graffiti for mobile website visitors.

Or help users find the right information every time with a predictive search experience that couples deep data with our proprietary local government thesaurus, which automatically bridges resident lingo (i.e. rubbish dump) with government legalese (i.e. resource reclamation center), helping residents quickly find what they need, without needing to understand the language of government.
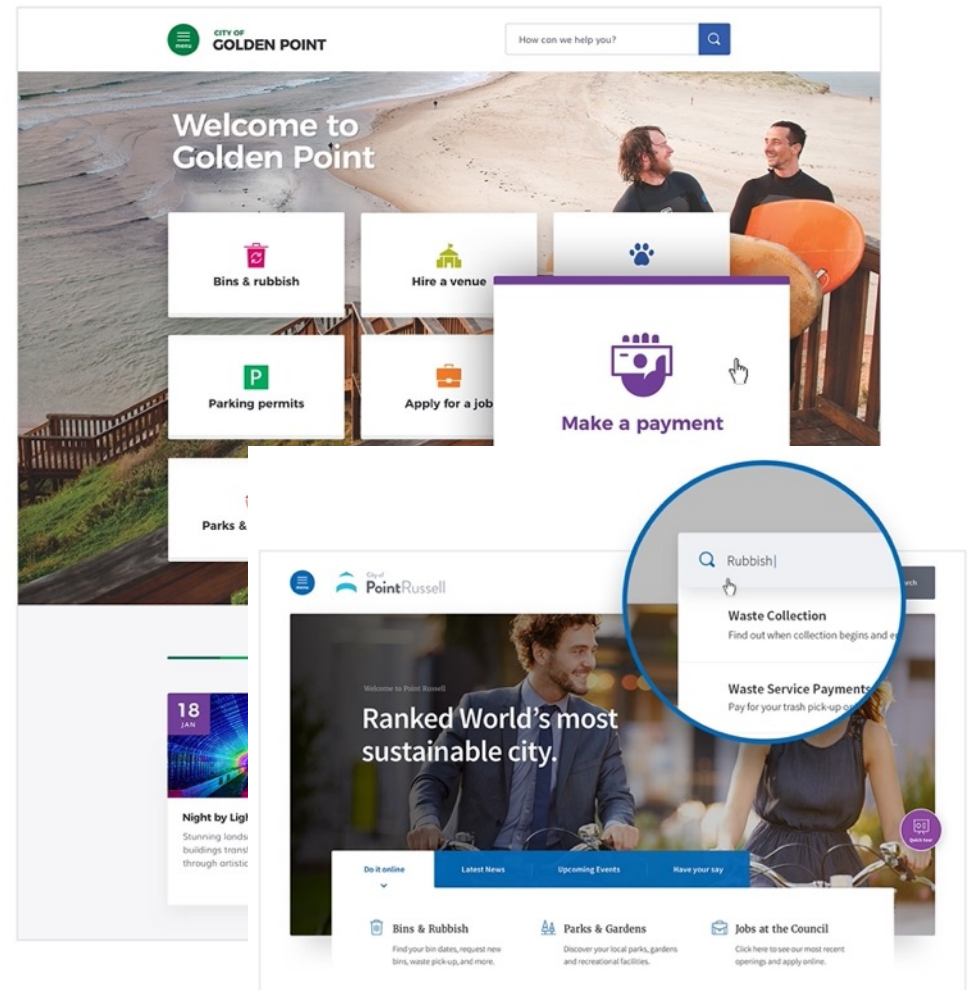
Increase engagement with timely, relevant content

Less looking, more discovering. What if your website could curate the specific news, events, projects, consultations, and initiatives a user might be interested in, based on their implicit needs?

OpenCities allows you to do just that, by surfacing content based on customer journeys. For example, generating a landing page that shows a user their nearest dog off-leash parks, upcoming pet friendly events, and city news and initiatives targeted at pet owners, straight after they have completed registering their dog with council.

Or showcasing kids' events at the local library, learn to swim classes in the sports center, daycare center in the areas and more, when a user has finished enrolling their child in a local kindergarten.

Best of all, once you've setup your taxonomy, OpenCities automatically detects and serves timely, useful content, without any additional effort on behalf of your web publishers.
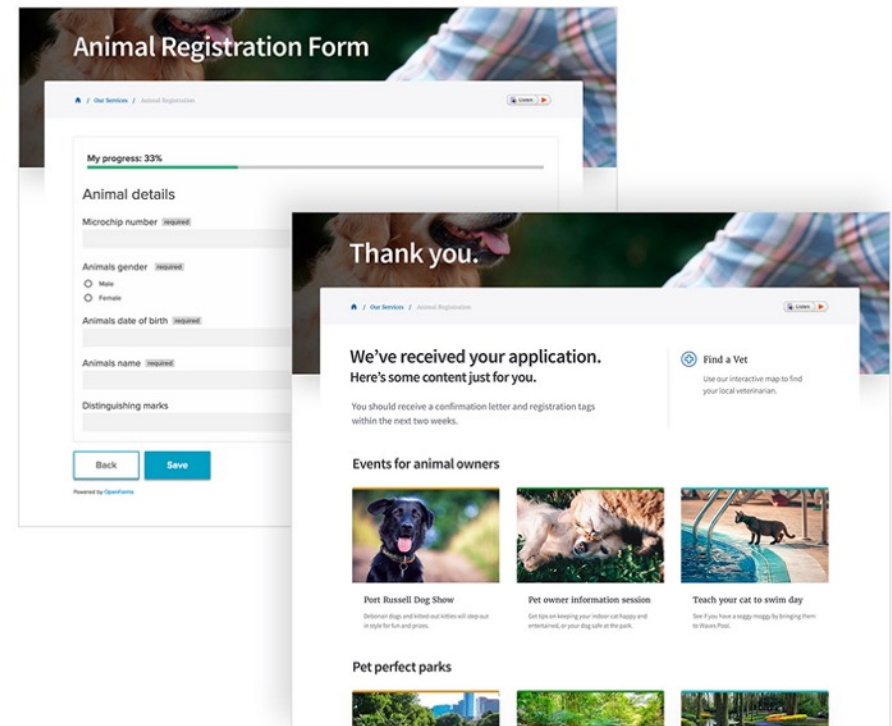
Publish once, present everywhere

As residents access your city through an increasing array of channels and platforms, how do you ensure a consistent message? OpenCities reduces the effort and complexity of multi-channel communication by allowing you to create content just once and present it in many places I.e. publish an event and present it as a web page in your main site, or syndicated across your entire network of websites, within a monthly calendar view, on a Google Map, in your Facebook and Twitter channels, or send as an email notification to subscribers.

Aside from all these channels, with OpenCities Content API's, you can output and render content to any endpoint, such as a digital display or touch-screen kiosk.

By separating the information layer from the presentation layer, OpenCities allows you to conveniently manager more of your content within a single platform and output it to any end destination.

Co-create with your communities, via online consultations

Premium

OpenCities helps you drive awareness and public participation in city projects and strategies via online engagement spaces, discussion boards, initiative directories, surveys and more.

