

# Administrative Office of the Courts

Supreme Court of New Mexico



## STATE OF NEW MEXICO ACCESS TO JUSTICE COMMISSION

**Request for Proposals for:  
New Mexico National and Statewide Kiosk Study**

**RFP NUMBER: ATJ-Kiosk-10.25.2024**

**Date of Issuance:**

**October 25, 2024**

**Proposal Deadline:**

**November 25, 2024**

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

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## BACKGROUND INFORMATION

The Administrative Office of the Courts (AOC) invites all interested parties with specialized training in conducting statistical, evidence-based surveys and studies to respond to this *Request for Proposals* (RFP) to be considered for a contract to provide the Access to Justice Commission (ATJC), in coordination with the New Mexico Judicial Technology Committee (JTech) a written assessment and survey of the current utilization of kiosks, or alternative public-facing community access points nationwide as well as an assessment or review of New Mexico’s current use of similar technology, considerations for expansion, and project the range and feasibility of kiosk systems in New Mexico.

One barrier that has consistently been identified by ATJC’s efforts is the existence of “legal deserts” in our State that prevent access to existing resources. This includes not only a shortage of legal services but also a significant lack of reliable access to the internet or technology. New Mexicans in these legal deserts remain unable to meaningfully benefit from justice system innovations, and additional access options must be identified, explored, and developed. Kiosks, or alternative public-facing stations, provide justice system access to individuals without access to Wi-Fi or technology. Several kiosks or alternative public-facing access point efforts have been launched in New Mexico, including the deployment of CLARA<sup>1</sup> on the New Mexico Court’s website, a limited number of judiciary-sponsored, free-standing, self-represented litigant terminals across the State, and a small pilot program of “justice stations” that provide self-represented litigants to court hearings from remote locations. A summary inventory of those locations will be provided to the successful applicant. New Mexico is also assessing the creation of a legal portal following a portal feasibility study in 2022-2023.

While several states have currently deployed kiosk programs to serve as community access points, there is no standardized industry definition of what a kiosk provides or its capabilities, and the lack of conformity undercuts data measurement. This assessment and survey will assist New Mexico in developing a guideline to align future and current efforts, adopt best practices, and mitigate development risks. Kiosks, or alternative public-facing community access points, have been identified as a tool to further the ATJC’s objectives of expanding access to justice regardless of location or socio-economic status; however, the necessary minimal parameters and required technology are too loosely defined for effective deployment.

This study will need to provide a robust assessment of how kiosk-type devices are utilized and their location and identify the necessary technology, resources, personnel, and short- and long-term costs. The study should include an analysis of kiosk utilization nationwide and catalog any recognized guidelines, best practices, challenges, barriers, and lessons learned, including an examination of the necessary technology and maintenance. Ultimately, the kiosk study will be utilized to develop, deploy, maintain, and coordinate the expansion of this resource in New Mexico. The study should identify developing industry practices and how New Mexico’s current efforts align with those practices. It should also examine the feasibility of aligning kiosks with other efforts in New Mexico, such as a public-access internet portal, self-help centers (local or central), and collaboration with civil legal service providers.

The ATJC seeks to expand access to civil legal services to low- and middle-income New Mexicans and increase access to and awareness of available legal resources. JTech seeks to understand what standardized applications and information would best serve the public. New Mexico’s Justice for All

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<sup>1</sup> CLARA, Spanish for clear, is a virtual assistant available on certain areas of the New Mexico Judiciary website <https://languageaccess.nmcourts.gov/>

Strategic Action Plan<sup>2</sup> (Plan), which was developed with the assistance of a grant from the National Center of State Courts (NCSC) and in conjunction with New Mexico civil legal service providers and other stakeholders, prioritizes steps to increase accessibility. Nationwide and in several New Mexico jurisdictions, kiosks or justice stations have been deployed to provide public access points, but the breadth of that access may be as simple as remote login to hearings or as complex as permitting research, form completion, and uploading completed documents via scanner. The definition of what a kiosk includes or entails and the services, resources, and functionality are not standardized and functionality contents.

This *Request for Proposals* seeks a qualified individual or entity that can conduct a survey of the use of legal kiosks in New Mexico and the Nation. Documents previously produced by the Administrative Office of the Courts or its contractors will be made available, and the successful applicant will coordinate with the Access to Justice Commission and the JTech Kiosk Workgroup as appropriate. The study will summarize the best practices, developing industry standards, effectiveness, and lessons learned regarding the use of kiosks to increase access to justice. The study will address:

1. How kiosks should be defined for standardization and utility across thirty-three counties in New Mexico;
2. Minimum capabilities required for functionality, including internet access and available services
3. How kiosks could assist the public to better identify and understand the existence of a legal problem while providing relevant legal information or other resources or entities
4. The strengths and weaknesses of a linked kiosk system versus stand-alone kiosks that adhere to a defined capacity standard

The qualified consultant or entity must be able to create and complete a well-designed study within twelve (12) months of being contracted. This assessment regarding the use of legal kiosks will need to identify similar projects in the United States and assess current practices within New Mexico. It will also utilize any reports or data provided by the AOC, ATJ, or JTech and include an analysis of urban, suburban, and rural feasibility, including potential sustainability.

The assessment would include an examination of the necessary technology, security, resources, personnel, and costs (short and long-term) to expand and standardize kiosk usage within New Mexico. The study's conclusion should provide ATJC with a review and analysis of legal kiosk usage nationwide and within New Mexico, potential steps for optimizing the resource, and a proposed plan for implementation in New Mexico.

