



REQUEST FOR INFORMATION
RFI # 20-924-00-00006

Grants Management for Education
Technology Software Products and Related Services

Issue Date: February 7, 2020



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1.0 Purpose of this Request for Information (RFI)

The purpose of this RFI is to gather information to help the New Mexico Public Education Department (“PED”) determine whether to buy a configurable COTS grants management solution or build a custom grants management solution. PED is seeking information from interested vendors (“Respondents”) who can provide a software solution for managing grants across a large and complex organization. This solution can be provided via cloud-computing or Software as a Service (SaaS) or hosted in PED’s data center. PED may follow-up the receipt of written responses to solicit additional information. Please feel free to share this RFI with anyone you believe may be interested.

THIS IS A REQUEST FOR INFORMATION (RFI) ONLY. This RFI is issued solely for information and planning purposes – it does not constitute a Request for Proposal (RFP) or a promise to issue an RFP in the future. This request for information does not commit the State of New Mexico to contract for any supply or service whatsoever. Further, PED is not at this time seeking proposals and will not accept unsolicited proposals. Those parties responding are advised that the State of New Mexico will not pay for any information or administrative costs incurred in response to this RFI; all costs associated with responding to this RFI will be solely at the Respondent’s expense. Not responding to this RFI does not preclude participation in any future RFP, if any is issued.

2.0 Background

2.1 Agency Vision & Mission

Through a model of excellence and relevance, PED will engage New Mexico communities to partner with schools so that students are academically prepared for college and career, secure in their identity, and healthy.

Core Values:

- Student Centered - Focus on providing a holistic, quality education for ALL students in New Mexico, one that provides them with the skills and the vision for their chosen future.
- Community Responsive - We recognize that communities in New Mexico have different assets and different needs.
- Collaborative - Partnerships within the PED, with other agencies, with educators, with parents, with students, and with community members.
- Racial Equity, Healing, and Transformation - Engaging in a process of truth, racial healing, and transformation through intentional learning and sharing of lived experiences and current context of race, identity and justice.
- Innovation - To create a space for educators to design, develop, and create new ways of thinking about education, and to provide support and resources for new policies that promote innovative learning models grounded or rooted in strengths of New Mexico that meet the needs of all students.
- Reflection and Continuous Improvement - Learning is a reflective process involving deliberate looking inward, self-awareness, and contemplation of deeper meanings. We

support this reflective practice to encourage thoughtfulness, personal growth, profound learning and meaningful change.

Please see the PED website for more information at <http://ped.state.nm.us/>.

2.2 Agency Description

PED operations are primarily located in Santa Fe, New Mexico, at 300 Don Gaspar Avenue. Ancillary operation for the United States Department of Education- (USDOE) funded programs reside at the PED office at 120 Federal Place in Santa Fe, New Mexico. PED employs 288 individuals and is responsible for an annual operation budget that is approximately \$44.1 million. New Mexico has 89 public school districts and 95 public charter schools comprising 862 schools servicing approximately 240,000 students.

2.3. Agency Needs Analysis

On July 20, 2018, Judge Sarah Singleton issued a decision and order in the *Martinez and Yazzie* consolidated lawsuit. The court ruled that all New Mexico students have a right to be college and career ready and that the state was failing to meet this obligation. The State of New Mexico was ordered to include a system of accountability to measure whether education programs and services actually provide students with the opportunity for a sound basic education, and to ensure that local school districts in the state are spending funding in a way that efficiently and effectively meets the needs of at-risk students.

Today, PED, Local Educational Agencies (LEAs) in the state, and Tribal partners manage federal and state grants providing funds to schools, through a mix of manual and automated processes. PED is looking for a solution that will give PED and LEAs the ability to manage these grants centrally, through a single portal. This solution will also be integrated with PED's internal systems, integrating with financial plans and actuals, with a K-12 longitudinal data base, with New Mexico Higher Education systems, and with New Mexico Work Force systems to measure counts and outcomes, ultimately providing end-to-end transparency over these grants.