A range of engagement options enable you to control how people engage with the city; and increase participation by deeply embedding consultation opportunities within the overall website experience.

Structure Engagements

Scale engagement from closed polls and structured surveys through to open discussions and conversation spaces

Drive Awareness

Promote consultations and projects in search, on maps, in calendars, on the homepage and more

Match Participants

Match engagement opportunities to relevant website visitors based on their needs and interests

Integrate with Social Media

Push or pull content from social media to drive multi-channel engagement across your consultations
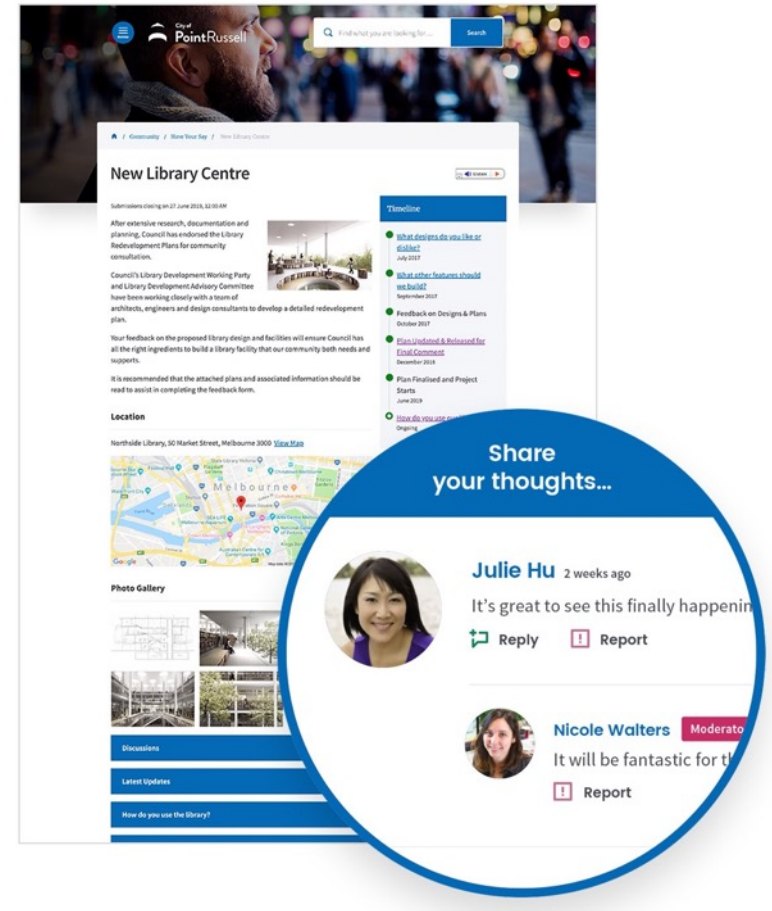
Content insights and recommendations

The launch of your new website is just the start of your digital transformation journey. OpenCities provides the insights you to need make better, data driven decisions.

Customer service insights

What's trending now? What services are people using? What searches are trending? OpenCities shows you a live view of what is happening on your website, giving customer service teams a crystal ball for the upcoming day by the time they come into office.

Homepage recommendations

What services should be prioritized on your homepage and when? OpenCities assesses what is there, what is not, and based on usage trends, makes recommendations which services or content to remove, or add, to ensure an optimal experience.

Tasking dashboard

A personal dashboard keeps each publisher informed when content is approaching review or about to expire, page performance, feedback, workflow status and more, keeping decentralized teams on track.

Content recommendations

Based on user feedback coupled with page traffic, OpenCities will highlight and prioritize content that requires attention, helping you focus your time on improving that which will drive greatest impact.

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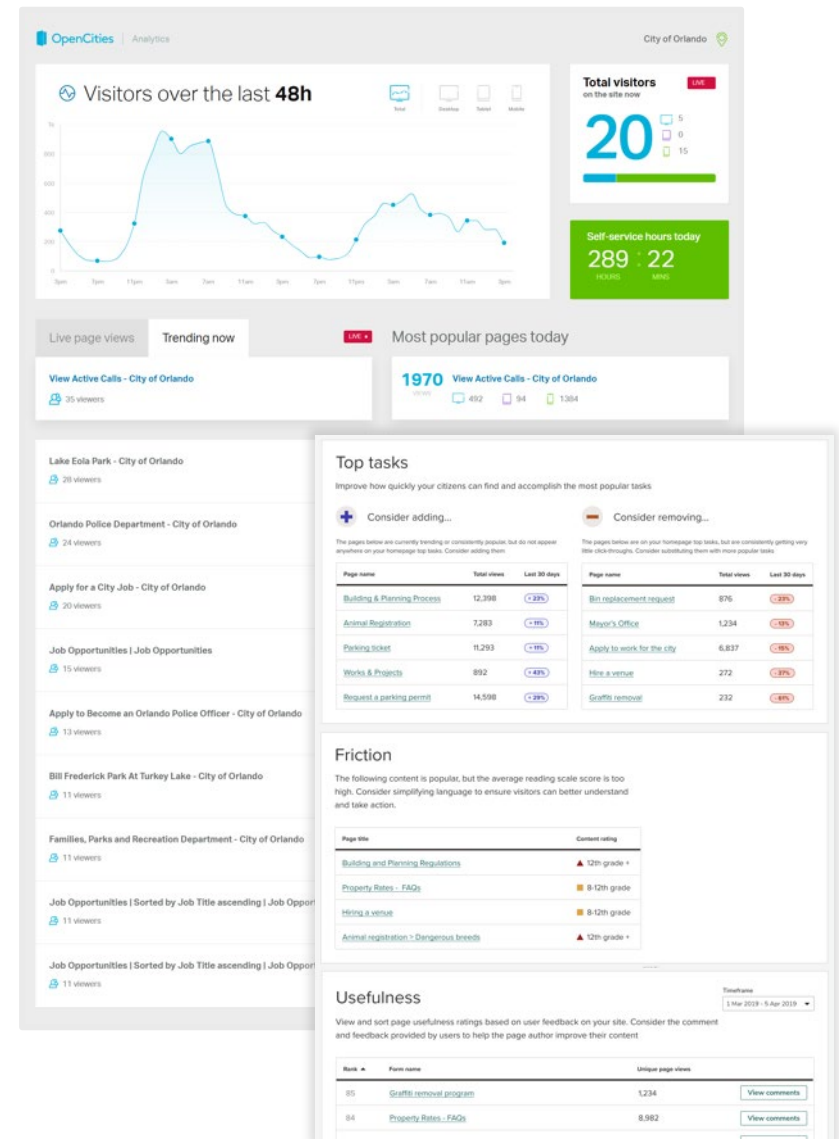
Integrate with internal systems

We recognize that our platform is only one part of your technology ecosystem, and for that ecosystem to work effectively, systems need to speak to each other. That is why OpenCities provides an open and flexible interface that can integrate with other systems and data sources, with out-of-the-box connectors for many most popular local government systems and fully documented APIs for custom integrations when needed.