The successful applicant will, following the assessment, produce a written report to the ATJC that includes:

- a) A summary of the methodology and efforts undertaken;
- b) A determination as to how kiosk usage in New Mexico could be optimized, including:
  - i. Current kiosks or resources within New Mexico;
  - ii. Current kiosk usage, feasibility, and standardization nationwide;
  - iii. Minimal technology and infrastructure for sustainability;

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<sup>2</sup> A copy of the Justice for All Strategic Action Plan may be found at: <https://accesstojustice.nmcourts.gov/access-tojustice-program/our-work/justice-for-all-initiative/>.

- iv. The security standards and other industry best practices;
- v. The feasibility of incorporating current kiosks within New Mexico into a standardized process that provides comparable resources statewide.
- c) An evaluation and estimation of the short and long-term resource requirements and costs, including costs necessary to develop, build, run, maintain, update, and expand this resource over time.
- d) A proposed implementation plan in New Mexico

**SEQUENCE OF EVENTS**

<b>Action</b>	<b>Responsibility</b>	<b>Date</b>
1. Issue RFP	AOC	October 25, 2024
2. Acknowledgement of Receipt	Offerors	October 31, 2024
3. Deadline to Submit Written Questions	Offerors	October 31, 2024
4. Response to Written Questions and RFP Amendments	AOC	November 5, 2024
<b>5. Submission of Proposal Response Deadline</b>	<b>Offeror</b>	<b>November 25, 2024 3:00 p.m. MST</b>
6. Evaluation of Proposals and Selection of Finalists	Evaluation Committee	December 2-6, 2024
7. Notification of Finalists	AOC	December 9, 2024
8. Interviews with Finalists	AOC/Offeror	December 10-13, 2024
9. Finalize/Award Contract	AOC/Offeror	December 20,2024
10. Protest Deadline	Offeror	January 6, 2025

**PURPOSE OF REQUEST FOR PROPOSALS**

***Solicitation of Proposals***

This RFP has been developed for the purpose of soliciting, evaluating, and selecting proposals in a fair and competitive manner. If an offeror fails to meet any mandatory items set forth in this RFP, their proposal will be declared non-responsive.

All costs incurred by the offeror in the preparation, transmittal, or presentation of any proposal or material submitted in response to this RFP shall be borne solely by the offeror.

Before the award is made, the AOC may conduct discussions with offerors who submit proposals that are determined to be reasonably susceptible of being selected for awards, but the award may be made without discussions.

When it is in the best interest of the State of New Mexico, this RFP may be canceled, or any and all proposals may be rejected in whole or in part.

Any contract awarded as a result of this RFP process may be terminated or reduced in scope if sufficient appropriations or authorizations do not exist. Such termination will be affected by the AOC by sending written notice to the contractor. The decision of the AOC as to whether sufficient appropriations and authorizations are available will be accepted by the contractor as final.

Applicants may revise or withdraw their proposal before the proposal submission deadline date and time by delivering written notice to the AOC Procurement Manager. The revision or withdrawal must be signed by the person submitting the proposal.

If it becomes necessary to revise any part of the RFP or if additional information is needed to clarify any provision of the RFP, the revision and/or additional information shall be provided to all persons who receive the RFP packet. All persons intending to make a proposal shall provide written acknowledgment of receipt of any revisions or supplements. The AOC shall not issue a revision or supplement to the RFP less than seven working days before the deadline set for the receipt of proposals, unless the AOC extends the deadline.

Any protests of the award must be made in accordance with the Procurement Code, NMSA 1978 Section 13-1-1 through 13-1-199.

### ***Acknowledgment of Receipt October 31, 2024 5:00 p.m. MST***

Potential offerors should email the “Acknowledgement of Receipt Form” (APPENDIX A) to be placed on the procurement distribution list. The form should be signed by an authorized representative of the organization, dated, and returned to the Procurement Manager on October 31, 2024 5:00 p.m. MST.

The procurement distribution list will be used for the distribution of written responses to questions. Failure to return the Acknowledgement of Receipt form shall constitute a presumption of receipt and rejection of the RFP, and the potential offeror’s organization name shall not appear on the distribution list.

### **SCOPE OF WORK**

This request seeks a qualified individual or entity that can conduct a survey of use of legal kiosks in New Mexico and the Nation. This study will summarize the best practices, developing industry standards, effectiveness, and lessons learned regarding using kiosks to increase access to justice. The study will address how kiosks:

1. Should be defined for standardization and utility across thirty-three counties in New Mexico;
2. Minimum capabilities required for functionality, including internet access and available services

3. How kiosks could assist the public to better identify and understand the existence of a legal problem
4. The feasibility of kiosks facilitating access to self-help centers or other entities.

The qualified consultant or entity must be able to complete a well-designed study within twelve (12) months of being contracted. The assessment regarding the use of legal kiosks will need to identify similar projects in the United States and current practices within New Mexico. It will also include an analysis of urban, suburban, and rural feasibility, which details the potential sustainability.

The assessment would include an examination of the necessary technology, resources, personnel, and costs (short and long-term) to expand and standardize kiosk usage within New Mexico. The study's conclusion should provide ATJC and JTech with a review and analysis of legal kiosk usage nationwide and within New Mexico, provide potential steps for optimizing the resource, and include a proposed plan for implementation.

The successful applicant will, following the assessment, produce a written report to the ATJC and JTech that includes:

- a) A summary of the methodology and efforts undertaken;
- b) A determination as to how kiosk usage in New Mexico could be optimized, including:
  - i. Current kiosks or resources within New Mexico;
  - ii. Current kiosk usage, feasibility, and standardization nationwide;
  - iii. Minimal technology and infrastructure for sustainability;
  - iv. The security standards and other industry best practices;
  - v. The feasibility of incorporating current kiosks within New Mexico into a standardized process that provides comparable resources statewide.
- c) An evaluation and estimation of the short and long-term resource requirements and costs, including costs necessary to develop, build, run, maintain, update, and expand this resource over time.

