



STATE OF NEW MEXICO
MAGGIE TOULOUSE OLIVER
SECRETARY OF STATE

September 2, 2025

State Budget Director
NM Department of Finance & Administration
190 Bataan Memorial Building
407 Galisteo Street
Santa Fe, NM 87501

Greetings:

The Office of the Secretary of State (“Office”) is pleased to submit our budget and strategic plan for fiscal year 2027. This plan reflects both our ongoing statutory responsibilities and our forward-looking initiatives to strengthen election administration, safeguard sensitive data, and support New Mexico’s business community.

Over the past year, the Office has continued to meet and exceed statutory and regulatory performance targets. New Mexico’s election administration remains a national leader, as demonstrated by the 2024 General Election, where innovative programs and robust security protocols ensured accessible, accurate, and transparent elections for all New Mexicans. The administration of the 2024 General Election demonstrated the effectiveness of innovations such as BallotScout ballot tracking and our expanded voter outreach program, which contributed to record civic participation and increased voter confidence. In late 2024, the Office also launched a new, fully online Business Filing System and results have shown significant improvements in processing times, fraud prevention, and customer satisfaction, with extensive training provided to both staff and stakeholders.

The Office’s budget proposal for FY27 reflects both ongoing commitments and emerging challenges. For fiscal year 2027, the Office is requesting a \$14.6M general fund appropriation. While our FY26 success in securing stable election funding through the Election Fund continues to provide long-term budget predictability, the economic reality is that our Office can no longer rely on federal Help America Vote Act (HAVA) funding under the current federal administration or election security services previously provided by federal agencies at no cost to our agency. In FY26 we significantly reduced our operations budget by 17 percent because statewide elections are now funded through the Election Fund. However, critical annual election operations fees were not accounted for in that reduction and therefore the Office had to continue to pay these expenses through the Election Fund. Our FY27 request seeks to properly move such annual election expenses to the agency operation budget and appropriately utilize the Election Fund for



STATE OF NEW MEXICO
MAGGIE TOULOUSE OLIVER
SECRETARY OF STATE

only direct election expenses. This will satisfy the goal of appropriately tracking the true cost of each statewide election. Also, in FY26, we received only a fraction of our usual HAVA allocation, and we anticipate even deeper reductions in the years ahead. Because critical cybersecurity and IT projects have historically relied on this funding, our FY27 budget request emphasizes the need to identify innovative state-based funding strategies to ensure the continued protection of election systems and sensitive voter information.

For FY27, the Office's elections program goals build on the strong foundation established in prior years while addressing emerging needs in election administration and security. We will continue enhancing core systems such as voter registration and campaign finance while expanding efficiencies for county clerks through the statewide election management system. Building on the successes of the 2024 General Election – including the launch of the permanent absentee ballot list, statewide deployment of BallotScout ballot tracking, and expanded voter education initiatives – we remain focused on protecting New Mexico's elections from evolving cyber threats through sustained investment in our Information Technology Division and Election Security Program. We also look forward to implementing and improving recent legislatively approved initiatives, such as automated voter registration and semi-open primaries. Outreach and civic education also remain central priorities, with particular emphasis on engaging young people and underserved communities. To strengthen this work, the Office again requests the establishment of a permanent Elections Outreach Coordinator, currently funded by federal funds, recognizing that stable, ongoing investment in outreach is essential to fostering long-term civic engagement and voter confidence.

Building on the successful implementation of our new Business Filing System, our Business Services division will continue to provide training and outreach to internal staff and external stakeholders to maximize the benefits of the new system. Looking ahead, our FY27 Business Services goals include maintaining and enhancing this platform, strengthening protections against fraudulent business filings, and updating rulemaking procedures to keep pace with the needs of businesses and constituents. A cross-trained Business Services staff ensures efficient and accurate support, and our ongoing commitment is to ensure the system continues to evolve alongside the demands of the business community.

The Office of the Secretary of State remains committed to serving the people of New Mexico with transparency, accountability, and innovation. Our FY27 budget request reflects both the successes of the past year and the strategic investments required to meet the challenges ahead.

Thank you for the opportunity to present this request. If you have any questions, please do not hesitate to contact me or our Chief Financial Officer, Johanna Kehoe, at (505) 827-3615.



STATE OF NEW MEXICO

MAGGIE TOULOUSE OLIVER

SECRETARY OF STATE

Best Regards,

Maggie Toulouse Oliver

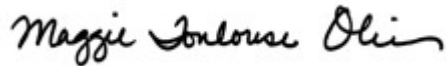
Maggie Toulouse Oliver
New Mexico Secretary of State

**APPROPRIATION REQUEST
CERTIFICATION
FORM S-1**

Agency Name: Secretary of State

Business Unit: 37000

I hereby certify that the accompanying summary and detailed statements are true and correct to the best of my knowledge and belief and that the arithmetic accuracy of all numeric information has been verified.



Maggie Toulouse-Oliver, Secretary of State



Johanna Kehoe, Chief Financial Officer

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505.487.6080

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Note: Appropriation Requests for agencies headed by a board or commission must be approved by the board or commission by official action and signed by the chairperson. Operating Budgets of other agencies must be signed by the director or secretary. Appropriation Requests not properly signed will be returned.

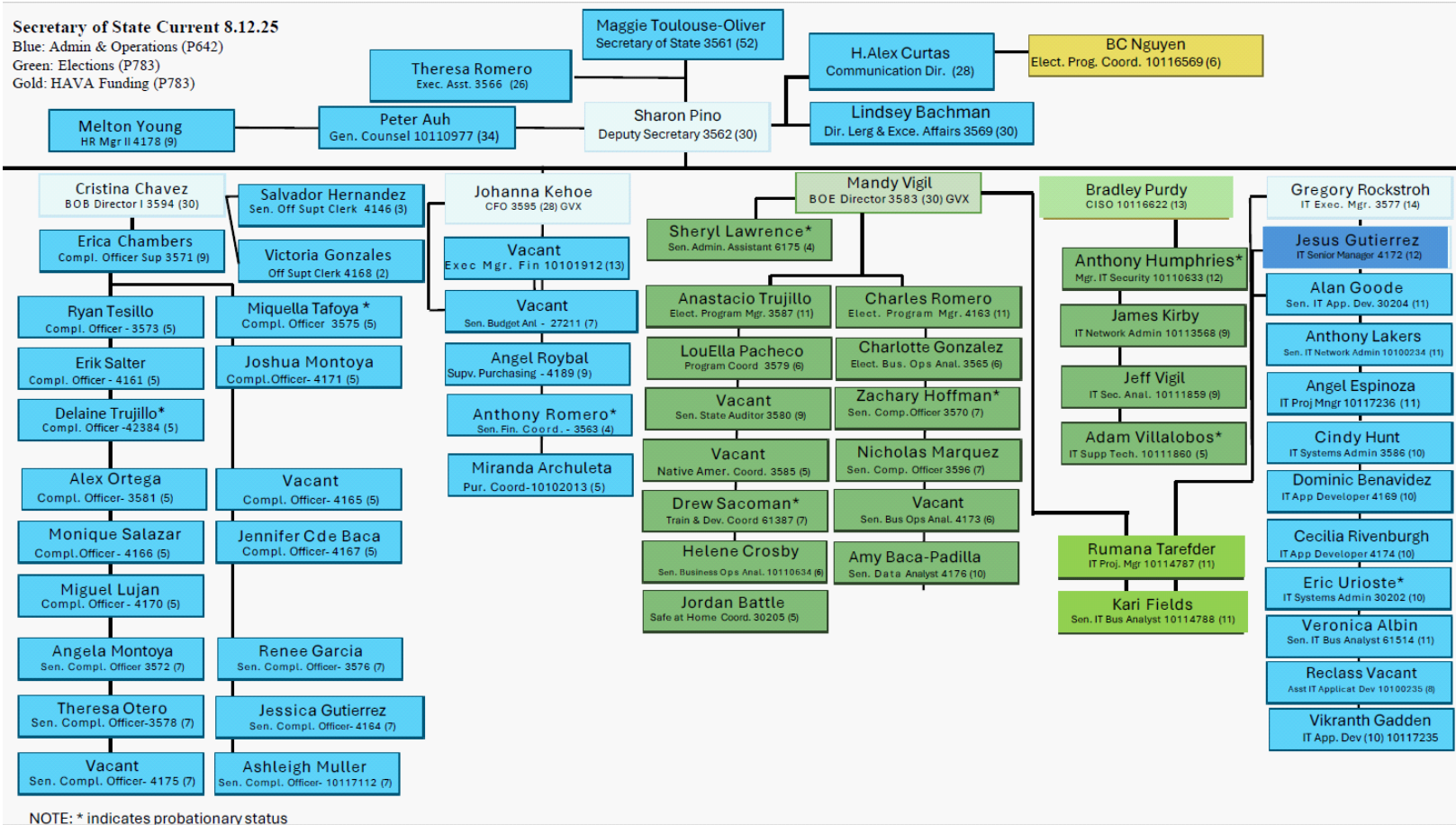
Agency Name: Secretary of State

Program Name: _____

Business Unit: 37000

Program Code: _____

APPROPRIATION REQUEST ORGANIZATION CHART FORM S-2



Check Box if this form is a revision

Revision no: _____

Revision Date: 6/30/2011

Page _____

S-8 Financial Summary

(Dollars in Thousands)