In support of grant management, the primary data are:

- The narrative and plans documenting the direct purpose and intent of programs;
- Financial requirements in support of plans;
- The budgetary allocation to LEAs;
- Actual spending from district financial information systems; and
- Student outcomes, test scores, graduation rates, promotions, behavior infractions, and transitioning to higher education, or entry into the workforce.

PED uses a considerable number of grant management systems. Districts and administrators have no single view of grant processes. One of the primary functions of a PED bureau analyst is program evaluation to ensure the goals of programs are specified, and then to evaluate to what extent those objectives were achieved. This is often the case for school district, legislative,

school and Tribal analysts as well. There is no central process or facility or system for entering, managing, or providing access to this data for the analyst, and there are no central reporting capabilities across all grants. Currently, data resides across multiple manual and automated systems and platforms.

- Financials – Operating Budget Management System (OBMS). OBMS manages the data warehouse and process for PED state budgeting. Both budgets and actuals are in one system. Updates are made monthly.
- Program/Grant Management. Some grant management processes still reside on .PDF or Word documents stored in Web-Epps or other document management systems, while others have migrated to .NET and SharePoint architectures. Grants and programs and initiatives like Title I, Title II, Title III, Instructional Materials, Bilingual, Indian Education, Perkins CTE (state and federal), and more are used by PED programs to develop plans for the spending of grant dollars.
- Student Longitudinal Data Store (LDS). The Student Teacher Accountability Reporting system, or STARS, maintains schools, course, and student data, including demographics, and some outcome data (e.g. infractions, graduation). Updates are manually imported 4 times per year.
- Other. Assessment, Higher Education and Workforce Development data are needed to evaluate some outcomes.

PED seeks a configurable software solution to help our grantmakers manage grants, their workflows, and improve communications with applicants and grantees for the duration of the grant life cycle, and to improve transparency of grants and overall simplification of federal reporting.

2.4 Technical Environment Overview

PED is a “Microsoft shop”. Our primary application framework(s) are Microsoft (MS) .NET and Sharepoint. There are multiple database types, including but not limited to, MS Access, MS SQL and Sharepoint tables; and multiple development architectures, including but not limited to, Sharepoint. .NET, MS SQL MS Server Integration Services (SSIS), MS Access, MS SQL Server Reporting Services (SSRS) and Wordpress. The New Mexico Department of Information Technology (DoIT) provides key information infrastructure including Active Directory, Exchange Server, Networking, and Internet Security. Although PED is a “Microsoft shop” this should not deter solutions based on other platforms or cloud that can integrate with Active Directory using LDAP or equivalent.

2.5 Project Goals

PED is looking for a solution that will give PED and LEAs the ability to manage grants centrally through a single portal. This solution will also be integrated with PED internal systems, integrating with financial plans and actuals, with K-12 longitudinal data base, New Mexico Higher Education systems, and New Mexico Work Force systems to measure counts and outcomes, ultimately providing end-to-end transparency over these grants.

This project will:

- 1) Implement a more consistent approach to grant management in support of objectives-oriented program evaluations;
- 2) Build a consolidated grant management portal for PED access for the collection and management of grants; and
- 3) Build out a consolidated data mart integrating data from our Financial OBMS system, our Student Longitudinal Data Store (LDS), as well as other systems to evaluate actual student outcomes, such as Assessments, Higher Education, and Workforce Development, into one cohesive view of a program's plans, cost and actual results.

Our project schedule includes the following milestones and proposed timeline:

MILESTONE	DATE
Issue RFI	02/07/2020
Respondents questions due to PED RFI Manager	02/21/2020
RFI Responses due to PED RFI Manager	02/28/2020
Decide Buy or Build approach	04/15/2020
Buy or Build	07/01/2020
Staged deployment, by Grant	12/31/2020

2.6 RFI Manager

The agency has designated an RFI Manager who is responsible for the conduct of this RFI and whose name, address, and telephone number are listed below:

Name: Laura Eaton
Title: RFI Manager
Address: 300 Don Gaspar
Santa Fe, NM 87505
Telephone: 505-827-3904
E-mail: laura.eaton2@state.nm.us

Any inquiries or requests regarding this RFI should be submitted to the RFI Manager in writing. Respondents may contact **ONLY** the RFI Manager regarding the RFI. Other state employees do not have the authority to respond on behalf of PED.