### ***Compensation***

The contractor will be paid for conducting the assessment and producing a written report detailing the current usage, necessary standards, and best practices. The contractor will also be responsible for assessing and surveying the necessary infrastructure and providing an assessment and review of the minimum technical requirements and the accompanying challenges or barriers.

- Compensation will be paid in four equal payments tied to the completion of milestones upon the successful submission of detailed invoices; those milestones will consist of:
  - Phase One/Quarter One: Survey and assessment summary of legal kiosk usage nationwide, including any standards or best practices;
  - Phase Two/Quarter Two: Survey of current kiosk usage present in New Mexico;
  - Phase Three/Quarter Three: An analysis of legal kiosk usage nationwide and within New Mexico including potential steps for optimizing the resource
  - Phase Four/Quarter Four: Submission of a written report outlining the results of the survey and the short and long-term resource requirements and costs, including a proposed plan for implementation, costs necessary to develop, build, run, maintain, update, and expand this resource over time.

- Compensation shall not exceed \$40,000.00 inclusive of gross receipts tax.

### ***Experience, Mandatory Service Components, and References***

Offerors must submit a detailed narrative statement of relevant experience, including professional qualifications and other experiences related to legal representation in child welfare matters as described in the Scope of Work and Mandatory Service Components above (*see* page 6). Resumes must also be included.

#### **Consultant Minimum Qualifications**

- A Bachelor's Degree with an academic major or concentration in science, computing, technical writing, or other relevant field.
- A Curriculum Vita;
- Demonstrated competence and professionalism to fulfill the Requirements described below.

#### **Feasibility Study Consultant - Requirements**

- Possess experience in conducting studies on government or non-profit projects designed to increase access to justice.
- Possess sufficient technical/technology experience to analyze kiosk usage for legal access.
- Communicate effectively and produce detailed reports;
- Cooperate and collaborate with ATJC members, JTech members, stakeholders, and end users regarding kiosk usage and optimization.
- Attend ATJ Commission meetings as required and report on project progress (remote appearances will be permitted).

### ***Submission Response Deadline November 25, 2025 at 3:00pm MST***

Proposals must be received by the AOC by the above date and time to be accepted for review. Proposals are to be submitted electronically. Requests for extensions of this deadline shall not be granted. Proposals received after the above date and time will not be accepted and will be returned to the applicant.

### ***Interaction with the AOC, JTech, and the Court***

The AOC will assign a staff person and a program manager, to work with the Offeror(s) to manage the contract, its requirements, and deliverables. Such management and oversight by the AOC, however, does not relieve the Offeror(s) of the primary responsibility for complying with deliverables and meeting deadlines in the contract, or other requirements as requested by the AOC, JTech, the Court, and the Commission.

### ***Basic Requirements and Conditions***

#### **1. Acceptance of Conditions Governing the Procurement**

Offerors must indicate their acceptance of the Conditions Governing the Procurement section in the letter of transmittal. Submission of a proposal constitutes acceptance of the Evaluation Criteria.

#### **2. Incurring Costs**

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

#### **3. Prime Contractor Responsibility**



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

#### 4. Subcontractors

Any contract that may result from this RFP shall specify that the prime contractor shall not subcontract any portion of the services to be performed under this Agreement without the written approval of the AOC.

#### 5. Questions about the RFP

Responses will be provided only to questions submitted in writing and only to clarify information already included in this RFP. Written questions must be received by DATE, and should be sent via email to the AOC. All questions and responses must be made public to all offerors through [www.nmcourts.gov](http://www.nmcourts.gov).

#### 6. Response to Written Questions and RFP Amendments

Written responses to written questions and any RFP amendments shall be posted through [www.nmcourts.gov](http://www.nmcourts.gov) by DATE.

Additional written requests for clarification of distributed answers and amendments must be received by the Procurement Manager no later than three (3) days after any response and/or amendments are issued.

#### 6. Amended Proposals

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

#### 7. Amendments to the RFP

If amendments to the RFP are issued, it will be posted on the NM Courts Website ([www.nmcourts.gov/court-administration/request-for-proposals/](http://www.nmcourts.gov/court-administration/request-for-proposals/)). If amendment content to RFP is needed that affect price or technical content, an amendment will be issued no later than one (1) week before the due date for proposal submissions.

#### 8. Offeror's Rights to Withdraw Proposal

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

#### 9. Disclosure of Proposal Contents

The proposals will be kept confidential until a contract is awarded. At that time, all proposals and documents pertaining to the proposals will be open to the public, except for the material which is proprietary or confidential. The AOC will not disclose or make public any pages of a proposal which the offeror has stamped or imprinted "proprietary" or "confidential," subject to the following requirements.

Proprietary or confidential data shall be readily separable from the proposal in order to facilitate eventual public inspection of the non-confidential portion of the proposal. Confidential data is normally restricted to confidential financial information concerning the offeror's organization and data that qualifies as a trade secret in accordance with the Uniform Trade Secrets Act, 57-3-A-1 to 57-3A-7, NMSA 1978.

If a request is received for disclosure of data for which an offeror has made a written request for confidentiality, the AOC shall examine the offeror's request and make a written determination that specifies which portions of the proposal should be disclosed. Unless the offeror takes legal action within 10 days to prevent the disclosure, then the proposal shall be open to public inspection subject to any continuing prohibition on the disclosure of confidential data.

#### 10. No Obligation

This procurement in no manner obligates the AOC or any of its departments or agencies to the service offered until a valid written contract is approved by the AOC.