BU **PCode** **Department**
 37000 0000 0000000000

	2024-25 Opbud	2024-25 Actuals	2025-26 Opbud	2026-27 PCF Proj	Base	----- FY 2027 Agency Request -----		Total
						Expansion		
REVENUE								
111 General Fund Transfers	17,172.2	31,977.5	9,575.7	0.0	14,391.6	0.0		14,391.6
112 Other Transfers	0.0	194.7	0.0	0.0	0.0	0.0		0.0
120 Federal Revenues	856.3	0.0	1,369.3	0.0	780.0	0.0		780.0
130 Other Revenues	80.0	1,950.1	90.7	0.0	90.0	0.0		90.0
150 Fund Balance	0.0	0.0	0.0	0.0	0.0	0.0		0.0
REVENUE, TRANSFERS	18,108.5	34,122.3	11,035.7	0	15,261.6	0.0		15,261.6
REVENUE	18,108.5	34,122.3	11,035.7	0	15,261.6	0.0		15,261.6
EXPENSE								
200 Personal services and employee benefits	6,430.2	6,395.2	7,141.8	8,538.8	8,563.3	120.0		8,683.3
300 Contractual services	874.5	2,917.7	2,046.7	0.0	2,922.8	172.5		3,095.3
400 Other	10,803.8	17,354.1	1,847.2	0.0	3,775.5	345.2		4,120.7
EXPENDITURES	18,108.5	26,667.0	11,035.7	8,538.8	15,261.6	637.7		15,899.3
EXPENSE	18,108.5	26,667.0	11,035.7	8,538.8	15,261.6	637.7		15,899.3
FTE POSITIONS								
810 Permanent	65.00	0.00	65.00	72.00	68.00	0.00		68.00
830 Temporary	4.00	0.00	4.00	0.00	0.00	0.00		0.00
FTEs	69.00	0.00	69.00	72.00	68.00	0.00		68.00
FTE POSITIONS	69.00	0.00	69.00	72.00	68.00	0.00		68.00

BU PCode Department
37000 0000 0000000000

S-9 Account Code Revenue/Expenditure Summary
(Dollars in Thousands)

		2024-25	2024-25	2025-26	2026-27	----- FY 2027 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
499105	General Fd. Appropriation	17,172.2	31,977.5	9,575.7	0.0	14,391.6	0.0	14,391.6
111	General Fund Transfers	17,172.2	31,977.5	9,575.7	0.0	14,391.6	0.0	14,391.6
499905	Other Financing Sources	0.0	194.7	0.0	0.0	0.0	0.0	0.0
112	Other Transfers	0.0	194.7	0.0	0.0	0.0	0.0	0.0
451903	Federal Direct - Operating	856.3	0.0	1,369.3	0.0	780.0	0.0	780.0
120	Federal Revenues	856.3	0.0	1,369.3	0.0	780.0	0.0	780.0
405801	Unclaimed Property (GRT)	0.0	1,200.0	0.0	0.0	0.0	0.0	0.0
417902	Other Registration Fees	0.0	1.8	0.0	0.0	0.0	0.0	0.0
422902	Other Fees	80.0	190.7	90.7	0.0	90.0	0.0	90.0
441201	Interest On Investments	0.0	98.0	0.0	0.0	0.0	0.0	0.0
496901	Miscellaneous Revenue	0.0	459.6	0.0	0.0	0.0	0.0	0.0
130	Other Revenues	80.0	1,950.1	90.7	0.0	90.0	0.0	90.0
325900	Restricted FB - Gov	0.0	0.0	0.0	0.0	0.0	0.0	0.0
328900	Unassigned FB - Gov	0.0	0.0	0.0	0.0	0.0	0.0	0.0
150	Fund Balance	0.0	0.0	0.0	0.0	0.0	0.0	0.0
TOTAL REVENUE		18,108.5	34,122.3	11,035.7	0	15,261.6	0.0	15,261.6
520000	Payroll	0.0	0.0	0.0	0.0	0.0	120.0	120.0
520100	Exempt Perm Positions P/T&F/T	1,159.1	1,108.9	1,659.1	1,223.0	1,213.7	0.0	1,213.7
520200	Term Positions	59.0	72.3	0.0	0.6	76.0	0.0	76.0
520300	Classified Perm Positions F/T	3,570.7	3,273.7	3,890.6	4,819.5	4,522.4	0.0	4,522.4
520500	Temporary Positions F/T & P/T	12.9	20.6	12.9	2.0	0.0	0.0	0.0
520600	Paid Unused Sick Leave	0.0	5.8	0.0	0.0	0.0	0.0	0.0
520700	Overtime & Other Premium Pay	34.5	27.7	0.0	0.0	0.0	0.0	0.0
520800	Annl & Comp Paid At Separation	2.8	40.7	0.0	0.0	0.0	0.0	0.0
521100	Group Insurance Premium	378.0	479.0	378.0	888.2	778.6	0.0	778.6
521200	Retirement Contributions	786.4	896.8	786.4	1,114.9	1,118.2	0.0	1,118.2
521300	F I C A	317.7	354.5	317.7	371.1	444.7	0.0	444.7
521400	Workers' Comp Assessment Fee	3.6	3.1	3.6	0.0	0.7	0.0	0.7
521410	GSD Work Comp Insur Premium	0.0	0.0	0.0	0.0	4.2	0.0	4.2
521500	Unemployment Comp Premium	3.6	4.4	3.6	0.0	0.0	0.0	0.0
521600	Employee Liability Ins Premium	18.0	14.5	6.0	0.0	230.5	0.0	230.5
521700	RHC Act Contributions	83.9	93.2	83.9	119.7	174.3	0.0	174.3
200	Personal services and employee benef	6,430.2	6,395.2	7,141.8	8,538.8	8,563.3	120.0	8,683.3

BU PCode Department
37000 0000 0000000000

S-9 Account Code Revenue/Expenditure Summary
(Dollars in Thousands)

		2024-25	2024-25	2025-26	2026-27	----- FY 2027 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
535200	Professional Services	152.3	623.7	140.6	0.0	1,635.4	0.0	1,635.4
535300	Other Services	52.8	817.7	349.0	0.0	66.5	150.0	216.5
535309	Other Services - Interagency	0.0	23.6	0.0	0.0	0.0	0.0	0.0
535400	Audit Services	50.0	47.7	50.0	0.0	62.4	0.0	62.4
535500	Attorney Services	0.0	1.7	0.0	0.0	6.6	0.0	6.6
535600	IT Services	619.4	1,403.4	1,507.1	0.0	1,151.9	22.5	1,174.4
300	Contractual services	874.5	2,917.7	2,046.7	0.0	2,922.8	172.5	3,095.3
540000	Other Expenses	0.0	0.0	0.0	0.0	0.0	0.0	0.0
542100	Employee I/S Mileage & Fares	6.0	10.6	3.0	0.0	5.0	0.0	5.0
542200	Employee I/S Meals & Lodging	12.0	42.7	6.0	0.0	43.0	0.0	43.0
542300	Brd & Comm Mbr Meals & Lodging	0.0	0.6	0.0	0.0	0.0	0.0	0.0
542310	Brd & Comm Mbr Mileage & Fares	0.0	0.1	0.0	0.0	0.0	0.0	0.0
542500	Transp - Fuel & Oil	1.5	1.5	0.0	0.0	0.0	0.0	0.0
542700	Transp - Transp Insurance	0.0	0.0	0.0	0.0	0.0	0.0	0.0
542800	State Transp Pool Charges	9.0	0.6	6.0	0.0	0.0	0.0	0.0
543200	Maint - Furn, Fixt, Equipment	1.5	0.0	0.0	0.0	0.0	0.0	0.0
543400	Maint - Property Insurance	0.0	0.0	0.0	0.0	0.0	0.0	0.0
543820	Maintenance IT	110.0	135.5	25.0	0.0	1.6	0.0	1.6
543830	IT HW/SW Agreements	698.6	1,450.2	242.3	0.0	905.3	333.2	1,238.5
543900	Other Maintenance	0.0	0.0	0.0	0.0	82.8	12.0	94.8
544000	Supply Inventory IT	7.0	2.7	5.0	0.0	0.0	0.0	0.0
544100	Supplies-Office Supplies	18.0	190.2	18.0	0.0	208.4	0.0	208.4
544200	Supplies-Medical, Lab, Personal	0.0	2.2	0.0	0.0	0.4	0.0	0.4
544500	Supplies-Food	0.0	0.5	0.0	0.0	0.0	0.0	0.0
544700	Supplies-Clothing, Unifrms, Linen	0.0	0.0	0.0	0.0	0.0	0.0	0.0
544900	Supplies-Inventory Exempt	0.0	3.3	0.0	0.0	0.0	0.0	0.0
545600	Reporting & Recording	0.0	0.0	0.0	0.0	0.0	0.0	0.0
545700	ISD Services	55.0	65.9	30.0	0.0	97.7	0.0	97.7
545710	DOIT HCM Assessment Fees	21.0	22.6	21.0	0.0	25.8	0.0	25.8
545900	Printing & Photo Services	745.0	916.2	35.0	0.0	297.0	0.0	297.0
545909	Printing & Photo - Interagency	25.0	9.9	0.0	0.0	0.0	0.0	0.0
546100	Postage & Mail Services	655.0	809.9	218.5	0.0	135.0	0.0	135.0
546400	Rent Of Land & Buildings	13.0	38.3	13.0	0.0	0.0	0.0	0.0

BU PCode Department
37000 0000 0000000000

S-9 Account Code Revenue/Expenditure Summary
(Dollars in Thousands)