Premium

DMS Connector

Ensure your community is acting on the most accurate documents. Our DMS connector allows you to synchronize files from TechnologyOne ECM, TRIM CM, Objective DMS with OpenCities, creating a single source of truth

CRM APIs

Share between OpenForms and your CRM system. Push data into your CRM without requiring customer service teams to manually rekey requests. Pull data from your CRM to pre-fill fields and simplify form completion for customers

Active Directory Connector

Authenticate OpenCities publisher or intranet users and control their permissions based on your Azure based AD

Payment gateway connector

With support for many of the most common payment gateways used by Local Governments, OpenCities makes it easy to setup online payment forms that can be reconciled with your financial systems

Maps APIs

Using our Maps API, you can draw in trash pick-up schedules from your GIS system. Use plot content from your GIS system onto OpenCities Maps. Showcase road works, projects and closures as pins or lines

Content APIs

Publish pages and lists dynamically based on information sets in your internal systems.

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Digital Services Academy `Premium`

More than just content improvement training, the Digital Services Academy is a powerful way to help your team acknowledge their expertise and become web publishers who create citizen-centric content and services.

The course utilizes key user-centered design principles, learning skills and techniques for journey mapping, digitizing, testing, and improving web content, as well as creating OpenForms and Services pages. The OpenCities DSA lays the foundation for better government websites and effective digital transformation outcomes.

Participants will:

✓ Journey map a current process for their department

✓ Convert current page content into a digital service

✓ Become familiar with a user-centered design approach

✓ Build an effective digital form with the OpenForms platform

✓ Create an effective services page using an OpenCities template

✓ Learn tips and best practices for user testing

✓ Conduct a small user testing session (optional)

Who is it for?

The Digital Services Academy is for your team members in each department who are subject matter experts and content authors without that needing to be their title or key responsibility. These are the people within your organization who want to learn how to improve the website content, transform static information into digital services and fully leverage the publishing, governance, and reporting capabilities in the OpenCities platform.

Participants and timeframe

This training program takes place over 3 half-day sessions for one week. It will introduce up to 25 subject matter experts (staff from throughout your organization) to the process and value of digital services through a user mindset.

Outcomes

For each service presented at the workshop, your participants will create or gain understanding of:

✓ A customer journey map and the journey mapping process

✓ An OpenCities services page for completing the given service

✓ An OpenForms (digital form) for the online service

✓ Feedback from user testing

Writing for the Web **Premium**

If the Digital Services Academy is more than you are looking for, but you would still like staff to have some additional training on writing better content for the web, you can select just the Writing for the Web portion. This workshop will make sure your staff is well equipped to create new content that is professionally written, organized, and efficient for your residents. This two-hour workshop will help teach staff how to make content interesting, understandable, and free of jargon, while staying inside the city guidelines. Can be delivered to up to 20 staff at a time.

Information Architecture **Premium**

Updating your website's Information Architecture (IA) is key to improving the overall user experience. OpenCities' IA process involves website data analysis, user research and user testing, and other best-practice methodologies that serve to seamlessly bridge your goals with user needs. This effort will result in a cohesive strategic approach to content priorities and a development of a comprehensive navigation structure for your new site, and the creation of an actionable migration strategy for your existing content.

Enhanced Design **Premium**

This informs the creation of an additional homepage design option/wireframe (three total), with two additional rounds of revisions (five total) on the selected homepage design and inclusion of secondary page design consistent with the finished homepage design.

Content Audit and Navigation **Premium**

If you are unsure which pages on your site you want to archive, improve, or migrate as is, or are unsure of the ideal navigation on the new site, OpenCities will review your pages and page-view analytics to recommend a site navigation and migration strategy. We will note where we recommend improving content using our template functionality, as well as where we recommend combining content to improve the accessibility, usability, and usefulness.

OpenForms: Create easy to use digital services

Transform your static PDF's and offline forms into frictionless digital services anyone can use, without custom development

Digitize almost any form or process

Give your residents the ability to pay a ticket. Register a pet. Reserve a venue. Report a problem.

Whether it be permitting and application forms, reporting and request forms, booking and payment processing forms, OpenForms helps you transform PDF, backend CRM requests, and over the counter interactions into beautiful digital services anyone can use.

And within your organization, OpenForms can help staff become more efficient by digitizing internal checklists, paperwork, and processes. Integrated with your intranet, staff details can be pre-filled to simplify form completion.

Easy to use, for both residents and staff

Government services can be complicated, but the experience for the residents accessing them should not have to be. OpenForms is perfect for the business of government, helping you convert multi-page forms and complex processes into intuitive online forms, that flow based on customers responses.

No need to wait for a developer. Using a drag and drop interface, non-technical subject matter experts can create highly functional online forms within minutes, and sophisticated digital services within hours.

Accessible

By default, all forms are WCAG 2.1 AA / ADA Accessibility compliant, ensuring everyone in your community can be served online
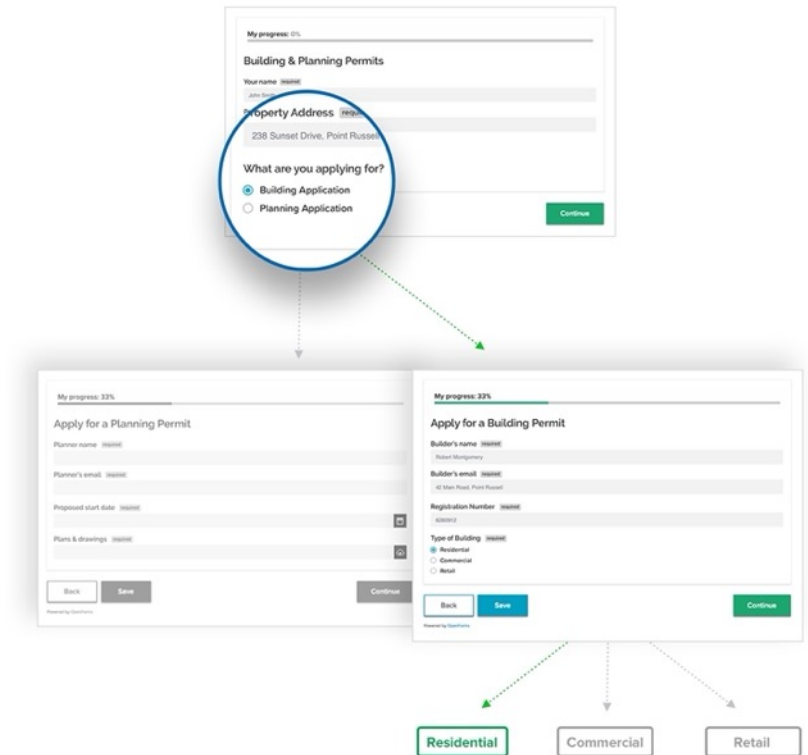
Works on all devices

Your forms will work perfectly on all popular mobile devices, supporting touch gestures, GPS, and mobile camera

Multilingual

Publish forms in any language – including the ability to control micro copy (buttons and prompts)

Save and Continue

Allow customers to save their progress and complete a form later, even on a different device

Digitize payments processes

Make it easy for residents to book and pay for anything online. From facilities, to permits, infringements, rates and more – OpenForms not only delivers easy online payments with integration into popular payment providers, but it can also dynamically calculate prices based on the information residents enter into the form.