#### 11. Termination

This RFP may be canceled at any time up to and including the deadline for submitting protests and any and all proposals may be rejected in whole or in part when the AOC determines such action to be in the best interest of the AOC and the State of New Mexico.

#### 12. Sufficient Appropriation

Any contract awarded as a result of this RFP process may be terminated if sufficient appropriations or authorizations do not exist. Such termination will be affected by sending written notice to the contractor. The decision of the AOC as to whether sufficient appropriations and authorizations are available will be accepted by the contractor as final.

#### 13. Agreement

The AOC requires that all offerors agree to be bound by the General Requirements contained in the RFP. Any offeror concerns must be brought promptly to the attention of the AOC.

#### 14. Governing Law

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

#### 15. Basis for Proposal

Only information supplied by the AOC in writing through the AOC or in this RFP should be used as the basis for the preparation of offeror proposals.

#### 16. Contract Terms and Conditions (see Sample Contract Appendix D)

The contract between the AOC and the Contractor or Contractors will follow the format specified by the AOC. Should an offeror object to any of the terms and conditions of the AOC as contained in this Section, then the offeror must propose specific alternative language that would be acceptable to the AOC. General references to the offeror's terms and conditions or attempts at complete substitutions are not acceptable to the AOC and will result in disqualification of the offeror's proposal. Offerors must provide a brief discussion of the purpose and impact, if any, of each proposed change followed by the specific

proposed alternate wording. All contracts for professional services are subject to the review and approval by the AOC.

17. Offeror's Terms and Conditions

Offerors must submit with the proposal a complete set of any additional terms and conditions which they expect to have included in a contract negotiated with the AOC.

18. Contract Deviations

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

19. Offeror Qualifications

The Evaluation Committee may make such investigations as necessary to determine the ability of the offeror to adhere to the requirements specified within this RFP. The Evaluation Committee will reject the proposal of any offeror who is not a responsible offeror or fails to submit a responsive offer as defined in NMSA 1978 Sections 13-1-83 and 13-1-85.

20. Right to Waive

The Evaluation Committee reserves the right to waive minor irregularities. The Evaluation Committee also reserves the right to waive mandatory requirements, provided that, all of the otherwise responsive proposals failed to meet the same mandatory requirements, and the failure to do so does not otherwise materially affect the procurement. The right to waive minor irregularities and mandatory requirements is at the sole discretion of the Evaluation Committee.

21. Change in Contractor Representatives

The AOC reserve the right to require a change in Contractor representatives if the assigned representatives are not, in the opinion of the AOC, representing the Contractor adequately.

22. Notice of Criminal Penalties

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

23. Right to Publish

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

24. Ownership of Proposals

All documents submitted in response to this RFP will become the property of the AOC and the State of New Mexico.

25. Electronic Mail Address Required

The majority of the communication regarding this procurement will be conducted by electronic mail (email) and so any offeror must have a valid email address to receive correspondence.

## **CONTACT INFORMATION**

### Procurement Manager Contact Information:

Kerry Armour  
Administrative Office of the Courts  
Email: aockla@nmcourts.gov

### General Counsel Contact Information:

Celina Jones  
Administrative Office of the Courts  
Email: atj@nmcourts.gov

## **PROPOSAL SUBMISSIONS**

### All proposals shall be communicated to:

Kerry Armour  
Administrative Office of the Courts  
Email: aockla@nmcourts.gov

## **PROPOSAL FORMAT AND ORGANIZATION**

### 1. Number of Responses

Offerors must submit one proposal.

### 2. Proposal Submittal

Offerors shall email their proposal or upload on or before the closing date and time for receipt of proposals. If the proposal is too large to be emailed, please contact the Procurement Manager for upload information.

### 3. Proposal Format

In order to facilitate the analysis of responses to the RFP, vendors are required to prepare their proposals in accordance with the instructions outlined in this section. All proposals must be typewritten and submitted as a PDF with standard 8.5x11 pages.

### 4. Proposal Organization

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

- (a) Letter of Transmittal (APPENDIX B)
- (b) Table of Contents
  - 1) Proposal (following Scope of Work, and Evaluation Criteria)
  - 2) Proposal Narrative (detailing offers' experience and qualifications)
- (c) Project Proposal (detailing offerors' approach to the work as outlined in the Mandatory Service Components)
- (d) Campaign Contribution Form (APPENDIX C)

- (e) Offeror's Additional Terms and Conditions (if any)
- (f) Other Supporting Material

Within each section of their proposal, offerors should address the items in the order in which they appear in this RFP with specific attention paid to the Scope of Work, Project Narrative, and Mandatory Service Components. All forms provided in the RFP must be thoroughly completed and included in the appropriate section of the proposal. Any proposal that does not adhere to these requirements may be deemed non-responsive and rejected on that basis. Offerors may attach other materials which may improve the quality of their responses. However, these materials should be included as items in a separate appendix.

#### 5. Letter of Transmittal (APPENDIX B)

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

- a) identify the RFP being responded to;
- b) identify the submitting firm;
- c) identify the name and title of the person authorized to contractually obligate the firm;
- d) identify the name, title, and telephone number of the person authorized to negotiate the contract on behalf of the firm;
- e) identify the names, titles, and telephone numbers of the persons to be contacted for clarification;
- f) explicitly indicate acceptance of the Conditions Governing the Procurement;
- g) be signed by the person authorized to contractually obligate the firm;
- h) acknowledge receipt of any and all amendments to this RFP; and
- i) include any federal tax identification number and/or New Mexico Gross Receipts Tax number.

#### 6. Resumes

Each proposal must attach the most recent resumes of the offeror(s).