		2024-25	2024-25	2025-26	2026-27	----- FY 2027 Agency Request -----		
		Opbud	Actuals	Opbud	PCF Proj	Base	Expansion	Total
546500	Rent Of Equipment	3,065.7	5,908.0	23.0	0.0	7.0	0.0	7.0
546600	Communications	0.0	0.0	0.0	0.0	0.0	0.0	0.0
546610	DOIT Telecommunications	101.0	144.6	60.0	0.0	162.8	0.0	162.8
546700	Subscriptions/Dues/License Fee	470.0	335.6	600.6	0.0	130.4	0.0	130.4
546800	Employee Training & Education	19.0	10.8	7.0	0.0	67.1	0.0	67.1
546900	Advertising	50.0	134.8	0.0	0.0	0.0	0.0	0.0
547105	Bank Fees/Services	95.0	71.1	90.7	0.0	270.0	0.0	270.0
547400	Grants To Local Governments	4,515.0	6,911.1	350.1	0.0	0.0	0.0	0.0
547700	Debt Service-Principal	0.0	0.0	0.0	0.0	0.0	0.0	0.0
547900	Miscellaneous Expense	10.0	17.2	3.0	0.0	184.1	0.0	184.1
547999	Request to Pay Prior Year	0.0	70.6	0.0	0.0	0.0	0.0	0.0
548200	Furniture & Fixtures	20.0	2.5	20.0	0.0	25.0	0.0	25.0
548300	Information Tech Equipment	0.5	4.7	0.0	0.0	1,110.1	0.0	1,110.1
548400	Other Equipment	10.0	0.0	0.0	0.0	0.0	0.0	0.0
549600	Employee O/S Mileage & Fares	30.0	16.2	30.0	0.0	17.0	0.0	17.0
549700	Employee O/S Meals & Lodging	40.0	23.6	40.0	0.0	0.0	0.0	0.0
400	Other	10,803.8	17,354.1	1,847.2	0.0	3,775.5	345.2	4,120.7
TOTAL EXPENSE		18,108.5	26,667.0	11,035.7	8,538.8	15,261.6	637.7	15,899.3
810	Permanent	65.00	0.00	65.00	72.00	68.00	0.00	68.00
810	Permanent	65.00	0.00	65.00	72.00	68.00	0.00	68.00
830	Temporary	4.00	0.00	4.00	0.00	0.00	0.00	0.00
830	Temporary	4.00	0.00	4.00	0.00	0.00	0.00	0.00
TOTAL FTE POSITIONS		69.00	0.00	69.00	72.00	68.00	0.00	68.00

APPROPRIATION REQUEST

FORM S-10 FUND BALANCE PROJECTION

(In Whole Dollars)

Agency: <u>Secretary of State</u>	Business Unit: <u>37000</u>
Fund Name: <u>Campaign Reporting System Fund</u>	Fund Number: <u>40260</u>
Legal Auth. <u>1-19-27 NMSA 1978</u>	

BEGINNING BALANCE

Unreserved, undesignated fund balance (not cash balance) from SHARE NMS006GL Balance Sheet Report at close of FY25	711,800
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ADJUSTMENTS

Add:

Interfund receivables, accounts receivables, and other assets not reflected in fund balance from FCD Reports at close of FY25	0
Other (explain in detail)	0

Deduct:

Liabilities not reflected in FCD Reports at close of FY25	0
Fund balance designated by law for future expenditure (non-reverting funds)	0
Amount due to State General Fund or other fund designated by statute	0
Other (explain in detail)	0
FY25 revision not reflected in liabilities	0

Total Adjustments	0
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ADJUSTED UNRESERVED, UNDESIGNATED FUND BALANCE at close of FY25	711,800
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Add:

Projected revenue/sources (less fund balance budgeted) for FY26	200,000
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Deduct:

Projected total expenditures for FY26	(196,900)
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ADJUSTED UNRESERVED/UNDESIGNATED FUND BALANCE at close of FY26	714,900
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Add:

Projected revenue/sources (less fund balance requested) for FY27	575,000
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Deduct:

Total expenditures budgeted in appropriation request	(575,700)
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ADJUSTED UNRESERVED/UNDESIGNATED FUND BALANCE at close of FY27	714,200
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APPROPRIATION REQUEST

FORM S-10 FUND BALANCE PROJECTION

(In Whole Dollars)

Agency: <u>Secretary of State</u>	Business Unit: <u>37000</u>
Fund Name: <u>CONVENIENCE FEES FUND</u>	Fund Number: <u>43170</u>
Legal Auth. _____	

BEGINNING BALANCE

Unreserved, undesignated fund balance (not cash balance) from SHARE NMS006GL Balance Sheet Report at close of FY25	188,400
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ADJUSTMENTS

Add:

Interfund receivables, accounts receivables, and other assets not reflected in fund balance from FCD Reports at close of FY25	0
Other (explain in detail)	0

Deduct:

Liabilities not reflected in FCD Reports at close of FY25	0
Fund balance designated by law for future expenditure (non-reverting funds)	0
Amount due to State General Fund or other fund designated by statute	0
Other (explain in detail)	0
FY25 revision not reflected in liabilities	0

Total Adjustments	0
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ADJUSTED UNRESERVED, UNDESIGNATED FUND BALANCE at close of FY25	188,400
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Add:

Projected revenue/sources (less fund balance budgeted) for FY26	75,000
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Deduct:

Projected total expenditures for FY26	(95,000)
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ADJUSTED UNRESERVED/UNDESIGNATED FUND BALANCE at close of FY26	168,400
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Add:

Projected revenue/sources (less fund balance requested) for FY27	75,000
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Deduct:

Total expenditures budgeted in appropriation request	(97,000)
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ADJUSTED UNRESERVED/UNDESIGNATED FUND BALANCE at close of FY27	146,400
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APPROPRIATION REQUEST

FORM S-10 FUND BALANCE PROJECTION

(In Whole Dollars)

Agency: <u>Secretary of State</u>	Business Unit: <u>37000</u>
Fund Name: <u>Statewide Election Fund</u>	Fund Number: <u>68180</u>
Legal Auth. <u>1-11-19 NMSA 1978</u>	

BEGINNING BALANCE

Unreserved, undesignated fund balance (not cash balance) from SHARE NMS006GL Balance Sheet Report at close of FY25	<u>8,004,400</u>
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ADJUSTMENTS

Add:

Interfund receivables, accounts receivables, and other assets not reflected in fund balance from FCD Reports at close of FY25	<u>0</u>
Other (explain in detail)	<u>0</u>

Deduct:

Liabilities not reflected in FCD Reports at close of FY25	<u>0</u>
Fund balance designated by law for future expenditure (non-reverting funds)	<u>0</u>
Amount due to State General Fund or other fund designated by statute	<u>0</u>
Other (explain in detail)	<u>0</u>
FY25 revision not reflected in liabilities	<u>0</u>
Total Adjustments	<u>0</u>

ADJUSTED UNRESERVED, UNDESIGNATED FUND BALANCE at close of FY25	<u>8,004,400</u>
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Add:

Projected revenue/sources (less fund balance budgeted) for FY26	<u>14,000,000</u>
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Deduct:

Projected total expenditures for FY26	<u>(29,000,000)</u>
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ADJUSTED UNRESERVED/UNDESIGNATED FUND BALANCE at close of FY26	<u>(6,995,600)</u>
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Add:

Projected revenue/sources (less fund balance requested) for FY27	<u>29,000,000</u>
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Deduct:

Total expenditures budgeted in appropriation request	<u>(29,000,000)</u>
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ADJUSTED UNRESERVED/UNDESIGNATED FUND BALANCE at close of FY27	<u>(6,995,600)</u>
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State of New Mexico

S-13 Line Items by Business Unit Expenditures

(Dollars in Thousands)

BusUnit	Line Item		2024-25	2025-26	Request		Recommendation		Opbud		
			Actuals	Opbud	Base	Expansion	Base	Expansion			
37000	P642-R	Administration and Operations	520100	Exempt Perm Positions P/T&F/T	881.09	1,248.5	1,061.6	0	0	0	0.0
			520200	Term Positions	2.81	0	0	0	0	0	0.0
			520300	Classified Perm Positions F/T	2,133.13	2,447.1	2,803.4	0	0	0	0.0
			520500	Temporary Positions F/T & P/T	16.58	12.9	0	0	0	0	0.0
			520600	Paid Unused Sick Leave	4.07	0	0	0	0	0	0.0
			520700	Overtime & Other Premium Pay	16.58	0	0	0	0	0	0.0
			520800	Annl & Comp Paid At Separation	29.85	0	0	0	0	0	0.0
			521100	Group Insurance Premium	312.13	273	465.8	0	0	0	0.0
			521200	Retirement Contributions	607.01	566.4	743.6	0	0	0	0.0
			521300	F I C A	242.93	227.7	295.7	0	0	0	0.0
			521400	Workers' Comp Assessment Fee	2.22	3.4	0.5	0	0	0	0.0
			521410	GSD Work Comp Insur Premium	0	0	2.8	0	0	0	0.0
			521500	Unemployment Comp Premium	3.06	3.6	0	0	0	0	0.0
			521600	Employee Liability Ins Premium	10.18	0	152.6	0	0	0	0.0
			521700	RHC Act Contributions	63.1	58.9	115.9	0	0	0	0.0
			535200	Professional Services	-0.8	0	137.7	0	0	0	0.0
			535300	Other Services	0.96	30	1.5	0	0	0	0.0
			535400	Audit Services	47.72	50	62.4	0	0	0	0.0
			535500	Attorney Services	1.68	0	6.6	0	0	0	0.0
			535600	IT Services	17.14	517.9	591.9	0	0	0	0.0
			542100	Employee I/S Mileage & Fares	3.8	3	5	0	0	0	0.0
			542200	Employee I/S Meals & Lodging	10.99	6	33	0	0	0	0.0
			542800	State Transp Pool Charges	0.55	6	0	0	0	0	0.0
			543820	Maintenance IT	9.69	0	1.6	0	0	0	0.0
			543830	IT HW/SW Agreements	312.79	15	525.8	0	0	0	0.0
			543900	Other Maintenance	0	0	82.8	0	0	0	0.0
			544000	Supply Inventory IT	0	5	0	0	0	0	0.0
			544100	Supplies-Office Supplies	6.52	5	113.4	0	0	0	0.0
			544200	Supplies-Medical,Lab,Personal	2.17	0	0.4	0	0	0	0.0
			544900	Supplies-Inventory Exempt	1.04	0	0	0	0	0	0.0
			545700	ISD Services	50.15	30	64.7	0	0	0	0.0
			545710	DOIT HCM Assessment Fees	15.74	15	17.2	0	0	0	0.0