Payment Gateways

Process payments securely with support for all the most popular local government payment gateways

Calculations

Use answers within your form to calculate and adjust payments on the fly, or track data for numerical fields

Receipts

Generate a unique receipt number to reconcile payments with financial systems, and so customers can track their request.

HTTPS/SSL Secure

All customer details and payment details are protected with the highest levels of SSL encryption and security.

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Integrate with internal systems

Update your CRM. Capture records in your DMS. Pre-fill forms based on customer details. Populate form pricing from 3rd party databases. Pull the status of a customer request from internal systems. By connecting OpenForms with your systems, you can save time for both residents and city staff. No more manual re-keying of data into internal systems for city staff and faster form completion for residents.

Submission API's

Boost efficiency by submitting data directly into internal systems when a customer submits a completed form using OpenForms API's

Mid-Form Web Hooks

Validate or retrieve information while users are completing a form (i.e. auto-complete addresses, lookup an infringement notices)

Inherit Data

Pre-fill your embedded forms using data from the pages they are in (for example, auto-fill event name for event booking forms).

Google Integrations

Auto complete an address fields as the user is typing, or for users to simply select an address via Google Maps

Enterprise ready

Built for teamwork. OpenForms enables you to decentralize forms publishing to more people, apply user-level permissions for security, create re-usable fields for consistency, securely test forms for quality and retain form history for record keeping. And it's all validated for Accessibility ADA compliance, hosted onshore in compliance with Data Sovereignty, and maintained to the highest level of data security standards.

Users and Permissions

Streamline publishing across your organization by controlling which users can view, create, or manage your organization's forms and submissions

Form Versioning & Archiving

Enterprise

Draft changes to forms, schedule future publish dates, revert to older versions.

Form Testing

Securely share and test your forms, transactions and web services before publishing.

Reusable Lists

Create ready-made lists of answers to auto-complete text fields as a user types, or to auto-generate radio-button, checkbox & drop-downs.

Reusable Field Sets

Accelerate form creation with reusable field sets for common sets of questions (e.g. create a 'Customer Details' set which includes Name, Address, Phone, Email).

Form Scheduling

Set a future date and time to publish draft forms and choose when forms should be removed, archived and retained for record keeping purposes

Workspaces

Enterprise

Organize your forms into categories that reflect how your organization works, so everything your authors need is easy to find and in the one place

Printable forms

Build and manage all your forms in one place, and generate beautiful, print-ready PDF versions with your branded header and footer

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Submission workflow

Enterprise

Extend the power, versatility, and ease-of-use of OpenForms to the backend processing of inbound customer requests. OpenForms Submission Workflow allows you to configure steps and business rules for what needs to happen to process and respond to a customer request, application, or enquiry.

And then, OpenForms will workflow the request across departments and staff, as they quickly review, take action, and make decisions. Save time, money and serve better with a beautiful, easy to use workflow solution.

Workflow builder

A drag and drop interface allows you to map out all the steps and decision points for just about any workflow.

Notify and take action

Automatically notify and remind reviewers that need to progress a response to the next stage.

Review centre

Help reviewers keep on top of everything that needs their attention, with easy search, filtering, and actions

Close comms loop

Automatically notify customers at key stages of the workflow process to keep them informed

ATTACHMENT D

6. Usage Limits

Your SaaS fee includes the following storage and bandwidth limits and upgrade options:

- 200 GB bandwidth ($.20 per additional GB)

- 40 GB storage ($1.00 per additional GB)

These levels are set to accommodate large municipalities, and we work with cities with over 600,000 population that do not exceed these numbers other than in unusual circumstances. In those scenarios, we are able to temporarily upgrade your storage or bandwidth to accommodate the surge and then reduce you to a normal level at no cost.

Customer Support

The SLA to the right outlines our support availability and structure for notification and escalation of questions and support tickets, as well as the committed response and resolution times. During the project, your Project Manager is available to answer general questions, but as you work on your content and certainly after your site is launched you will rely more on the online Help Center (available 24x7x365) for questions.

Severity Level	Resolution Process	Target
PRIORTY 1	Reportable 24x7x365 via Priority 1 Telephone number Acknowledgement and assignment of problem for resolution within 1 hour	Within four hours
PRIORITY 2	Reportable 24x7x365 via Online Help Center, or by telephone during business hours (7 am to 6 PM, Pacific time). Acknowledgement and assignment of problem for resolution within 1 business day	Provide workaround or Version Update to fix problem by close of next business day
PRIORITY 3	Reportable 24x7x365 via Online Help Center. Acknowledgement and assignment of problem for resolution within 1 business day	As soon as possible within development (scheduled or next version update)
PRIORITY 4	Reportable 24x7x365 via Online Help Center. Acknowledgement and assignment of problem for resolution within 3 business days	Scheduled or next version update

Web Hosting and Performance Criteria

OpenCities has partnered with Microsoft to ensure we provide the most reliable and secure service using Microsoft Azure, the world's most trusted cloud. Hosted in the Microsoft Azure Government Cloud in the U.S, OpenCities ensures maximum uptime by taking advantage of Microsoft Azure's geo-redundancy, built-in backup capabilities, and advanced security posture.

Locally hosted, Data sovereignty compliant

With all Microsoft Azure primary and secondary facilities located onshore, OpenCities is fully compliant with government data sovereignty laws. The Data Center is a Tier 4 security, fully redundant, managed network infrastructure with onsite power backup and generators, multiple telecom and network providers, and 24x7 monitoring.

99.9% SLA

Our hosting provides a comprehensive uptime guarantee with monthly rebates if we do not meet our commitments. OpenCities provides 99.9% uptime availability, calculated monthly. In a typical 30 day/720-hour month, this equates to no more than 1 hour of downtime per month (not inclusive of scheduled maintenance and emergency maintenance).

Trusted reliability

Microsoft Azure delivers 62 compliance offerings, which is more than any other cloud provider. That is why 90% of Fortune 500 companies use the Microsoft Cloud. With OpenCities and Azure, you are in safe hands.

Security / SSL encryption

As society's digital footprint continues to expand, the threat of malicious activity online becomes more pervasive. Given the amount of personal data required in government transactions, the risk to the public can be significant. OpenCities encrypts all forms with SSL to ensure security.

DDoS Mitigation and Disaster Recovery

The cloud web application firewall OpenCities utilize also contains DDoS protection built in and can mitigate any DDoS in real time. All sites are backed by our DR policy with a minimal RPO and RTO, on-line status monitoring, event notification and twice-daily backups.

Azure Government Cloud

By partnering with Microsoft Azure Government, OpenCities provides a superior service that delivers world class security, privacy, and scalability. Our service provides full redundancy and twice daily backups, supported by a 99.9% SLA guarantee.