2.7 Definition of Terminology

This section contains definitions that are used throughout this RFI, including appropriate abbreviations.

1. **“Agency”** means the New Mexico Public Education Department.
2. **“API”** or **“Application Programming Interface”** means a software component in terms of its operations, their inputs and outputs, and underlying types. Its main purpose is to define a set of functionalities that are independent of their respective implementation, allowing both definition and implementation to vary without compromising each other.
3. **“Commercial Off-The-Shelf”** or **“COTS”** means pre-built software usually from a 3rd party vendor.
4. **“Deliverable”** means any measurable, tangible, verifiable outcome, result, or item that shall be produced to complete a project or part of a project and to receive payment. A Deliverable may be composed of one or more interrelated project Work Products.
5. **“Department of Information Technology”** or **“DoIT”** means the New Mexico Department of Information Technology which has Project oversight authority and is responsible for operating all communications related items and the State’s Data Center located at 715 Alta Vista in Santa Fe. DoIT has the responsibility to review all solicitations involving any form of information technology for technical sufficiency.
6. **“Documentation”** refers to training materials, manuals, handbooks, maintenance libraries, and other publications supplied with software or supplied in connection with services.
7. **“Invitation to Bid”** or **“ITB”** means all documents, including those attached or incorporated by reference, used for soliciting closed-bid proposals. The Agency may publish one or more related ITBs subsequent to the completion of this RFI process.
8. **“LEA”** means Local Educational Agencies.
9. **“Mountain Time”** means the local time in the Mountain Time Zone whether it be standard or daylight savings time.
10. **“NMAC”** means New Mexico Administrative Code.
11. **“PED”** means the New Mexico Public Education Department.
12. **“Prime Contractor”** means a Contractor who has full responsibility for coordinating and controlling of all aspects of the project, including support to be provided by any Subcontractor(s).
13. **“Procurement Library”** means a repository of documents and/or links to documents that contain information the Agency believes may be helpful for the Respondent in the preparation of information requested.
14. **“Request for Information”** or **“RFI”** means all documents, including those attached or incorporated by reference, used for requesting information or recommendations through a structured, non-binding process from a specific target audience or the general public.
15. **“RFI Manager”** means the person or designee authorized by the Agency to manage or administer a Request for Information (RFI) process.
16. **“Request for Proposals”** or **“RFP”** means all documents, including those attached or incorporated by reference, used for soliciting proposals. The Agency may publish one or more related RFPs subsequent to the completion of this RFI process.

17. **“Systems Development Life Cycle”** or **“SDLC”** means the process of creating or altering information systems, and the models and methodologies that people use to develop these systems.
18. **“State”** or **“the State”** means the State of New Mexico, and any department, commission, council, board, committee, institution, legislative body, agency, government corporation, educational institution or official of the executive, legislative or judicial branch of the government of this state.
19. **“SPD”** or **“GSD-SPD”** means the State Purchasing Division (SPD) of the New Mexico General Services Department (GSD).
20. **“State Purchasing Agent”** or **“SPA”** means the Purchasing Agent for the State of New Mexico or a designated representative.
21. **“Subcontractor”** means a person who performs work under an agreement with the Prime Contractor.
22. **“Workflow”** means a defined process that uses automated task generation to route information to the appropriate personnel so that each step within the process is addressed, routed and tracked correctly.
23. **“Work Products”** means the documented results of the Scope of Work activities. One or more work products collectively form a deliverable.

2.8 Procurement Library

The procurement library includes the PED website and also reference links below.

Respondents are encouraged to review the material contained in the procurement library by selecting the link provided in the electronic version of this document through your own internet connection. The library contains information listed below:

Description	Website link
Procurement Regulations, 1.4.1 NMAC:	https://www.generalservices.state.nm.us/uploads/files/SPD/User%20Guides/1%204%201%20NMAC.pdf
Information Technology Requirements for the State of New Mexico:	http://www.doit.state.nm.us/

3.0 Requested Information

PED intends to use the information provided by Respondents to decide whether to buy a configurable COTS grants management solution or build a custom grants management solution. Interested vendors are asked to submit estimated costs for software, licensing/subscription services, hardware and integration services and maintenance.