State of New Mexico

S-13 Line Items by Business Unit Expenditures

(Dollars in Thousands)

545900	Printing & Photo Services	28.87	35	232	0	0	0	0.0
546100	Postage & Mail Services	10.06	20	50	0	0	0	0.0
546400	Rent Of Land & Buildings	4.08	4	0	0	0	0	0.0
546500	Rent Of Equipment	21.13	23	7	0	0	0	0.0
546610	DOIT Telecommunications	104.84	60	107.8	0	0	0	0.0
546700	Subscriptions/Dues/License Fee	82.41	445.6	47.3	0	0	0	0.0
546800	Employee Training & Education	0.53	7	49.1	0	0	0	0.0
547105	Bank Fees/Services	71.06	90.7	270	0	0	0	0.0
547900	Miscellaneous Expense	13.39	3	52.4	0	0	0	0.0
548200	Furniture & Fixtures	2.5	5	10	0	0	0	0.0
548300	Information Tech Equipment	0.54	0	82.1	0	0	0	0.0
549600	Employee O/S Mileage & Fares	6.46	15	0	0	0	0	0.0
549700	Employee O/S Meals & Lodging	6.36	20	17	0	0	0	0.0
Subtotal for:	37000 P642-R Administration and Operations	5,157.1	6,252.7	8,210.6	0	0	0	0.0

BusUnit	Line Item	2024-25	2025-26	Request		Recommendation		Opbud
		Actuals	Opbud	Base	Expansion	Base	Expansion	
37000	P783-R Elections							
	520000 Payroll	0	0	0	120	0	0	0.0
	520100 Exempt Perm Positions P/T&F/T	227.84	410.6	152.1	0	0	0	0.0
	520200 Term Positions	69.49	0	76	0	0	0	0.0
	520300 Classified Perm Positions F/T	1,140.59	1,443.5	1,719	0	0	0	0.0
	520500 Temporary Positions F/T & P/T	3.99	0	0	0	0	0	0.0
	520600 Paid Unused Sick Leave	1.69	0	0	0	0	0	0.0
	520700 Overtime & Other Premium Pay	11.09	0	0	0	0	0	0.0
	520800 Annl & Comp Paid At Separation	10.82	0	0	0	0	0	0.0
	521100 Group Insurance Premium	166.86	105	312.8	0	0	0	0.0
	521200 Retirement Contributions	289.78	220	374.6	0	0	0	0.0
	521300 F I C A	111.56	90	149	0	0	0	0.0
	521400 Workers' Comp Assessment Fee	0.9	0.2	0.2	0	0	0	0.0
	521410 GSD Work Comp Insur Premium	0	0	1.4	0	0	0	0.0
	521500 Unemployment Comp Premium	1.31	0	0	0	0	0	0.0
	521600 Employee Liability Ins Premium	4.36	6	77.9	0	0	0	0.0
	521700 RHC Act Contributions	30.12	25	58.4	0	0	0	0.0
	535200 Professional Services	624.52	140.6	1,497.7	0	0	0	0.0
	535300 Other Services	816.72	319	65	150	0	0	0.0

State of New Mexico

S-13 Line Items by Business Unit Expenditures

(Dollars in Thousands)

535309	Other Services - Interagency	23.59	0	0	0	0	0	0.0
535600	IT Services	1,386.23	989.2	560	22.5	0	0	0.0
542100	Employee I/S Mileage & Fares	6.85	0	0	0	0	0	0.0
542200	Employee I/S Meals & Lodging	31.71	0	10	0	0	0	0.0
542300	Brd & Comm Mbr Meals & Lodgin	0.65	0	0	0	0	0	0.0
542310	Brd & Comm Mbr Mileage & Fares	0.09	0	0	0	0	0	0.0
542500	Transp - Fuel & Oil	1.52	0	0	0	0	0	0.0
543820	Maintenance IT	125.78	25	0	0	0	0	0.0
543830	IT HW/SW Agreements	1,137.4	227.3	379.5	333.2	0	0	0.0
543900	Other Maintenance	0	0	0	12	0	0	0.0
544000	Supply Inventory IT	2.71	0	0	0	0	0	0.0
544100	Supplies-Office Supplies	183.66	13	95	0	0	0	0.0
544500	Supplies-Food	0.51	0	0	0	0	0	0.0
544900	Supplies-Inventory Exempt	2.25	0	0	0	0	0	0.0
545700	ISD Services	15.77	0	33	0	0	0	0.0
545710	DOIT HCM Assessment Fees	6.89	6	8.6	0	0	0	0.0
545900	Printing & Photo Services	887.36	0	65	0	0	0	0.0
545909	Printing & Photo - Interagency	9.9	0	0	0	0	0	0.0
546100	Postage & Mail Services	799.84	198.5	85	0	0	0	0.0
546400	Rent Of Land & Buildings	34.19	9	0	0	0	0	0.0
546500	Rent Of Equipment	5,886.85	0	0	0	0	0	0.0
546610	DOIT Telecommunications	39.75	0	55	0	0	0	0.0
546700	Subscriptions/Dues/License Fee	253.16	155	83.1	0	0	0	0.0
546800	Employee Training & Education	10.3	0	18	0	0	0	0.0
546900	Advertising	134.75	0	0	0	0	0	0.0
547400	Grants To Local Governments	6,911.12	350.1	0	0	0	0	0.0
547900	Miscellaneous Expense	3.79	0	131.7	0	0	0	0.0
547999	Request to Pay Prior Year	70.57	0	0	0	0	0	0.0
548200	Furniture & Fixtures	0	15	15	0	0	0	0.0
548300	Information Tech Equipment	4.18	0	1,028.1	0	0	0	0.0
549600	Employee O/S Mileage & Fares	9.7	15	0	0	0	0	0.0
549700	Employee O/S Meals & Lodging	17.26	20	0	0	0	0	0.0
Subtotal for:	37000 P783-R Elections	21,509.94	4,783	7,051.1	637.7	0	0	0.0

2024-25

2025-26

Request

Recommendation

State of New Mexico

S-13 Line Items by Business Unit Expenditures

(Dollars in Thousands)

BusUnit	Line Item		Actuals	Opbud	Base	Expansion	Base	Expansion	Opbud		
37000	Z-CODES-37000	Secretary of State - Z-Codes	520300	Classified Perm Positions F/T	386.4	0	0	0	0	0	0.0
Subtotal for:	37000	Z-CODES-37000	Secretary of State - Z-C		386.4	0	0	0	0	0	0.0
37000					27,053.45	11,035.7	15,261.7	637.7	0	0	0.0

Totals by Line Item

BusUnit	Line Item	2024-25	2025-26	Request		Recommendation		Opbud	
		Actuals	Opbud	Base	Expansion	Base	Expansion		
37000	520000	Payroll	0	0	0	120	0	0	0.0
	520100	Exempt Perm Positions P/T&F/T	1,108.93	1,659.1	1,213.7	0	0	0	0.0
	520200	Term Positions	72.31	0	76	0	0	0	0.0
	520300	Classified Perm Positions F/T	3,660.12	3,890.6	4,522.4	0	0	0	0.0
	520500	Temporary Positions F/T & P/T	20.57	12.9	0	0	0	0	0.0
	520600	Paid Unused Sick Leave	5.76	0	0	0	0	0	0.0
	520700	Overtime & Other Premium Pay	27.67	0	0	0	0	0	0.0
	520800	Annl & Comp Paid At Separation	40.66	0	0	0	0	0	0.0
	521100	Group Insurance Premium	478.99	378	778.6	0	0	0	0.0
	521200	Retirement Contributions	896.79	786.4	1,118.2	0	0	0	0.0
	521300	F I C A	354.5	317.7	444.7	0	0	0	0.0
	521400	Workers' Comp Assessment Fee	3.12	3.6	0.7	0	0	0	0.0
	521410	GSD Work Comp Insur Premium	0	0	4.2	0	0	0	0.0
	521500	Unemployment Comp Premium	4.37	3.6	0	0	0	0	0.0
	521600	Employee Liability Ins Premium	14.55	6	230.5	0	0	0	0.0
	521700	RHC Act Contributions	93.22	83.9	174.3	0	0	0	0.0
	535200	Professional Services	623.71	140.6	1,635.4	0	0	0	0.0
	535300	Other Services	817.68	349	66.5	150	0	0	0.0
	535309	Other Services - Interagency	23.59	0	0	0	0	0	0.0
	535400	Audit Services	47.72	50	62.4	0	0	0	0.0
	535500	Attorney Services	1.68	0	6.6	0	0	0	0.0

State of New Mexico

S-13 Line Items by Business Unit Expenditures

(Dollars in Thousands)