Find out more about Microsoft Azure Government here

https://azure.microsoft.com/en-us/global-infrastructure/government/state-and-local/

FedRAMP[1]	ECSB[2]
FedRAMP	DEFENSE INFORMATION SYSTEMS AGENCY
CJIS	HIPAA
DEPARTMENT OF JUSTICE FEDERAL BUREAU OF INVESTIGATION	DEPARTMENT OF HEALTH & HUMAN SERVICES · USA

Active Directory Connector

OpenCities Intranet integrates with your Microsoft Active Directories (via Azure), giving staff the convenience of a single sign-on experience. And for those staff that are not registered in your Active Directories, our Intranet allows you to set them up directly within our system – ensuring everyone across the organization, including field staff without desktop logins, can equally access the intranet.

Authenticate and personalize the intranet experience based on your user credentials, via single sign-on. Please see the diagram below that details we integrate with Microsoft Active Directories. We require the client to install a small web service that will allow sync and handle AD based authentication attempts.

The Active Directory Connector is included as standard with the OpenCities Intranet.

ATTACHMENT D

OpenCities Architectural Diagram
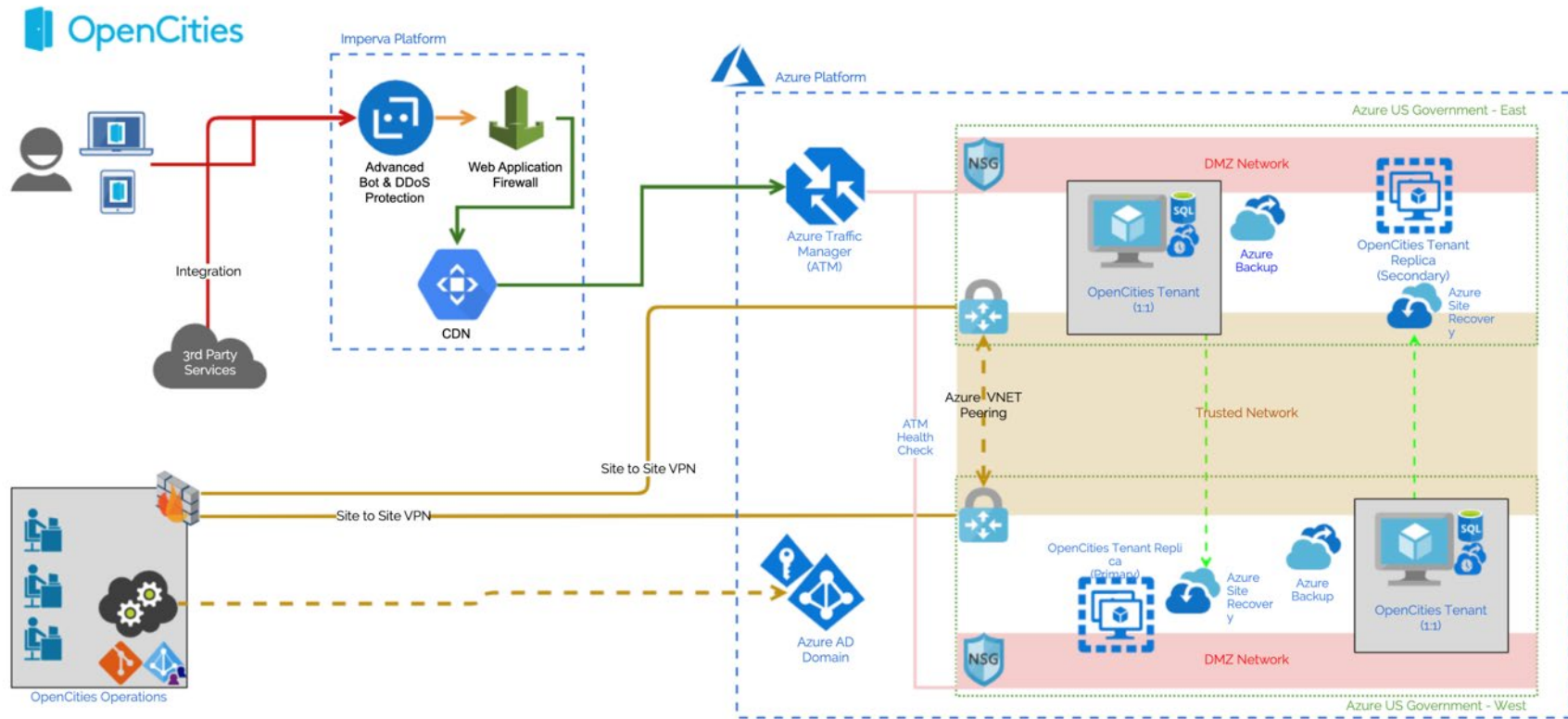
7. Implementation Process

Management and Team Members

Once a contract is signed, each client is assigned a project manager and supporting team. The project manager will be responsible for the project implementation from the contract signing to site launch, at which point the client will transition to a customer advocate who will be your ongoing resource and point of contact.

The role of the project manager is defining a timeline and set of goals with the client, and then ensuring that they are met by the end of the project. The project manager will be supported by the consulting practice lead who runs workshops and trainings, as well as the product application specialist who helps clients creatively solve problems and maximize their use of the software. Our communication strategy is outlined in the Implementation Plan section of this response. While there are number of people that will be working in the background to ensure the success of your project, the key contacts Los Alamos County is likely to engage with include:

Rebekah Anderson, Sr. Project Manager (PMP)
linkedin.com/in/rebekah-anderson-pmp-mba

As a certified PMP, Rebekah has worked in Govtech for 3+ years, implementing web and customer service applications in over 30 governments. She previously served as a project manager for over 10 years for enterprise business systems. She serves as main point of contact for the project teams and supports clients with best practice recommendations.

Whitney Santini, Backup Project Manager

linkedin.com/in/whitney-santini

Whitney manages client projects from onset to completion, making sure you stay up to date on the project every step of the way, while pulling in the correct OpenCities resources when needed for content, design, and more. Whitney's experience in the SaaS world includes customer success, relationship management, training, and on-boarding with a focus on end-to-end customer journeys. Her passion for customer advocacy ensures that every project is a true collaboration between the client and OpenCities.

Andy Portwood, US Training and Support Lead

linkedin.com/in/andyportwood

In his previous roles, Andy has management experience in the Healthcare Industry. He also developed and led a Customer Success team that worked with Small Business Owners to organize Operations, Prospecting, Communications, and Marketing, and more. His strong understanding of the customer experience allows him to guide you through your project efficiently.

Kari Dietrich, Content Strategist

linkedin.com/in/kdiet

Kari Dietrich is a content strategist working over fifteen years in the digital space. She is committed to developing content solutions that simplify and elevate the user experience. Drawing on her background working with both non-profits and institutions of higher education, she seeks to bridge city government goals with the real-world needs of its residents in intuitive, substantive ways. Kari 'hearts' content, and believes you will, too.

Jone Saukitoga, Content Specialist

During the migration phase, Jone will be one of the Content Specialists assisting with migrating the client's content from their current platform.

Jone is one of OpenCities' latest additions to the team and previously worked as a Website Manager for the City of Palo Alto in California. During his time, Jone oversaw and managed Palo Alto's current CMS and worked with each staff on content creation and website remediation. Palo Alto selected OpenCities to create their next generation website and expects to go live in early 2021.