#### 7. Campaign Contribution Disclosure

Potential offerors must submit with their response the "Campaign Contribution Disclosure Form" (APPENDIX C) pursuant to NMSA 1978, Section 13-1-191.1 (2007).

## **EVALUATION**

### ***Process***

A representative of the AOC will open the proposals immediately after the deadline and will record them in the proposal log. An evaluation committee will review all proposals based on the published criteria and may or may not request an oral presentation by offerors. Proposals must be in electronic format. All proposals will be reviewed for compliance with the mandatory requirements stated in this document. Proposals deemed to be non-responsive will be eliminated from further consideration. The determination as to non-responsiveness is under the discretion of the AOC in coordination with the evaluation committee of is final. The AOC may contact the offeror for clarification. The evaluation committee may use additional sources of information to complete an evaluation.

Proposals deemed to be responsive will be evaluated by the evaluation committee based on the evaluation criteria and the assigned point value. Offerors with the highest points earned will be selected as finalists. If offerors are requested to submit best and final responses, then they will have points recalculated based on the best and final response. The responsible offeror whose proposal is most

advantageous to the AOC when taking evaluation criteria into consideration will be recommended for contract award. It is important to note that any serious deficiency in any one factor may be grounds for rejection despite the overall score.

The AOC will send an email with the award letter to the successful offeror and will send regret notifications to unsuccessful offerors.

1. Notification of Finalists

The Procurement Manager will notify the finalist offerors on December 9, 2024. Only finalists will be invited to participate in the subsequent steps of the procurement.

2. Finalist Interviews

Finalist will be required to participate in an interview process to be held from December 2 through 6, 2024. Finalists will be requested to schedule an interview appointment at the same time that receive notice their selection as a finalist.

3. Finalize and Award Contract(s)

The contract(s) shall be finalized and awarded to the Offeror(s) whose proposal(s) is/are most advantageous on December 20, 2024. In the event that mutually agreeable terms cannot be reached within the timeframe specified, the AOC reserves the right to finalize a contract with the next most advantageous Offeror(s) without undertaking a new procurement process. The most advantageous proposal(s) may or may not have received the most points in the evaluation process. The award is subject to the appropriate State approvals. Award of the contract(s) will not vest any Offeror(s) with contract rights, and any contract(s) will not be binding until contract execution and approval. Award occurs at the time a contract mutually acceptable to the AOC, and the successful Offeror(s) has been finalized.

4. Protest Deadline

Any protest by an Offeror must be timely and in conformance with Section 13-1-172, NMSA 1978, and applicable procurement regulations. The fifteen (15) day protest period for responsive Offerors shall begin on the day following the contract award and will end at 5:00 pm MST on January 6, 2025. Protest must be written and must include the name and address of the protestor. It must also contain a statement of grounds for protest including appropriate supporting exhibits, and it must specify the ruling requested from the Procurement Manager. The protest must be emailed to the Protest Manager at the electronic address as listed under this section. Protests received after the deadline will not be accepted.

All protests shall be communicated to:

JoAnna Jimenez  
Administrative Office of the Courts  
Email: aocjmj@nmcourts.gov

**Criteria**

**EVALUATION POINT TABLE:** The following is a summary of evaluation factors with a point value assigned to each factor. These weighted factors will be used in the evaluation of individual Offeror proposals.

Factor	Score	Rationale for Score
1. Organizational experience	_____/20	
2. Mandatory Specifications <ul style="list-style-type: none"> <li>• Comprehensiveness of the Plan</li> <li>• Detail addressing the determination of most effective use of resources and how kiosks should best function</li> <li>• Detail for addressing information at both a national and local level</li> <li>• Address means for determining and presenting best practices</li> <li>• Address means for establishing implementation recommendations</li> </ul>	_____/40	
3. Oral Presentations	_____/20	
4. Cost	_____/20	
<b>TOTAL</b>	<b>100</b>	

APPENDIX A: ACKNOWLEDGEMENT OF RECEIPT FORM

**RFP NUMBER: ATJ-Kiosk-10.25.2024**

**RFP TITLE: New Mexico National and Statewide Kiosk Study**

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

The acknowledgement of receipt should be signed and emailed to the AOC Procurement Manager no later than 5:00 p.m. MDT on October 31, 2024. Only potential Offerors who elect to return this form, which has been completed with the indicated intention of submitting a proposal, will receive copies of all Offeror written questions and the AOC’s written responses to those questions, as well as any RFP amendments that may be issued.

**ORGANIZATION:** \_\_\_\_\_

**REPRESENTED BY:** \_\_\_\_\_

**TITLE:** \_\_\_\_\_

**PHONE NUMBER:** \_\_\_\_\_ **FAX NUMBER:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**CITY:** \_\_\_\_\_ **STATE:** \_\_\_\_\_ **ZIP:** \_\_\_\_\_

**E-MAIL:** \_\_\_\_\_

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

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

**Your firm does/does not (circle one) intend to respond to this Request for Proposal.**

Send Acknowledgement to:

Kerry Armour  
Administrative Office of the Courts  
Email: aockla@nmcourts.gov



**APPENDIX B: LETTER OF TRANSMITTAL**

**RFP NUMBER:** \_\_\_\_\_

**APPLICANT:** \_\_\_\_\_

**ADDRESS:** \_\_\_\_\_

**TELEPHONE:** \_\_\_\_\_

**FAX:** \_\_\_\_\_

**E-MAIL:** \_\_\_\_\_

**PROPOSAL DATE:** \_\_\_\_\_

**PROPOSAL DEADLINE:** \_\_\_\_\_

**FEDERAL TAX NUMBER:** \_\_\_\_\_

**NM GROSS RECEIPTS TAX NUMBER:** \_\_\_\_\_

**ACCEPTANCE:** \_\_\_\_\_

**ACKNOWLEDGEMENTS:** \_\_\_\_\_

**TOTAL COST AND CERTIFICATION \$** \_\_\_\_\_

The proposer understands that the AOC reserves the right to reject any or all proposals and to waive any irregularities in order to award the bid in the best interest of the State of New Mexico.