535600	IT Services	1,403.37	1,507.1	1,151.9	22.5	0	0	0.0
542100	Employee I/S Mileage & Fares	10.65	3	5	0	0	0	0.0
542200	Employee I/S Meals & Lodging	42.7	6	43	0	0	0	0.0
542300	Brd & Comm Mbr Meals & Lodging	0.65	0	0	0	0	0	0.0
542310	Brd & Comm Mbr Mileage & Fares	0.09	0	0	0	0	0	0.0
542500	Transp - Fuel & Oil	1.52	0	0	0	0	0	0.0
542800	State Transp Pool Charges	0.55	6	0	0	0	0	0.0
543820	Maintenance IT	135.46	25	1.6	0	0	0	0.0
543830	IT HW/SW Agreements	1,450.2	242.3	905.3	333.2	0	0	0.0
543900	Other Maintenance	0	0	82.8	12	0	0	0.0
544000	Supply Inventory IT	2.71	5	0	0	0	0	0.0
544100	Supplies-Office Supplies	190.17	18	208.4	0	0	0	0.0
544200	Supplies-Medical,Lab,Personal	2.17	0	0.4	0	0	0	0.0
544500	Supplies-Food	0.51	0	0	0	0	0	0.0
544900	Supplies-Inventory Exempt	3.29	0	0	0	0	0	0.0
545700	ISD Services	65.92	30	97.7	0	0	0	0.0
545710	DOIT HCM Assessment Fees	22.63	21	25.8	0	0	0	0.0
545900	Printing & Photo Services	916.24	35	297	0	0	0	0.0
545909	Printing & Photo - Interagency	9.9	0	0	0	0	0	0.0
546100	Postage & Mail Services	809.9	218.5	135	0	0	0	0.0
546400	Rent Of Land & Buildings	38.27	13	0	0	0	0	0.0
546500	Rent Of Equipment	5,907.98	23	7	0	0	0	0.0
546610	DOIT Telecommunications	144.59	60	162.8	0	0	0	0.0
546700	Subscriptions/Dues/License Fee	335.56	600.6	130.4	0	0	0	0.0
546800	Employee Training & Education	10.83	7	67.1	0	0	0	0.0
546900	Advertising	134.75	0	0	0	0	0	0.0
547105	Bank Fees/Services	71.06	90.7	270	0	0	0	0.0
547400	Grants To Local Governments	6,911.12	350.1	0	0	0	0	0.0
547900	Miscellaneous Expense	17.18	3	184.1	0	0	0	0.0
547999	Request to Pay Prior Year	70.57	0	0	0	0	0	0.0
548200	Furniture & Fixtures	2.5	20	25	0	0	0	0.0
548300	Information Tech Equipment	4.72	0	1,110.2	0	0	0	0.0

State of New Mexico

S-13 Line Items by Business Unit Expenditures

(Dollars in Thousands)

549600	Employee O/S Mileage & Fares	16.16	30	0	0	0	0	0.0
549700	Employee O/S Meals & Lodging	23.62	40	17	0	0	0	0.0
Grand Total		27,053.45	11,035.7	15,261.7	637.7	0	0	0.0

Program Description:

The Administration and Operations Program is a multi-divisional bureau executing the mission of the Office of the Secretary of State (SOS) with three (3) divisions: Administration, Information Technology (IT), and Business Services. The Administrative Division incorporates the Office's Administrative personnel responsible for the operational, financial, human resources, legal, and legislative affairs of the Office. The IT Division oversees the technology-related tasks and responsibilities of the Office. It develops, manages, and maintains the Office's technology-related assets, policies, procedures and systems. The Division provides business infrastructures, network and operating systems, which enable staff and the general public to communicate, collaborate, and provides the functionality required perform their duties. It ensures that stakeholders and citizens receive maximum benefit from IT innovations through the convenient delivery of services and information related to elections, governmental ethics, and commerce in the State of New Mexico (NM). Such services are securely delivered using modern and proven information technology solutions and are hosted on SOS-owned equipment housed at the NM State Data Center. The Division is also responsible for operating, maintaining, and overseeing equipment and systems that are designated as Critical Infrastructure (CI) in support of statewide elections and election security systems.

Authorized through Sections 14-14A-1 through 14-14A-32, Sections 53-2-1 through 53-2-11, Sections 53-4-6 through 53-4-7, and Section 53-18-1 NMSA 1978, the SOS through its Business Services Division is responsible for providing operational services to commercial and business entities in NM, including the administration of notary public commissions, uniform commercial code filings (UCCs), trademark registrations and partnerships, and to provide administrative services needed to carry out elections. The Business Services Division is a customer service-focused program within the Administration and Operations Program that provides support services to businesses in NM and assists with compliance with NM statutes. The Business Services Division also preserves commercial records vital to commerce and industry in NM and is the sole administrator of several acts, including the Business Corporations Act, the Non-Profit Corporations Act, and the Notary Public Act.

Major Issues and Accomplishments:

Protecting elections and election systems from malicious actors remains one of our most pressing challenges, as evolving technologies create new vulnerabilities for election administrators. While current policies and safeguards mitigate some risks, additional funding is critical to advancing the goals of our IT Division and Election Security Program to ensure secure, resilient systems. On the business side, a major accomplishment is the launch of a new, fully functional online business and commercial filing system, funded by the Legislature, which streamlines registration and reporting while ensuring compliance with state statutes. To maximize its impact, we are conducting extensive training, outreach, and education for both internal and external stakeholders, and using the Secretary of State's rulemaking authority to modernize procedures for business entities statewide. Addressing fraudulent business filings remains a significant issue, and new processes are being implemented to combat fraud and protect legitimate businesses. Program performance is also enhanced through cross-training and equipping staff with tools and resources to ensure timely and accurate processing of filings. Looking forward, we will continue refining the business filing system to meet the growing needs of New Mexico's business community, while maintaining strong election security measures in the face of increasing threats. Current funding levels have supported these accomplishments, but future projections underscore the need for continued and stable investments, along with sufficient FTE, to sustain and expand these efforts.

Overview of Request:

This request incorporates the entirety of the costs necessary to support the program's ongoing costs. The Secretary of State utilized a hybrid approach to develop the budget for FY27 using a combination of prior year actuals with a zero base methodology. We evaluated each prior year procurement item against needs for the new year and rolled the results up to each account code. This request includes the Base Operation Budget with 68 FTE. Secretary of State is requesting an FTE expansion changing the Election outreach Coordinator position from federal fund to general fund.

BU PCode
37000 P642

Programmatic Changes: In Fiscal Year 2027, the Administration & Operations Program will focus on measurable targets across its Administration, IT, and Business Services Divisions. The Administration Division will guide all executive request legislation through the legislative process, provide timely policy consultation to the Legislature, and ensure employee evaluations are completed in accordance with State Personnel Board rules. It will strengthen internal operations by improving recruitment and hiring practices, expanding staff training opportunities, issuing monthly expenditure updates, processing contracts and invoices on schedule, depositing funds daily, and developing standard operating procedures. It will also administer the Public Election Fund by monitoring transfers, reviewing reimbursement formulas, and issuing payments to qualified candidates. The IT Division will enhance user efficiency and constituent service delivery by establishing greater uniformity in election administration, upgrading and replacing equipment as scheduled, and ensuring robust system security and controls. The Business Services Division will continue improving the online business filing system and expand its use to include lien filings from Taxation and Revenue. It will also fully implement the Revised Uniform Law on Notarial Acts, strengthen online filing for notarial officers, apostilles, and facsimile signatures, and process all filings—including charters, amendments, mergers, and reports—within the statutory timeframe of no more than 15 business days. Additional targets include training and cross-training staff to ensure accuracy and customer service, conducting outreach on the business filing system, ensuring compliance with ADA and IACA requirements, combating filing fraud, and improving data reliability. Together, these goals set clear benchmarks for FY27 to improve efficiency, accountability, and service to the public.

Base Budget Justification: The most significant increase is moving the operating costs out of the election fund and requesting under our annual operating budget.

Program Description:

The Elections Program is a multi-divisional bureau executing the mission of the Office of the Secretary of State (SOS) and administering the New Mexico Election Code (EC) with three (3) divisions: Elections, Security, and Special.

Authorized through Sections 1-2-1 through 1-2-30 NMSA 1978, Sections 1-19-1 through 1-19-29.1 and Sections 10-16A-1 through 10-16A-8 NMSA 1978, the Elections Division through the Office's Bureau of Elections (BOE), supervises all statewide elections in the State of New Mexico (NM) governed by the EC. This includes administering the EC in its appropriate statewide application, preparing instructions for the conduct of election and voter registration matters in accordance with NM law, advising county clerks, boards of county commissioners and boards of registration on the proper methods of performing their duties under the EC; and providing publications and training as directed by the EC. The Election Division's responsibility, on behalf of the Secretary of State, is to ensure accuracy and integrity of the election process, secrecy of ballots, election safety, and to guard against abuse of the EC. It also receipts all signed and vetoed bills and is tasked with the annual distribution of session laws. The Division is also responsible for ensuring compliance with the federal National Voter Registration Act, the Help America Vote Act and the Voting Rights Act. Under Federal and NM law, the SOS is required to maintain and provide an official statewide voter file, provide rules for the administration of state-agency-based voter registration, and ensure that elections and registration procedures are conducted in a uniform, fair, and non-discriminatory manner. In addition, the BOE oversees the administration of the governmental ethics acts for NM. This includes educating candidates, political action committees, public officials, and the general public on compliance with the Campaign Reporting Act, the Financial Disclosure Act, and the Governmental Conduct Act. It is also responsible for ensuring compliance with and registering reports under the Lobbyist Regulation Act and the Voter Action Act. These laws govern the public financing of qualified candidates and oversees distribution and reporting of public election funding for candidates under the Public Regulation Commission and statewide judicial offices that are certified as public candidates under the Voter Action Act.

The Security Division is the newest division within the BOE which provides cyber and physical security support to the Office and NM's thirty-three (33) counties. The program provides hardware, software, and consultation in support of election security initiatives across NM. The program partners with state and federal entities to train county personnel, report events/incidents, provide scrubbing services, support ballot drop boxes, support election night reporting, manage tabulator security, and support cyber security projects. This Division also conducts IT roundtables which provide support and guidance to county clerks and IT staff during the election cycle and assesses cyber security risk for the Office and counties.