Irina Tikhonova, Consulting Practice Lead

Irina manages Customer Success and Consulting for OpenCities. Irina has experience in client management and consulting in the Software as a Solution space, with a strong focus on making people, process, and product work together to achieve impactful outcomes.

Her experience in the tech for good world shaped her skills in strategic planning, using data to make informed decisions, finding unique solutions to problems, encouraging engagement on a deeper level, and managing projects from onset to completion. Irina will jump in when you are in need of a strategic consultant – everything from leading the Digital Services Academy to working on internal business process improvements.

Rachel Burbank, Customer Advocate

Rachel will support your project post launch and beyond. You will have six-month check ins with her and her team to revisit goals and progress and assess current usage of the platform. She will be your point of contact for any non-support related questions (those go to our support team for quick troubleshooting and technical fixes) and product feedback. Rachel came to OpenCities in 2019 from the City of Lakewood in Colorado, who completed an RFP in 2018 where OpenCities was selected as their vendor of choice. She led a large portion of the redesign for Lakewood and has now transitioned to the OpenCities team where she uses her experience on the client side and expertise in the platform to support your team with creative application solutions from start to finish.

ATTACHMENT D

Jose Otero, User Experience Design, and Implementation Expert

oteromedia.net

Jose brings over 15 years of experience collaborating with government and private sector organizations to improve customer experiences across all digital touchpoints. His expertise architecting exceptional user experiences coupled with strong front-end development skills has proved to be essential in delivering quality outcomes on high-value projects. A rare combination of business savvy and technical knowledge, Jose has all the hard and soft skills required to see projects from inception to completion.

Colin Morris, Engineering Support Lead

linkedin.com/in/colin-morris-9385a959

With over 15 years' experience in I.T. helpdesk leadership within local government, Colin holds a deep understanding of the needs, challenges, and workings of city I.T. departments. Combined with his working knowledge of the common systems used across local governments across Australia, Colin will take lead on working with your I.T. team to support installation of our connectors and 3rd party system integrations, hosting and environment related matters, and engineering activities.

Luke Norris, Managing Director, Strategy and Government Relations

linkedin.com/in/lukednorris

With over 16 years of experience, and as the former senior director of Government Relations for Code for America, Luke advises Governors, Mayors, County Executives, Chief Innovation Officers around the United States on the topics of innovation, government technology and community engagement in 21st century government. Luke can assist local government website managers to effectively engage city leaders in the digital transformation journey.

Michelle Hertzfeld, Delivery Manager

linkedin.com/in/michellehertzfeld

A foundational team member of 18F, the American equivalent of Australia's Digital Transformation Agency (DTA), Michelle helped the organization evolve its research, code, and product management capability to drive impact for millions across the country. As a cutting-edge startup inside the federal government, 18F builds effective, user-centric digital services focused on the interaction between government and the people it serves.

Timothy Connell, Product Manager

linkedin.com/in/ticonnell

As a creative technologist, Timothy holds over 20,000 hours of hands-on and executive experience spanning Strategy, Innovation, Digital Transformation, Product Management and Delivery for government and commercial projects. With SME knowledge across Agile, Marketing Automation, Front-end Engineering, CX, Design Systems, Search, Enterprise CMS, Content Writing, Analytics, Big data, and machine learning.

Proposed Schedule

OpenCities has removed the risk and effort of traditional web and intranet redesign projects by developing a repeatable process of engagement, content, and digital services delivery.

Local governments often ask:

- How can we be sure we are choosing the right strategy and technology for our needs?

- How can we assure that we will not see change orders that affect our deadlines and budget?

- How do we make sure our new digital presence meets all our goals, and is one we can be proud of?

OpenCities is the answer. We continuously refine our technology and onboarding process through our experience partnering with local governments just like yours. For your engagement, you will be assigned an experienced project manager and complementing project team, who utilize an agile implementation approach supported by a simple online project management dashboard that makes it easy for everyone to track project status.

Project Communication

Communication is key. We understand that to have a successful project, we need more than just project management. We work to understand what level of regular check-in's will work most effectively for your, whether it's weekly or bi-weekly, as well as how often your executives or leadership team needs to be briefed (think council members and commissioners, department heads, city administrators– folks that need to be updated on the project progress and sign off on it at the end but may not be involved in the daily tasks of creating the new site). Our regular meetings with your core team will be conducted via Microsoft Teams or your preferred teleconferencing platform, and we can provide written or teleconference updates to your executive team.

Timeline

As a SaaS solution that does not require custom development, OpenCities can be fully delivered and ready for content within a matter of weeks. The primary variable for launch is based on the amount of time needed by the city or county for the visual design process, the number of initial consulting packages in the engagement, and the availability of staff for the content entry and migration process. The sample timeline below demonstrates a five- to seven-month project, however our agile and iterative methodology allows us to increase or decrease the project length to meet your launch goals. As a point of reference, we have completed a project in as little as four months.

5-7 Months

Phase 1: Kick-off, Discovery, and Data Analysis

Phase 2: Design, Configuration, and Content Migration

Phase 3: Training

Phase 4: Content Creation Review and Beta Launch

Phase 5: Launch and Evolve
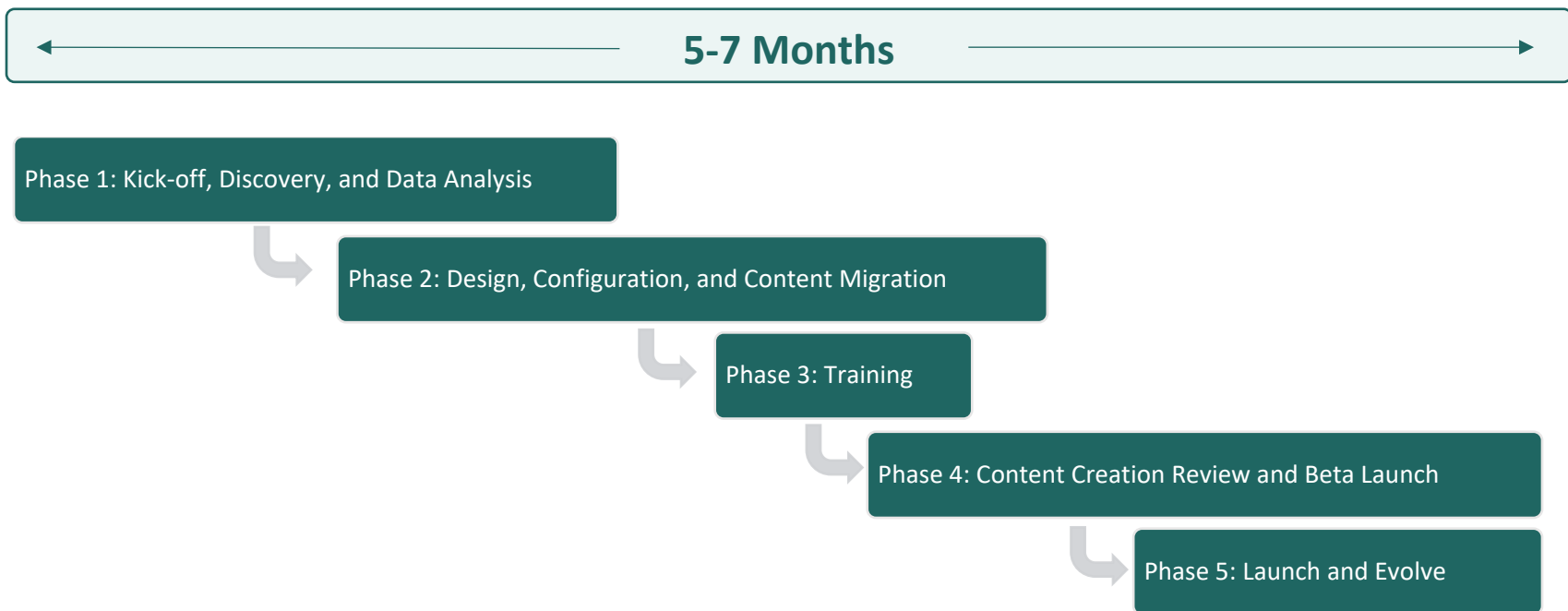
Project Phase 1: Kickoff, Discovery, and Data Analysis