3.1 Out of the Box, A Configuration solution, or A Custom solution, or Not Included.

Respondents shall describe the capabilities in the proposed grants management solution for each of the functional areas listed.

3.2 Hardware and Software. Respondents shall provide the software and hardware requirements and specifications required for the grants management solution; and describe the basis for all licenses/subscription services (concurrent user, seat, server, SAN) and licensing/subscription services fees, including upgrades.

3.3 Mandatory and Desirable Requirements. Respondents shall respond in the form of a thorough narrative to each mandatory requirement and to each desirable item that the Respondent proposes to provide.

3.4 Estimate Cost - Response Form. Respondents are requested to complete Cost Response Form in Section 5.

4.0 Specifications

4.1 Out of the Box, A Configuration solution, or A Custom solution, or Not Included

We are interested in the breadth of the capabilities you are proposing to PED. We are requesting that the Respondents respond in the form of a thorough narrative to each of the requirements below if they are a Configuration or a Custom part of the solution.

Indicate in the “How Satisfied” column one of the following

- Out of the Box (O) indicate with an O if functionality is already part of your product.
- A Configuration (C) indicate with a C if this requirement can be configured in your application, to satisfy the requirement.
- A Custom (X) indicate with an X if this would be a customization to your product but is still capable of satisfying the requirement.
- Not Included (N) indicate with an N if this requirement cannot be satisfied.

Note: For Configurations and Customizations, please provide a narrative as to how this will satisfy the requirement by thoroughly describing the capabilities of the grants management system solution you are proposing.

4.1	GRANTS MANAGEMENT SOLUTION	How Satisfied?
a	Centralized portal access for districts, LEAs and Tribal partners.	
b	Single sign-on capability with multi-factor authentication.	
c	Password timeout, and Password reset capabilities	
d	Self-registration and user accessible Account Management.	
e	Grantee portal provides a one-stop shop for grantees to manage all interactions.	
f	Intuitive user interface that allows everyone in the organization to interact easily with all the data they need.	
g	Dashboards providing single view of all grants for districts and single view of all grants across districts.	

4.1	GRANTS MANAGEMENT SOLUTION	How Satisfied?
h	Users can submit, amend, approve, fund, track and facilitate communication between grant management administrators and district agencies.	
i	Documents can be generated at will or triggered to appear at a certain workflow step. Letters for internal or external documentation can be written to fill a variety of needs custom to PED.	
j	Reviewers have easy access to the review process and be able to see what action needs to be taken at a glance.	
k	Universal search enables users to search records across the database, retrieve content, and preview documents.	
l	Budgeting tools to track funds from the allocation of resources to the actual payment of the funds. Everything displayed in real time, you can see what's in the pipeline and what's available to spend.	
m	Integration with PED Financial OBMS system to display the tracking of budget to actuals expenditures..	
n	Real-time updating, as new data streams in, solution sends real-time notifications, e.g. alerts prompting actions across multiple teams.	
o	Business activity monitoring and event-based notifications.	
p	Automated workflows capability/ functionality through the entire grants lifecycle, from initial request through grant approval and reporting; and is customizable by user.	
q	End user customizable business rule engine/capabilities (roles, responsibilities, policies, procedures, approvals, deadlines, and integrations.)	
r	Reporting features that simplify the creation of complex data analysis with effective visualizations, live reports, and ad hoc queries. Users can generate visual charts, graphs, maps, and “mash-up” data with external feeds.	
s	Reporting features for the creation of complex data analysis with effective visualizations, live reports, and ad hoc queries. Users can generate visual charts, graphs, maps, and “mash-up” data with external feeds.	
t	Scheduling reports and/or processes to run on demand, at regular intervals, or under certain conditions.	
u	Data extraction capabilities to other formats, e.g. Excel, Access, etc.	
v	Connects and pulls data from 3 rd party applications. i.e. New Mexico Higher Education and New Mexico Workforce Systems	
w	Full monitoring and audit trail for reporting and follow any other security recommendations as issued by New Mexico DoIT. http://www.doit.state.nm.us/standards.html and/or other Federal Compliance.	