The BOE lastly supports a Special Division derived from the Confidential Substitute Address Act and authorized through Section 40-13B NMSA 1978 called Safe at Home. This program allows survivors of domestic violence, sexual assault, stalking, or similar crimes to receive mail using the SOS's address as a substitute for their own, while keeping their actual address confidential. The Office collects mail for Safe at Home participants from an undisclosed P.O. Box and then forwards the mail on to the participant's actual, private address. When participants in the program enter business relationships with state, city, and/or other agencies, the use of the fictitious address maintains that person's confidentiality. It also relieves those agencies of the difficult and costly responsibilities of maintaining confidential records. Safe at Home allows participants to vote with reduced risk from being tracked using public records.

Major Issues and Accomplishments:

Our major legislative success of the last year, the passage of Senate Bill 108, stabilized our operating budget by enabling direct election costs to now be funded solely out of the Election Fund. This change puts our Office on stable footing for the future, eliminates dramatic fluctuation in budget submissions from year to year, depending upon the number of statewide elections for that fiscal year, and accounts for our reduced overall FY26 request, which is approximately half of our FY25 General Fund request.

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- Overview of Request:** This request incorporates the entirety of the costs necessary to support the program's ongoing costs. The Secretary of State utilized a hybrid approach to develop the budget for FY27 using a combination of prior year actuals with a zero base methodology. We evaluated each prior year procurement item against needs for the new year and rolled the results up to each account code. This request includes the Base Operation Budget with 68 FTE. Secretary of State is requesting an FTE expansion changing the Election outreach Coordinator position from federal fund to general fund.
- Programmatic Changes:** The Elections Division's goals center on ensuring integrity, trust, and transparency in New Mexico's electoral processes by maximizing openness in procedures and outcomes, conducting independent audits, and providing post-election verification. To expand voter access and participation, the Division will provide timely election information, assist counties with same-day registration, expand secure voting options like mailed ballots and drop boxes, and increase accessibility for voters with disabilities, non-English speakers, and historically underserved communities. Education and outreach efforts will include statewide voter information campaigns, multilingual materials, partnerships with schools, nonprofits, and tribal communities, and the work of the Native American Voting Task Force. To safeguard election security, the Division will strengthen cybersecurity and physical protections, share data across states to prevent fraud, and maintain disaster recovery plans. Leveraging technology and innovation, the Division will improve SERVIS and CFIS systems, pilot secure electronic tools, implement electronic voter rosters, upgrade tabulation equipment, and create an advanced voter data purchasing system. Standardization and support goals focus on establishing uniform practices, training election workers, and assisting county clerks, while campaign finance goals include ensuring compliance, providing candidate support, and modernizing processes for transparency. Finally, through its confidential address program, the Division will protect the privacy of survivors of domestic violence, sexual assault, and stalking by acting as a legal agent, providing mail forwarding, securing sensitive records, and conducting outreach to advocates and partner agencies.
- Base Budget Justification:** The most significant increase is moving the operating costs out of the election fund and requesting under our annual operating budget.

REV EXP COMPARISON

(Dollars in Thousands)

37000 - Secretary of State

P642 - Administration and Operations

	General Fund	Other Funds	Other Transfers	Federal Funds	Total
SOURCES Totals	8,120.6	90.0	0.0	0.0	8,210.6
Personal services and employee benefits	5,641.9	0.0	0.0	0.0	5,641.9
Contractual services	800.1	0.0	0.0	0.0	800.1
Other	1,678.6	90.0	0.0	0.0	1,768.6
USES Total:	8,120.6	90.0	0.0	0.0	8,210.6
Net:	0.0	0.0	0.0	0.0	0.0

REV EXP COMPARISON

(Dollars in Thousands)

37000 - Secretary of State

P783 - Elections

	General Fund	Other Funds	Other Transfers	Federal Funds	Total
SOURCES Totals	6,886.2	0.0	0.0	780.0	7,666.2
Personal services and employee benefits	3,041.4	0.0	0.0	0.0	3,041.4
Contractual services	1,533.0	0.0	0.0	774.7	2,307.7
Other	2,311.8	0.0	0.0	5.3	2,317.1
USES Total:	6,886.2	0.0	0.0	780.0	7,666.2
Net:	0.0	0.0	0.0	0.0	0.0

EB-1 Expansion Justifications
(Dollars in Thousands)

Replacement of Federal Funds (Help America Vote Act) Aimed at Election Security and Voter Engagement

Rank: 1

New Initiative	2026-27 GF Sources	2026-27 OSF Sources	2026-27 ISF/ IAT Sources	2026-27 FF Sources	2026-27 Total Request	2026-27 Exec Recommendation
Personal services and employee t	120.0	0.0	0.0	0.0	120.0	0.0
Contractual services	185.0	0.0	0.0	0.0	185.0	0.0
Other	310.2	0.0	0.0	0.0	310.2	0.0
EXPENDITURES	615.2	0.0	0.0	0.0	615.2	0.0

Brief Description:

General funds replacing the loss of these federal funds will ensure the Secretary of State can continue services and contracts that are critical to securing our election systems and providing both physical and cyber security for our office, in addition to maintaining a staff member focused on voter engagement.

Legislative Change: _____

Session Law Citation: _____

Legal Settlement: _____

Case Number or Citation: _____

Elections

State of New Mexico

BU PCode Department
37000 P783 000000

EB-2 Expansion Fiscal Summary
(Dollars in Thousands)

Replacement of Federal Funds (Help America Vote Act) Aimed at Election Security and Voter Engagement

Rank: 1

		2026-27 GF Sources	2026-27 OSF Sources	2026-27 ISF/IAT Sources	2026-27 FF Sources	2026-27 Total Request	2026-27 Exec Recommendation
200	Personal services and employee benefits	120.0	0.0	0.0	0.0	120.0	0.0
300	Contractual services	185.0	0.0	0.0	0.0	185.0	0.0
400	Other	310.2	0.0	0.0	0.0	310.2	0.0
EXPENDITURES		615.2	0.0	0.0	0.0	615.2	0.0

0.0

EB-3 Expansion Line Item Detail
 (Dollars in Thousands)

Replacement of Federal Funds (Help America Vote Act) Aimed at Election Security and Voter Engagement

Rank: 1

		2026-27 GF Sources	2026-27 OSF Sources	2026-27 ISF/IAT Sources	2026-27 FF Sources	2026-27 Total Request	2026-27 Exec Recommendation
520000	Payroll	120.0	0.0	0.0	0.0	120.0	0.0
200	Personal services and employee benefits	120.0	0.0	0.0	0.0	120.0	0.0
535300	Other Services	150.0	0.0	0.0	0.0	150.0	0.0
535600	IT Services	35.0	0.0	0.0	0.0	35.0	0.0
300	Contractual services	185.0	0.0	0.0	0.0	185.0	0.0
543830	IT HW/SW Agreements	298.2	0.0	0.0	0.0	298.2	0.0
543900	Other Maintenance	12.0	0.0	0.0	0.0	12.0	0.0
400	Other	310.2	0.0	0.0	0.0	310.2	0.0
Total for Replacement of Federal Funds (Help America Vote Act) Aimed at Election Security and Voter Engagement		615.2	0.0	0.0	0.0	615.2	0.0

Agency Expansion Request Justification

New Mexico agencies making significant requests to expand agency budgets, other than workload changes, or for large special appropriations that appear to expand an agency's recurring budget are being asked to assess the proposals and report on their purpose, potential for success, and plans for implementation and accountability in accordance with the [Budget Guidelines of the New Mexico Legislative Finance Committee \(LFC\)](#) and LFC's [Legislating for Results Framework](#).

1 Program Premise

What public problem does this program seek to address? How will this program address the problem? Does the proposed program link to a goal in the agency's strategic plan?

What is the extent of the problem stated in numerical, geographic, and equity terms? What portion of the total need identified does this program seek to address?

2 Needs Assessment

3 Program Description

What specific activities in the program will achieve these expected program outcomes? What are costs per person or activity? Once the program is fully operational, what are the estimated ongoing annual costs?

Is the program based on evidence or research or a promising practice? Will it need formal evaluation?

4 Research and Evidence

5 Implementation Plan

What activities are needed to implement the program? How much will it cost? What is the timeline for each startup activity?

Will the program be implemented with equity and fidelity? Do you have a checklist of the program components need to achieve the impacts?

6 Fidelity Plan

7 Measurement and Evaluation

What specific outcomes are expected? What are key performance measures? How often will the program be measured and evaluated?

Agency and Expansion Request Information

Agency: Secretary of State

Short Title of Request: Replacement of Federal Funds (Help America Vote Act) Aimed at Election Security and Voter Engagement

Point of contact for follow-up information:

Name: Johanna Kehoe

Title: CFO

Phone: 505-487-6080

E-Mail: Johanna.kehoe@sos.nm.gov

Is the requested expansion solely the result of a workload change? No

If yes, no further information is needed. If no, please provide narrative responses addressing item below.

1. Program Premise

In this section, provide information describing the problem this funding is proposed to address.

- a. Why is this expansion needed and what problem or need it is attempting to address?

Historically the Secretary of State (SOS) has received approximately one million dollars annually in Help America Vote Act (HAVA) to utilize for election security and other engagement initiatives critical to election administration. In 2025, this amount dropped to \$277,000.00 and is not anticipated that this funding will continue to be granted to states in the future.

- b. How does this request differ from existing programming?