OpenCities and the client come together as a team to mutually confirm the process, establish clarity on who does what, determine the dates for key meetings and deliverables, and lay the groundwork for a successful project

Deliverables:

✓ Kick off meeting

✓ Data and Analytics

✓ Content Migration Strategy

✓ Content Audit (discussion and clarification)

✓ Survey of users (optional)

✓ Executive Briefing (optional)

City Responsibilities:

✓ Define your team, identify key skills and responsibilities, and start auditing your own content
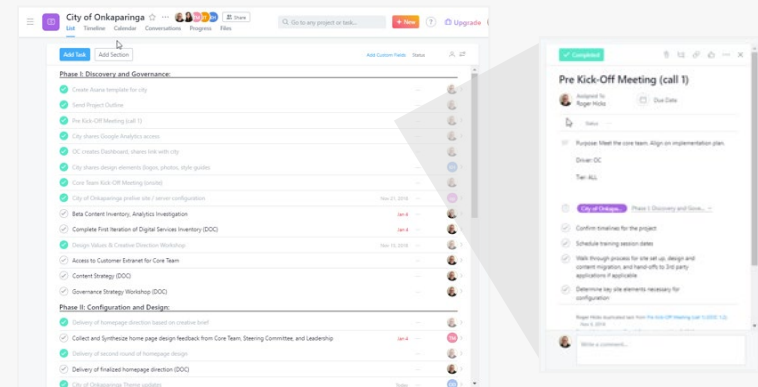
Premium Packages:

Site Navigation

Information Architecture

Spotlight: Project Management

We use Asana to manage your project. Members of your core team will be granted access, and this is where we will aggregate tasks, files, and conversations. It is a great resource for updating your executive committee on the progress of the website.

ATTACHMENT D

Project Phase 2: Design, Configuration, and Content Migration

OpenCities project team and the client will share assets and work to align and deliver a look and feel that reflects the spirit and goals of the city while leveraging the best practices for effective site layout and design.

Deliverables:

✓ Create and configure the site instance

✓ Configure general location information

✓ Homepage and theme design review

✓ Design finalization and implementation

✓ If you purchase Content Migration from OpenCities, that will be completed during this phase.

City Responsibilities:

✓ Provide design assets

✓ Provide feedback and approval of design

✓ Complete content audit

Premium Packages:

Enhanced Design   [Included]

OpenCities-led Content Migration   [Included]

Spotlight: Design Values Workshop

To ensure we really nail your design, we will run a theme workshop with your steering committee and core team to discuss general site goals, example sites and design assets. We encourage you to invite a couple of residents as well so that decisions can consider an actual user's perspective early on. Taking this information, we inform theme direction options (including mobile variations) for iterations of feedback and refinement before we implement the final theme onto the site.
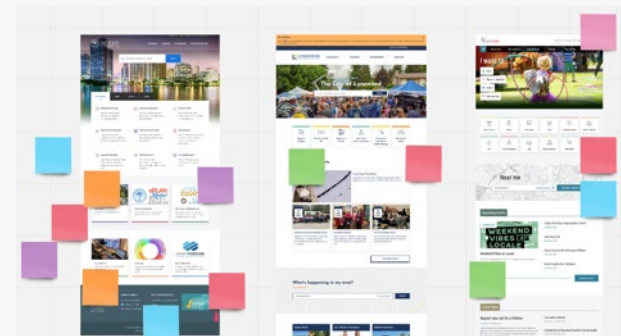
Content Migration

This two-part package includes **Content Migration Discovery/Strategy** and **Content Migration Delivery**. This package is optional and best suited for cities or counties that need assistance moving page content and/or images and document from the old system.

Content Migration Discovery/Strategy

In this strategy session, we will identify the proper OpenCities template for each page, note any inconsistencies or custom templates, communicate how we will address certain elements of the content, and review all of this with the team lead or core team.

Content Migration Delivery

Once we have agreed upon a strategy and a timeline, our team of migrators will get to it and work to deliver your project by the designated deadline. At the end, you will receive:

✓ Access to the system with all agreed pages moved over

✓ A recap document that details anything your team should know about what we migrated as well as recommendations

City Responsibilities:

✓ Complete an AIM Spreadsheet (provided by OpenCities) listing all pages in hierarchical order classified as either Archive, Improve or Migrate

✓ Identify individual or team with the ability to clarify questions and promptly make decisions about migration questions

✓ Provide a desired folder structure for files (if contracted)

What's IN scope?

✓ Content managed within your current CMS

✓ Documents/images (if contracted)

What's NOT in scope

✗ Anything within an iFrame or embedded HTML content

✗ Dynamic content pulled from other systems

✗ Content not managed within CMS

✗ JavaScript, CSS, or other custom code

✗ Interactive web forms and/or single page applications

✗ Written content within image/diagram

✗ Content contained inside a PDF file

✗ Documents and images on pages marked "Archive"

ATTACHMENT D

Project Phase 3: Training

OpenCities provides training based on the types of outcomes that City wants to achieve with OpenCities.

Deliverables:

✓ Content Publisher training

✓ OpenForms training

✓ Site Administrator training

✓ OpenCities Help Center orientation

City Responsibilities:

✓ Identify attendees for training

✓ Ensure attendance by staff at training

✓ Identify power users who will operate as internal "trainers"

Premium Packages:

Writing for the Web

Digital Services Academy

TransFORMation Academy

Spotlight: Accessibility

By using our optimized platform, content created in OpenCities templates is accessible by design. By default, the website will be WCAG 2.1 AA compliant. Through our Content Publisher and Site Administrator training we show you how to configure the site to check the accessibility to a level consistent with your needs, and to provide prompts to content creators to improve the accessibility of text and images.
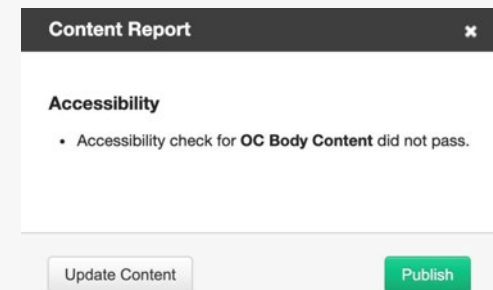
Project Phase 4: Content Creation Review and Beta Launch

Migrate or create quality content for the now fully designed and configured website. Engage staff in owning their pages and web content. Convert static PDFs into dynamic digital forms.