4.1	GRANTS MANAGEMENT SOLUTION	How Satisfied?
x	Ability to see changes made to the profile, request, or grant since its inception, ensuring never lose the revision history.	
y	Automatic logging of all errors and anomalies.	
z	Recovers gracefully from errors and network outages with Engine failover and automatic reconnections.	

4.2 Hardware and Software

4.2.1	HARDWARE
A	Detail the hardware requirements and specification required for the grants management solution. Details must include all manufacturer information, model numbers and any other information necessary for the Agency to independently price any such software as may be available to the Agency from alternative sources.

4.2.2	SOFTWARE
a	Detail the specific software, including all necessary licenses that are proposed for the Agency's grants management solution. Details must include all manufacturer information, version numbers and any other information necessary for the Agency describe to independently price any such software as may be available to the Agency from alternative sources.
b	Describe the basis for all licenses/subscription services (concurrent user, seat, server, SAN) and licensing/subscription services fees, including upgrades.

4.3 Mandatory and Desirable Requirements

Unless otherwise specified, Respondents are requested to respond in the form of a thorough narrative to each mandatory requirement and to each desirable item that the Respondent proposes to provide.

Mandatory and Desirable Requirements

Below and for all requirements on the following pages, each Mandatory requirement is identified by a check mark in the "M" column. Each Desirable requirement is indicated by a check mark in the "D" column.

Mandatory (M) functionality is defined as solutions that must be provided to meet the minimum requirements.

Desirable (D) requirement are nice to have, but are not necessary to meet minimum requirements.

4.3.1 Respondent's Qualifications

Please describe your team's corporate industry experience and grants management solution experience.

4.3.1.1	CORPORATE INDUSTRY EXPERIENCE	M	D
Respondent and/or proposed subcontractors must submit a statement of relevant corporate experience within the last five years for the grants management solution. This statement must include:			
A	Gartner Leader Grants Management Solution Magic Quadrant		D
B	Project Manager - PMI Certified		D
C	CMMI Level 3 or higher assessed		D
D	Headquarters or branch office located in the state of New Mexico		D
E	New Mexico, pre-qualified, state contract holder - software developer with published services rates		D
f	Vendor agrees to provide an on-site product demonstration (if required).	M	

4.3.1.2	RESPONDENT/SUBCONTRACTOR EXPERIENCE	M	D
The narrative in response to this factor must thoroughly describe the Respondent's and/or subcontractors' experience with the design, configuration, implementation and maintenance of the grants management solution similar to that sought by this RFI. This statement must include:			
a	Describe your company leadership, experience, longevity, and financial stability.	M	
b	Provide demonstration of customer success and high retention rates.	M	
c	Describe your industry best practices and application expertise.	M	
d	Provide details regarding product innovation and market leadership.		D
e	Describe availability of global 24 hour x 7 day support and wide geographic presence.		D

4.3.2 Project Management and Scheduling

4.3.2	PROJECT MANAGEMENT AND SCHEDULING	M	D
a	Thoroughly describe your approach to project management, including planning, staffing, performance monitoring and oversight, project coordination, quality assurance and reporting and along with proposed costs.	M	

4.3.2	PROJECT MANAGEMENT AND SCHEDULING	M	D
b	Provide costs to develop a comprehensive Project Plan for the project, and maintain the project plan through the active implementation phases of the project. The Project Plan must include a description of the Respondents' project organization structure, key personnel assignments, and roles and responsibilities; a description of the tasks that will be performed to accomplish the implementation, delivery and acceptance of the system, including a detailed work plan with task schedules and milestones <u>updated on a weekly basis</u> ; and a detailed description and delivery schedule for deliverable reports, plans and technical documentation items that will be prepared and delivered in association with system implementation.	M	
c	Provide costs for developing a preliminary Project Schedule.	M	

4.3.3 Training

4.3.3	TRAINING	M	D
a	Thoroughly describe your approach to training.	M	
b	Detail costs associated with providing comprehensive training in the operations and maintenance of the grants management solution. Training shall be provided in conjunction with the initial installation of the solution, and update training shall be provided as required in association with any system upgrades and modifications.	M	