This is expansion request is not a request for new programming but instead would ensure continuity of service to New Mexicans. **General funds replacing the loss of these federal funds will ensure the SOS can continue services and contracts that are critical to securing our election systems and providing both physical and cyber security for our office, in addition to maintaining a staff member focused on voter engagement.**

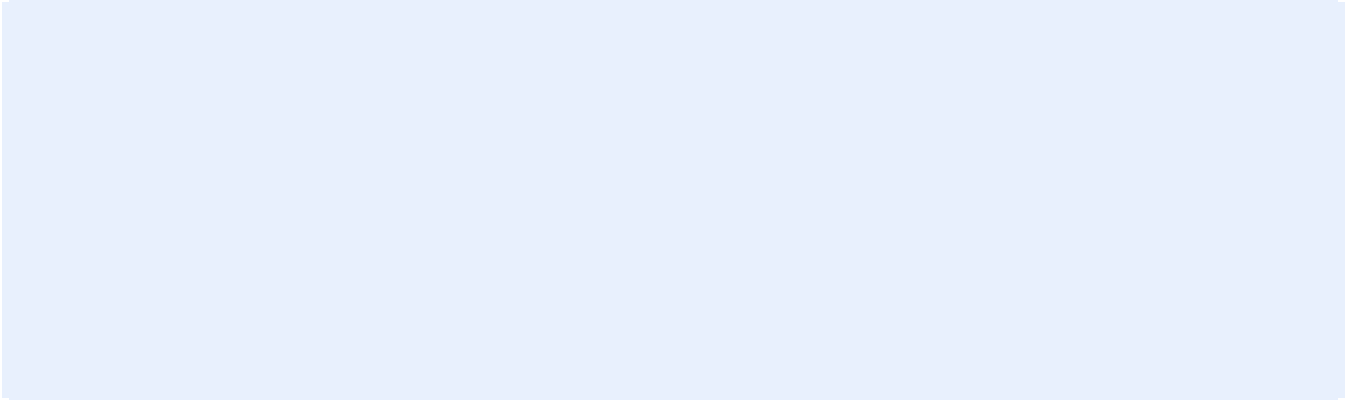
- c. How does the requested program fit into the agency’s strategic plan?

These funds are required to administer secure and accessible elections in accordance with state and federal law. The Secretary of State is the chief election officer of New Mexico and is legally charged with the uniformity of the application, operation and interpretation of the Election Code. In January of 2017, the Department of Homeland Security designated elections as “critical infrastructure” after a series of cybersecurity attacks targeted several states agency’s responsible for election administration. The critical infrastructure designation is given when the destruction or incapacitating of the infrastructure would cause harm to national security or the public’s health and safety. The federal funds provided through the Help America Vote Act have supported the state’s work to protect this critical infrastructure. It is essential that funding and support of these efforts continue.

- d. Has the agency developed a logic model describing the agency’s theory of change?

No, again, security efforts to protect the state’s elections is not a new program. It is a required aspect of the work the Secretary of State’s Office does every day.

- e. If yes, please provide a copy of the logic model as a picture below or as an additional attachment with the form as part of the agency’s submission in BFM. If no, please contact your LFC or DFA analyst for assistance in developing a logic model.



2. Needs Assessment

In this section, provide specifics on the extent of the problem this proposal proposes to solve.

- a. What is the extent of the problem to be addressed?

In spite of the loss of federal funds previously utilized for these purposes, critical election security services and projects must continue, as can vital voter engagement, awareness, and outreach activities.

- b. What is the total statewide need in numerical or geographic terms? If applicable, this may include a description and analysis of historically unserved or underserved populations.

These programs and projects touch all 33 counties and approximately 1,665,813 eligible voters in New Mexico.

- c. What percentage of the previously identified total statewide need does this request seek to address?

100 percent of eligible voters in New Mexico as well as election administrators and election workers statewide

3. Program Description

In this section, provide information detailing activities, costs, and benefits of the proposal.

- a. How much is the agency’s request for FY26 and from what source is the agency requesting additional funding?

Our FY27 Request amount is \$15,261,600.00, we are requesting \$615,245.00

- b. Provide a list of specific activities that will be carried out if this request is granted.

Intrusion Detection and Alerting via the Albert System and a 24x7x265 Manned Security Operations Center (SOC)	40,000.00
Albert Sensor Monitoring maintenance and support-543900	12,000.00
Cybersecurity Hygiene Scans (external vulnerability scans of all election-related SOS systems present on the Internet)	25,000.00
DNS Scrubbing with light reporting	10,000.00
Endpoint Detection and Response with 24x7x265 Manned SOC	15,000.00
Advisory notifications for: Vulnerabilities discovered across many technology vendors and platforms Known Exploited Vulnerabilities (KEVs) end-of-life software that is no longer supported	12,000.00
Cybersecurity Penetration Tests	35,000.00
Cybersecurity Risk and Vulnerability Assessments	50,000.00

Cyber Incident Response	20,000.00
Cisco Meraki Annual License, for cloud-managed smart security cameras	42,795.00
Permanent Secured Ballot Container Maintenance and Support	33,000.00
Election Security Regional TableTop exercises - TTX Costs (6)	80,000.00
MyPolicies Policy repository License for business continuity	13,850.00
AWS Cloud Services	25,000.00
Deleteme privacy service	15,000.00
Info-Tech Research Group Membership & key initiative Workshop	66,600.00
Elections Outreach Coordinator	120,000.00
	615,245.00

c. Provide a cost per unit for the funding (such as the cost per individual or cost per activity).

\$615,245.00 see list above

d. If available and applicable, provide a benefit-to-cost ratio for this program (the total monetized benefits divided by total costs).

The cost of funding would amount to .38 center per eligible voters in New Mexico

e. Does the agency anticipate additional increases above the FY26 request will be needed in future years to continue to operate the program? If so, please describe these additional expenses and projections of future financial needs.

The only anticipated increase would be for annual inflation to increase the costs of services, or modest annual increases to salary of FTE.

4. Research and Evidence Categorization

In this section, provide information regarding the evidence and research supporting your request.

- a. As defined in [New Mexico's Accountability in Government Act](#), specify whether your program is evidence-based, research-based, a promising program or practice, or none of the above.

NoneThe Secretary of State Office utilizes data-driven strategies to spur continuous improvement and ensure that counties receive the technical assistance they need. Our office gathers detailed county-level information related to election operations, voter participation, and compliance through both statutory and grant reporting processes. We regularly provide data to the U.S. Election Assistance Commission for its biennial Election Administration and Voting Survey as well as to MIT for the compilation of its Election Performance Index. The Accountability in Government Act applies to state agencies but does not include offices led by an elected official, and the current structure of the LFC performance measure process may be an ill-fitting solution that would create a bad precedent if applied to the Secretary of State.

- a. Please provide any references or links to relevant research supporting your categorization. For example, sources may include published research or categorization provided by [clearinghouse databases](#).

Click or tap here to enter text.

- b. How will you evaluate the program to confirm your categorization?

The Secretary of State Office utilizes data-driven strategies to spur continuous improvement and ensure that counties receive the technical assistance they need. Our office gathers detailed county-level information related to election operations, voter participation, and compliance through both statutory and grant reporting processes. We regularly provide data to the U.S. Election Assistance Commission for its biennial Election Administration and Voting Survey as well as to MIT for the compilation of its Election Performance Index. The Accountability in Government Act applies to state agencies but does not include offices led by an elected official, and the current structure of the LFC performance measure process may be an ill-fitting solution that would create a bad precedent if applied to the Secretary of Stat.

5. Implementation Plan

In this section, describe all activities related to implementation of your proposal (What, when, where, who, and how) by addressing the following items:

- a. What are the training and startup requirements for the proposed program?

None. These are ongoing services and projects within the SOS. This funding will replace lost federal funds and ensure continuity of critical services.

- b. Provide an estimated timeline for implementation of activities. Include planned benchmarks, milestones, and a target date for full implementation. If the request includes new FTE, provide your current vacancy rate and plan for recruitment.

This will ensure continuity of existing services, projects and FTE following the loss of federal funds.

6. Fidelity Plan

In this section, provide information regarding how you will ensure your proposal is delivered as intended.

- a. Describe key components critical to the success of your program.

Administering elections without cyber or physical security incidents impacting either the administration or results of the election. Increased voter participation and voter trust in democratic process.

- b. Provide a checklist or specific process metrics you will use to ensure component parts are implemented, including equity if applicable.

Increase in voter registration and participation in statewide elections.

7. Measurement and Evaluation Plan

In this section, provide information about measuring outcomes and the impact of your proposal.

- a. What measurable outcome is the agency trying to achieve with the requested expansion?

Incident free election administration. Increased voter registration and participation.

- b. Will the requested program affect any existing performance measures?

Yes

- i. If yes, which performance measures will be affected?

Yes, full funding of our election outreach coordinator can help achieve key performance measures like increasing the percentage of eligible voters registered to vote and increased number of voters participating in statewide elections.

- c. What program outputs will the agency measure?

no new program outputs measures anticipated

- d. What efficiency metrics will the agency monitor?

no changes to the metrics anticipated

- e. Does the agency have baseline data for the proposed measures?

Choose an item.No

- i. If yes, please provide baseline data.

Click or tap here to enter text.

- ii. If no, when and how does the agency anticipate collecting baseline data?

no changes to current processes anticipated

- f. How often will the agency collect and report on these performance metrics?

no changes to the current timelines

- g. How do you plan to share the results of your program with the public and the Legislature?