Deliverables:

✓ Content migration, improvement, or creation by the city

✓ Support of content migration process by OpenCities

✓ Beta launch (optional)

City Responsibilities:

✓ Creating, improving, or migrating the web content to arrive at the desired outcome for their site

✓ Champion ongoing participation by staff to produce the best possible results

Spotlight: Beta Launch

One of the best things about having an easy-to-use platform is that feedback can be actioned immediately. To gain that feedback, we encourage a staged approach to launching your new website. Statistically, 20% of your pages will be responsible for 80% of your traffic. When those pages are ready, Beta Launch your site with a banner indicating that the new site is in process and linking to the old site for anything missing. This provides an opportunity for feedback from both staff and resident users and gives you the opportunity to address and improve the site content and navigation prior to your full launch.
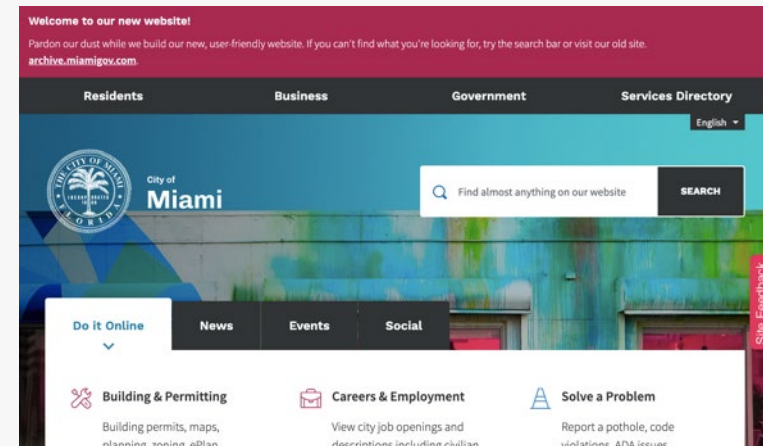
Project Phase 5: Launch and Evolve

Launch the new website, gather community response and feedback, continue to improve content based on feedback.

Deliverables:

✓ Launch checklist

✓ URL mappings for top pages

✓ SSL certificates issued

✓ Update DNS

✓ Submit sitemap

✓ Launch the new site!

✓ Project review

City Responsibilities:

✓ Finalize review and proofreading of the site

✓ Fully participate in resolution of launch checklist items

✓ Coordinate launch and announcements to the community

✓ Post-launch survey (optional)

✓ Monitor feedback post launch and use it to continuously improve the site

Spotlight: Feedback and Improvement

There are multiple ways to continuously monitor the site for effectiveness and completeness. Page level feedback can be turned on in the OpenCities platform for specific comments and input. This can be especially useful on Services pages where users are linking to an online form. The forms, themselves, can include comment or value questions, and user surveys can aggregate broad data about the site. All this data can and should be used to make improvements based on resident need. With OpenCities, even site-wide changes can be easily initiated.

Resident Website Experience Survey

Help us make a better city website

We are in the process of building and testing plans for a better CITY website. Please answer these few short questions to help make a website that works for Everyone! This survey takes about 6 - 8 minutes to complete, and your answers will help us do a better job. Thank you for participating.

Do you live or work in CITY? [Required]
○ Yes
○ No

How do you currently use the website?

Over the last 12 months, about how frequently did you visit the CITY website? (one answer only) [Required]
○ Not at all over the last 12 months
○ Just once
○ A few times throughout the year
○ A few times a month
○ Once a week or more
○ Daily

Exhibit "C"

**CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND
OTHER RESPONSIBILITY MATTERS – PRIMARY COVERED TRANSACTIONS
RFP NO: 21-32
RFP Name: Internet Website Replacement Project**

This document should be returned with RFP submittal.

(1) I or We, OpenCities, Inc._____ (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.

January 6, 2021_____
                  Date

_____
Authorized Representative's Signature

 Luke Norris_____
Print Name

 MD U.S. Strategy & Government Relations____
Print Title

ATTACHMENT D

CAMPAIGN CONTRIBUTION DISCLOSURE FORM
RFP NO: 21-32
RFP Name: Internet Website Replacement Project

This document should be returned with RFP submittal.

Pursuant to Chapter 81, Laws of 2006, any prospective contractor seeking to enter into a contract with any state agency or local public body must file this form with that state agency or local public body. The prospective contractor must disclose whether they, a family member or a representative of the prospective contractor has made a campaign contribution to an applicable public official of the state or a local public body during the two years prior to the date on which Contractor submits a proposal or, in the case of a sole source or small purchase contract, the two years prior to the date Contractor signs the contract, if the aggregate total of contributions given by the prospective contractor, a family member or a representative of the prospective contractor to the public official exceeds two hundred and fifty dollars ($250) over the two 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 spouse, father, mother, child, father-in-law, mother-in-law, daughter-in-law or son-in-law.

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

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

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

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

DISCLOSURE OF CONTRIBUTIONS: (Report any applicable made to the following - COUNTY COUNCILORS: David Izraelevitz; Antonio Maggiore; James Robinson; Randal Ryti; Katrina Martin; Sara Scott and Pete Sheehey.)

Contribution Made by: _____

Relation to Prospective Contractor: _____

Name of Applicable Public Official: _____

Date Contribution(s) Made: _____

Amount(s) of Contribution(s) _____

Nature of Contribution(s) _____

Purpose of Contribution(s) _____

_____   _____
Signature   Date

_____
Title (position)

—OR—

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

_____   January 6, 2021
Signature   Date

_____
 Luke Norris

ATTACHMENT D

VERIFICATION OF AUTHORIZED OFFEROR
RFP NO: 21-32
RFP Name: Internet Website Replacement Project

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)

ATTACHMENT D

Are you requesting Preference?   ___Yes   X 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   X 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   X 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:

_____ , Luke Norris   MD U.S. Strategy & Government Relations
Signature and Printed Name of Authorized Offeror   **Title**

OpenCities, Inc.   California
Organization's Legal Name   **State of Incorporation**

Luke@OpenCities.com
Email Address

1314 22nd Avenue, #697	San Francisco	CA	94122
Mailing Address	**City**	**State**	**Zip Code**
1314 22nd Avenue, #697	San Francisco	CA	94122
Physical Address	**City**	**State**	**Zip Code**

816.200.8925
Telephone No.

36-4845826
Federal Tax I.D. #   **NM CRS # (if located in-state)**

Luke Norris, MD U.S. Strategy & Government Relations, Luke@OpenCities.com
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**

ATTACHMENT D