I hereby certify that I am authorized to act on behalf of the company making this proposal and that all statements made in this document are true and correct to the best of my knowledge.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## APPENDIX C: CAMPAIGN CONTRIBUTION FORM

### CAMPAIGN CONTRIBUTION DISCLOSURE FORM

THIS FORM MUST BE INCLUDED IN THE REQUEST FOR PROPOSALS AND MUST BE FILED BY ANY PROSPECTIVE CONTRACTOR WHETHER OR NOT THEY, THEIR FAMILY MEMBER, OR THEIR REPRESENTATIVE HAS MADE ANY CONTRIBUTIONS SUBJECT TO DISCLOSURE.

Pursuant to the Procurement Code NMSA 1978, Section 13-1-191.1 (2007), 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.

A prospective contractor subject to this section shall disclose all campaign contributions given by the prospective contractor or a family member or representative of the prospective contractor to an applicable public official of the state or a local public body during the two years prior to the date on which a proposal is submitted or, in the case of a sole source or small purchase contract, the two years prior to the date on which the contractor signs the contract, if the aggregate total of contributions given by the prospective contractor or a family member or representative of the prospective contractor to the public official exceeds two hundred fifty dollars (\$250.00) over the two-year period.

Furthermore, pursuant to NMSA 1978 Section 13-1-181 the state agency or local public body may cancel a solicitation or proposed award for a proposed contract or a contract that is executed may be terminated pursuant to NMSA 1978 Section 13-1-182 if:

- 1) a prospective contractor, a family member of the prospective contractor, or a representative of the prospective contractor gives a campaign contribution or other thing of value to an applicable public official or the applicable public official's employees during the pendency of the procurement process, or,
- 2) a prospective contractor fails to submit a fully completed disclosure statement pursuant to the law.

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 response to a proposal or who has the authority to negotiate a sole source or small purchase contract that may be awarded without submission of a competitive proposal.

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

“**Family member**” means spouse, father, mother, child, father-in-law, mother-in-law, daughter-in-law, or son-in-law of (a) a prospective contractor, if the prospective contractor is a natural person; or (b) an owner of a prospective contractor.

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

“**Prospective contractor**” means a person or business that 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 or business 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 BY PROSPECTIVE CONTRACTOR:**

**Contribution Made By:** \_\_\_\_\_

**Relation to Prospective Contractor:** \_\_\_\_\_

**Date Contribution(s) Made:**  
\_\_\_\_\_

**Amount(s) of Contribution(s):**  
\_\_\_\_\_

**Nature of Contribution(s):** \_\_\_\_\_

**Purpose of Contribution(s):** \_\_\_\_\_  
(Attach extra pages if necessary)

\_\_\_\_\_  
Signature Date Title (position)

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

\_\_\_\_\_  
Signature Date Title (position)

# APPENDIX D: SAMPLE CONTRACT

Contract No. \_\_\_\_\_

## STATE OF NEW MEXICO

**THIS AGREEMENT** is made and entered into this \_\_\_ day of \_\_\_\_\_, 2024, by and between the State of New Mexico, Administrative Office of the Courts, hereinafter referred to as the AOC, and \_\_\_\_\_, hereinafter referred to as the Contractor for XXX

Address of Contractor:

Phone Number of Contractor:

E-mail Address:

DFA Supplier #:

### IT IS AGREED AS FOLLOWS:

#### 1. SCOPE OF WORK

Contractor will perform the professional services and administrative tasks required to conduct a survey of legal kiosks, in New Mexico and the Nation at large, which will ultimately produce a report to the ATJC that includes:

- a) A summary of the methodology and efforts undertaken;
- b) A determination as to how kiosk usage in New Mexico could be optimized, including:
  - i. Current kiosks or resources within New Mexico;
  - ii. Sustainability of kiosks in urban, suburban, and rural locations;
  - ii. Current kiosk usage, feasibility, and standardization nationwide;
  - iii. Minimal technology and infrastructure for sustainability;
  - iv. Industry standards, security standards and other recognized best practices, including:
    - a) lessons learned
    - b) recommended definitions for standardization and utility across the thirty-three counties in New Mexico
    - c) Minimum technical requirements, including internet access, security, and functions
    - d) The feasibility of kiosks facilitating access to self-help centers, civil legal entities, or other community resources
  - v. The feasibility of incorporating New Mexico's current kiosks into a standardized process that provides comparable resources statewide and maintains security standards.

The assessment should include a recommendation of the necessary technology and a projection of of costs (short and long-term) to expand and standardize kiosk usage within New Mexico. The study, ultimately, should provide ATJC with a review and analysis of legal kiosk usage nationwide and within New Mexico, provide potential steps for optimizing the resource, and include a proposed plan for implementation.

#### 2. COMPENSATION

A. Compensation for the Contractor's service shall be paid exclusively from funds appropriated to the AOC. Payments pursuant to this Agreement shall provide compensation for all service performed

herein. The Contractor shall receive no other compensation from the State for services performed pursuant to this Agreement.

B. The Court shall pay to the Contractor \$XXX for services satisfactorily performed, inclusive of gross receipts taxes. Contractor is responsible for payment of all local, state, and federal taxes as due.