4.4 Estimated Cost - Response Form

4.4	ESTIMATED COST - RESPONSE FORM	
Please complete the Cost Response Form below. New Mexico requires that IT Professional Service agreements be priced using deliverables with fixed, maximum prices and clear due dates.		
a	SOFTWARE LICENSES	Fixed Fee (\$)
	What is the TOTAL, all-inclusive license cost of the proposed solution (with any software tools needed to build the proposed system) to serve 100 concurrent users? Please list by product name and functionality.	\$ _____
b	PROFESSIONAL SERVICES	
	What is the TOTAL, all-inclusive software installation and implementation cost for the proposed solution?	\$ _____
c	TRAINING	
	What is the TOTAL, all-inclusive end-user training cost for the proposed solution (with any software tools needed) based on an estimate of five sessions and 30 end users per session?	\$ _____
d	ON-GOING SUPPORT	

4.4	ESTIMATED COST - RESPONSE FORM	
	What is the annual cost for software maintenance, including all version upgrades, for the software being proposed?	\$ _____
e	TOTAL COSTS	
	Cost - Year 1 (add line items 1 + 2 + 3 + 4)	\$ _____
	Cost - Year 2 and 3 (include costs for both 2nd and 3rd year)	\$ _____
	Cost - Year 4 and Beyond Annual Cost (list only annual cost)	\$ _____

5.0 Responses

5.1 Interested parties are requested to respond to this RFI with a white paper.

5.2 White papers in Microsoft Word for Office 2000 compatible format are due no later than February 28, 2020 by 3:00 PM Mountain Standard Time. Responses shall be limited to 50 pages for Section 2 of Respondent's white paper and submitted via e-mail only to laura.eaton2@state.nm.us. Proprietary information, if any, should be minimized and **MUST BE CLEARLY MARKED**. To aid PED, please segregate proprietary information. Please be advised that all submissions become State of New Mexico property and will not be returned.

5.3 Section 1 of Respondent's white paper shall provide administrative information, and shall include the following as a minimum:

5.3.1 Name, mailing address, overnight delivery address (if different from mailing address), phone number, fax number, and e-mail of designated point of contact.

5.3.2 Recommended contracting strategy. Is your company serving as a system integrator, reselling grants management solution components and providing integration services for the grants management solution products owned by another company? Will your company outsource some or all components of installation services? Please describe the solutions and services that you will provide using subcontractor agreements.

5.3.3 Business type (large business, small business, small disadvantaged business, 8(a)certified small disadvantaged business, woman-owned small business, very small business, veteran-owned small business, service-disabled veteran-owned small business) based upon North American Industry Classification System (NAICS) code 541512, Computer Systems Design Services.

5.4 The number of pages in Section 1 of Respondent's white paper shall not be included in the 50-page limitation, i.e., the 50-page limitation applies only to Section 2 of Respondent's white paper.

5.5 Section 2 of Respondent's white paper shall answer the items listed under 3.0 Requested Information and 4.0 Specifications in this RFI and shall be limited to 50 pages.

6.0 Questions

Questions regarding this announcement shall be submitted in writing by e-mail to the RFI Manager, at laura.eaton2@state.nm.us. Verbal questions will NOT be accepted. Questions will be answered by posting answers to the PED website; accordingly, questions shall NOT contain proprietary or classified information. The PED does not guarantee that questions received after 3pm Mountain Time February 21, 2020 will be answered.

7.0 Summary

THIS IS A REQUEST FOR INFORMATION (RFI) ONLY to identify sources that can provide grants management systems to modernize business practices. The information provided in the RFI is subject to change and is not binding on the State of New Mexico. PED has not made a commitment to procure any of the items discussed, and release of this RFI should not be construed as such a commitment or as authorization to incur cost for which reimbursement would be required or sought. All submissions become State of New Mexico property and will not be returned. Ownership of all data, material, and documentation originated and submitted to the State of New Mexico, pursuant to the RFI, shall belong exclusively to the State of New Mexico and shall be subject to public inspection in accordance with the New Mexico Inspection of Public Records Act (Chapter 14, Article 2, NMSA 1978).