C. Invoices and shall be submitted to the Administrative Office of the Courts, via email, to a designated employee, on or after the 1st but no later than the 15th of every month, for services completed in the prior month. Invoices and logs submitted after than the 15th of every subsequent service month will result in decreased or loss of reimbursement, of the AOC. This deadline will be enforced to ensure fidelity with the federal grant data and evaluation requirements.

D. Each invoice must be dated and have an electronic signature or original signature. Invoices should also include an accurate but brief summary of services performed along with the number of court cases/clients served. Contractor agrees to provide accurate information as required in both the invoice and service log(s). The AOC will provide Contractor with a template of an invoice and service log upon full execution of this contract.

E. Upon acceptance that the services have been received and accepted, payment shall be tendered to the Contractor, within thirty (30) days of the date the invoice is received by the AOC. If the payment is made by mail, the payment shall be deemed tendered on the date it is postmarked. AOC shall not incur late charges, interest, or penalties for failure to make payment within the time specified herein. If the AOC finds that the services are not acceptable, it shall provide the Contractor a letter of exception explaining the defect or objection to the services, and outlining steps the Contractor may take to provide remedial action.

F. If the AOC finds that the services are not acceptable and/or are inaccurately reported, AOC staff shall provide the Contractor with a written explanation for the defect or objection and outline steps the Contractor may take in order to provide immediate remedial action. Pending the outcome of the correction(s) requested, payment to the Contractor may be delayed and/or reduced at the discretion of the AOC management.

G. At the sole discretion of, and with pre-authorization from the AOC, the Contractor may be reimbursed a maximum of \$\_\_\_\_, inclusive of gross receipts tax, for the purchase of needed goods or services.

H. Contractor agrees to abide by the compensation rules and authorizations set out by the AOC in the above agreement's Scope of Work. If seeking reimbursement for approved expenses, Contractor shall submit adequate and legible receipts and reimbursement paperwork on the 15th of every month with the next monthly invoice. Upon acceptance that sufficient reimbursement paperwork and receipts have been accurately submitted, payment shall be tendered to the Contractor within thirty (30) days of the date the paperwork is approved and accepted by AOC. AOC shall not incur late charges, interest, or penalties for failure to make payments within the time specified herein.

### **3. TERM**

This Agreement shall not become effective until approved by the Administrative Office of the Courts. The term of this agreement shall begin DATE and shall terminate DATE, unless sooner

terminated.

#### **4. TERMINATION**

A. This Agreement shall terminate at the end of the contract term. This Agreement may be sooner terminated without cause by either of the parties hereto upon written notice delivered to the other party at least 30 days prior to the intended date of termination. By such termination, neither party shall nullify obligations already incurred. If the effective date of the termination occurs prior to the end of the month, the Contractor shall be paid a pro-rated portion of the month specified in paragraph 2(B).

B. Default by either party is cause for termination, provided that written notice is given the other party at least 14 days before such termination shall occur. Default is construed to include any of the following events:

1. if the Contractor fails to provide the services set forth herein; or
2. if either party fails to comply with the terms of the Agreement.

#### **5. STATUS OF CONTRACTOR**

A. The Contractor and the Contractor's agents and employees are independent contractors performing professional services and are not employees of the State of New Mexico and shall not accrue leave, retirement, insurance, bonding, use of state vehicle, or receive benefits afforded to the employees of the State of New Mexico as a result of this Agreement. The Contractor acknowledges that all sums received hereunder are reportable by the Contractor for tax purposes, including without limitation, self-employment and business income tax. The Contractor agrees not to purport to bind the State of New Mexico to any obligations not assumed herein by the State of New Mexico, unless the Contractor has express authority to do so, and then only within the strict limits of that authority.

B. The Contractor shall avoid employment that would be in conflict with the Contractor's duties under this agreement or give the appearance of impropriety.

#### **6. ASSIGNMENT**

The Contractor shall not assign or transfer any interest in this Agreement or assign any claims for money due or to become due under this Agreement without prior written approval of the AOC.

#### **7. SUBCONTRACTING/DELEGATION**

The Contractor shall not subcontract any portion of the services to be performed under this Agreement without the written approval of the AOC.

#### **8. APPROPRIATIONS**

The terms of this Agreement are contingent upon sufficient appropriations and authorizations for expenditures being made by the Health and Human Services Department through the Administration for Children and Families and the Children's Bureau pursuant to the Strengthening Child Welfare Systems to Achieve Expected Child and Family Outcomes Grant and for the performance of this Agreement. If sufficient appropriations and authorizations are not made, this Agreement shall, notwithstanding the provisions of any other paragraph, terminate on the Contractor's receipt of written notice of termination from the AOC. The AOC's decision of whether sufficient appropriations and authorizations for expenditures have been made shall be accepted by the Contractor and shall be final. If the AOC proposes

an amendment to the Agreement to unilaterally reduce funding, the Contractor shall have the option to terminate the Agreement or to agree to the reduced funding, within thirty (30) days of receipt of the proposed amendment. The Contractor's obligations upon termination are defined in Paragraph 4 of this Agreement.

## **9. RELEASE**

The Contractor, upon final payment of the amount due under this Agreement, releases the AOC, its officers and employees, and the State of New Mexico from all liability, claims, and obligations arising from or under this Agreement.

## **10. CONFIDENTIALITY**

Any confidential information provided to or developed by the Contractor in the performance of this Agreement shall be kept confidential and shall not be made available to any individual or organization by the Contractor, without the prior written approval of the AOC. This provision shall extend indefinitely beyond the terms of this Agreement.

## **11. PRODUCT OF SERVICES: COPYRIGHT**

All material developed specifically by the Contractor under this Agreement shall become the property of the State of New Mexico and shall be delivered to the AOC not later than the termination date of this Agreement. No such material developed, in whole or in part, by the Contractor under this Agreement shall be subject of an application for copyright by or on behalf of the Contractor.

## **12. CONFLICT OF INTEREST; GOVERNMENTAL CONDUCT ACT**

The Contractor warrants that the Contractor presently has no interest and shall not acquire any interests, direct or indirect, that would conflict in any manner or degree with the performance of services required under this Agreement. The Contractor certifies that the requirements of the Governmental Conduct Act, Sections 10-16-1 through 10-16-18, NMSA 1978, regarding contracting with a public officer or state employee or former state employee have been followed.

## **13. PENALITIES FOR VIOLATION OF LAW**

The Contractor agrees to abide by all federal and state laws, rules and regulations, and executive orders of the Supreme Court and Governor of the State of New Mexico. Violation(s) of the law which may result in a felony conviction may be grounds for immediate termination of this Agreement at the discretion of the AOC.

## **14. MERGER**

This Agreement incorporates all the agreements, covenants, and understandings between the parties hereto concerning the subject matter hereof, and all such covenants, agreements, and understandings are merged into this written Agreement. No prior agreement of understanding, verbal or otherwise, of the parties or their agents shall be valid or enforceable unless embodied in the Agreement.

## **15. AMENDMENT**

This Agreement shall not be altered, changed, or amended except by instrument in writing executed by the parties to the Agreement and all other required signatories. If the AOC proposes an amendment

to the Agreement to unilaterally reduce funding due to budget or other considerations, the Contractor shall have the option to terminate the Agreement or to agree to the reduced funding, within thirty (30) days of receipt of the proposed amendment.

## **16. APPLICABLE LAW**

The laws of the State of New Mexico shall govern this Agreement, without giving effect to its choice of law provisions. Venue shall be proper only in a New Mexico court of competent jurisdiction in accordance with Section 38-3-1 (G) NMSA 1978. By execution of this Agreement, Contractor acknowledges and agrees to the jurisdiction of the courts of the State of New Mexico over any and all lawsuits arising under or out of any term of this Agreement.

## **17. WORKER'S COMPENSATION**

The Contractor agrees to comply with state laws and rules applicable to workers compensation benefits for its employees. If the Contractor fails to comply with the Workers Compensation Act and applicable rules when required to do so, this Agreement may be terminated by the AOC.

## **18. INDEMNIFICATION**

The Contractor shall defend, indemnify and hold harmless the AOC and the State of New Mexico from all actions, proceedings, claims, demands, costs, damages, attorneys' fees and all other liabilities and expenses of any kind from any source which may arise out of the performance of this Agreement, caused by the negligent act or failure to act of the Contractor, if acting within the scope of their profession and pursuant to this agreement. In the event that any action, suit or proceeding related to the services performed by the Contractor under this Agreement, is brought against the Contractor, the Contractor shall, no later than two (2) days after it receives notice thereof, notify the legal counsel of the AOC and the Risk Management Division of the New Mexico General Services Department by certified mail. As an independent contractor, Contractor is not covered by or entitled to representation by the Risk Management Division of the New Mexico General Services Department.

## **19. INVALID TERM OR CONDITION**

If any term or condition of this Agreement shall be held invalid or unenforceable, the remainder of this Agreement shall not be affected and shall be valid and enforceable.

## **20. ENFORCEMENT OF AGREEMENT**

A party's failure to require strict performance of any provision of this Agreement shall not waive or diminish that party's right thereafter to demand strict compliance with that or any other provision. No waiver by a party of any of its rights under this Agreement shall be effective unless express and in writing, and no effective waiver by a party of any of its rights shall be effective to waive any other rights.

## **21. NOTICES**

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

To the Court:                   Name  
  Administrative Office of the Courts



Email:  
Phone

To the Contractor: Name  
Address  
Email  
Phone

**22. AUTHORITY**

If Contractor is other than a natural person, the individual(s) signing this Agreement on behalf of Contractor represents and warrants that he or she has the power and authority to bind Contractor and that no further action, resolution, or approval from Contractor is necessary to enter into a binding contract.

**23. EFFECTIVE DATE**

This Agreement is not effective until signed by all parties and is effective on the date specified in Paragraph 3 of this Agreement.

Signed by the parties on the dates indicated:

**Administrative Office of the Courts**

BY: \_\_\_\_\_  
Karl Reifsteck, Director

Date: \_\_\_\_\_

\_\_\_\_\_  
Celina Jones, General Counsel

Date: \_\_\_\_\_

**Contractor**

BY: \_\_\_\_\_

Date: \_\_\_\_\_

*The following are neither parties nor privies to this agreement:*

The Records of the Taxation and Revenue Department reflect that the CONTRACTOR is registered for payment of the New Mexico gross receipts tax. Taxation and Revenue is only verifying registration and will not confirm or deny any taxability statements contained in this contract.

Yes \_\_\_\_\_ **CRS # XX-XXXXXX-XX-X**

No \_\_\_\_\_

BY: \_\_\_\_\_  
Taxation and Revenue Department                      Date \_\_\_\_\_

**EXHIBIT A: INVOICE TEMPLATE**

Contact Number:

Invoice Number:

Dates of Service:

Phase # \_\_\_\_\_ \$ \_\_\_\_\_

I certify that the information provided on this report/invoice is true and correct and that payment for services has not been received.

Contractor Signature:

Date:

Printed Name:

AOC APPROVAL \_\_\_\_\_

AOC respectfully requests that the designated Fiscal Agent, the Bar Foundation, pay the above amount to Tulip Tree Evaluation for work performed pursuant to the contract for a Portal Feasibility Survey. Payment should utilize the funds granted to the Access to Justice Commission by the Access to Justice Grant Fund Commission. \_\_\_\_\_