Reporting of annual performance measures and the Secretary of State produced annual report shared with Legislators and members of the public

Administration and Operations

State of New Mexico

BU PCode
37000 P642

E4 PCode Detail
(Dollars in Thousands)

Fund	Account		2024-25	2025-26	2026-27	FY 2027 Agency Request				Justification	
			Actuals	Opbud	PCF Proj	GF	OSF	ISF/IAT	FF		Total
00000	520300	Classified Perm Positions F/T	0.0	0.0	214.11	0.0	0.0	0.0	0.0	0.0	
00000	521100	Group Insurance Premium	0.0	0.0	18.03	0.0	0.0	0.0	0.0	0.0	
00000	521200	Retirement Contributions	0.0	0.0	40.73	0.0	0.0	0.0	0.0	0.0	
00000	521300	F I C A	0.0	0.0	13.12	0.0	0.0	0.0	0.0	0.0	
00000	521700	RHC Act Contributions	0.0	0.0	5.29	0.0	0.0	0.0	0.0	0.0	
18000	520100	Exempt Perm Positions P/T&F/T	881.1	1,248.5	963.33	1,061.6	0.0	0.0	0.0	1,061.6	
18000	520200	Term Positions	2.8	0.0	0	0.0	0.0	0.0	0.0	0.0	
18000	520300	Classified Perm Positions F/T	2,133.1	2,447.1	3,012.7	2,803.4	0.0	0.0	0.0	2,803.4	
18000	520500	Temporary Positions F/T & P/T	16.6	12.9	0.98	0.0	0.0	0.0	0.0	0.0	
18000	520600	Paid Unused Sick Leave	4.1	0.0	0	0.0	0.0	0.0	0.0	0.0	
18000	520700	Overtime & Other Premium Pay	16.6	0.0	0	0.0	0.0	0.0	0.0	0.0	
18000	520800	Annl & Comp Paid At Separation	29.8	0.0	0	0.0	0.0	0.0	0.0	0.0	
18000	521100	Group Insurance Premium	312.1	273.0	566.3	465.8	0.0	0.0	0.0	465.8	
18000	521200	Retirement Contributions	607.0	566.4	731.02	743.6	0.0	0.0	0.0	743.6	
18000	521300	F I C A	242.9	227.7	244.19	295.7	0.0	0.0	0.0	295.7	
18000	521400	Workers' Comp Assessment Fee	2.2	3.4	0	0.5	0.0	0.0	0.0	0.5	
18000	521410	GSD Work Comp Insur Premium	0.0	0.0	0	2.8	0.0	0.0	0.0	2.8	
18000	521500	Unemployment Comp Premium	3.1	3.6	0	0.0	0.0	0.0	0.0	0.0	
18000	521600	Employee Liability Ins Premium	10.2	0.0	0	152.6	0.0	0.0	0.0	152.6	
18000	521700	RHC Act Contributions	63.1	58.9	78.71	115.9	0.0	0.0	0.0	115.9	
	200	Personal services and employee benef	4,324.7	4,841.5	5,888.51	5,641.9	0.0	0.0	0.0	5,641.9	
18000	542100	Employee I/S Mileage & Fares	3.8	3.0	0	5.0	0.0	0.0	0.0	5.0	
18000	542200	Employee I/S Meals & Lodging	11.0	6.0	0	33.0	0.0	0.0	0.0	33.0	
18000	542800	State Transp Pool Charges	0.6	6.0	0	0.0	0.0	0.0	0.0	0.0	
18000	543820	Maintenance IT	9.7	0.0	0	1.6	0.0	0.0	0.0	1.6	
18000	543830	IT HW/SW Agreements	312.8	15.0	0	525.8	0.0	0.0	0.0	525.8	
18000	543900	Other Maintenance	0.0	0.0	0	82.8	0.0	0.0	0.0	82.8	
18000	544000	Supply Inventory IT	0.0	5.0	0	0.0	0.0	0.0	0.0	0.0	
18000	544100	Supplies-Office Supplies	6.5	5.0	0	113.4	0.0	0.0	0.0	113.4	
18000	544200	Supplies-Medical,Lab,Personal	2.2	0.0	0	0.4	0.0	0.0	0.0	0.4	
18000	544900	Supplies-Inventory Exempt	1.0	0.0	0	0.0	0.0	0.0	0.0	0.0	
18000	545700	ISD Services	50.2	30.0	0	64.7	0.0	0.0	0.0	64.7	
18000	545710	DOIT HCM Assessment Fees	15.7	15.0	0	17.2	0.0	0.0	0.0	17.2	

Administration and Operations

State of New Mexico

BU PCode
37000 P642

E4 PCode Detail
(Dollars in Thousands)

Fund	Account	2024-25 Actuals	2025-26 Opbud	2026-27 PCF Proj	FY 2027 Agency Request				Total	Justification	
					GF	OSF	ISF/IAT	FF			
18000	545900	Printing & Photo Services	28.9	35.0	0	232.0	0.0	0.0	0.0	232.0	
18000	546100	Postage & Mail Services	10.1	20.0	0	50.0	0.0	0.0	0.0	50.0	
18000	546400	Rent Of Land & Buildings	4.1	4.0	0	0.0	0.0	0.0	0.0	0.0	
18000	546500	Rent Of Equipment	21.1	23.0	0	7.0	0.0	0.0	0.0	7.0	
18000	546610	DOIT Telecommunications	104.8	60.0	0	107.8	0.0	0.0	0.0	107.8	
18000	546700	Subscriptions/Dues/License Fee	82.4	445.6	0	47.3	0.0	0.0	0.0	47.3	
18000	546800	Employee Training & Education	0.5	7.0	0	49.1	0.0	0.0	0.0	49.1	
18000	547105	Bank Fees/Services	7.5	0.0	0	180.0	0.0	0.0	0.0	180.0	
18000	547700	Debt Service-Principal	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	
18000	547900	Miscellaneous Expense	13.4	3.0	0	52.4	0.0	0.0	0.0	52.4	
18000	548200	Furniture & Fixtures	2.5	5.0	0	10.0	0.0	0.0	0.0	10.0	
18000	548300	Information Tech Equipment	0.5	0.0	0	82.1	0.0	0.0	0.0	82.1	
18000	549600	Employee O/S Mileage & Fares	6.5	15.0	0	17.0	0.0	0.0	0.0	17.0	
18000	549700	Employee O/S Meals & Lodging	6.4	20.0	0	0.0	0.0	0.0	0.0	0.0	
43170	547105	Bank Fees/Services	63.6	90.7	0	0.0	90.0	0.0	0.0	90.0	
	400	Other	765.7	813.3	0	1,678.6	90.0	0.0	0.0	1,768.6	
TOTAL EXPENSE			5,090.4	5,654.8		7,320.5	90.0	0.0	0.0	7,410.5	

Elections

BU PCode
37000 P783

State of New Mexico

E4 PCode Detail
(Dollars in Thousands)

Fund	Account		2024-25	2025-26	2026-27	FY 2027 Agency Request				Justification	
			Actuals	Opbud	PCF Proj	GF	OSF	ISF/IAT	FF		Total
18000	520100	Exempt Perm Positions P/T&F/T	227.8	410.6	259.65	152.1	0.0	0.0	0.0	152.1	
18000	520200	Term Positions	12.1	0.0	0	76.0	0.0	0.0	0.0	76.0	
18000	520300	Classified Perm Positions F/T	1,113.5	1,443.5	1,516.32	1,719.0	0.0	0.0	0.0	1,719.0	
18000	520500	Temporary Positions F/T & P/T	4.0	0.0	0.98	0.0	0.0	0.0	0.0	0.0	
18000	520600	Paid Unused Sick Leave	1.7	0.0	0	0.0	0.0	0.0	0.0	0.0	
18000	520700	Overtime & Other Premium Pay	11.1	0.0	0	0.0	0.0	0.0	0.0	0.0	
18000	520800	Annl & Comp Paid At Separation	10.8	0.0	0	0.0	0.0	0.0	0.0	0.0	
18000	521100	Group Insurance Premium	157.3	105.0	285.93	312.8	0.0	0.0	0.0	312.8	
18000	521200	Retirement Contributions	273.5	220.0	328.45	374.6	0.0	0.0	0.0	374.6	
18000	521300	F I C A	105.9	90.0	109.02	149.0	0.0	0.0	0.0	149.0	
18000	521400	Workers' Comp Assessment Fee	0.9	0.2	0	0.2	0.0	0.0	0.0	0.2	
18000	521410	GSD Work Comp Insur Premium	0.0	0.0	0	1.4	0.0	0.0	0.0	1.4	
18000	521500	Unemployment Comp Premium	1.3	0.0	0	0.0	0.0	0.0	0.0	0.0	
18000	521600	Employee Liability Ins Premium	4.4	6.0	0	77.9	0.0	0.0	0.0	77.9	
18000	521700	RHC Act Contributions	28.4	25.0	34.14	58.4	0.0	0.0	0.0	58.4	
90300	520200	Term Positions	57.4	0.0	0.59	0.0	0.0	0.0	0.0	0.0	
90300	520300	Classified Perm Positions F/T	27.1	0.0	76.34	0.0	0.0	0.0	0.0	0.0	
90300	521100	Group Insurance Premium	9.5	0.0	17.93	0.0	0.0	0.0	0.0	0.0	
90300	521200	Retirement Contributions	16.2	0.0	14.69	0.0	0.0	0.0	0.0	0.0	
90300	521300	F I C A	5.7	0.0	4.73	0.0	0.0	0.0	0.0	0.0	
90300	521400	Workers' Comp Assessment Fee	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	
90300	521700	RHC Act Contributions	1.7	0.0	1.53	0.0	0.0	0.0	0.0	0.0	
	200	Personal services and employee benef	2,070.4	2,300.3	2,650.29	2,921.4	0.0	0.0	0.0	2,921.4	
18000	542100	Employee I/S Mileage & Fares	6.7	0.0	0	0.0	0.0	0.0	0.0	0.0	
18000	542200	Employee I/S Meals & Lodging	13.7	0.0	0	10.0	0.0	0.0	0.0	10.0	
18000	543820	Maintenance IT	6.5	25.0	0	0.0	0.0	0.0	0.0	0.0	
18000	543830	IT HW/SW Agreements	79.3	45.0	0	374.2	0.0	0.0	0.0	374.2	
18000	543900	Other Maintenance	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	
18000	544100	Supplies-Office Supplies	7.8	13.0	0	95.0	0.0	0.0	0.0	95.0	
18000	544500	Supplies-Food	0.5	0.0	0	0.0	0.0	0.0	0.0	0.0	
18000	544900	Supplies-Inventory Exempt	2.2	0.0	0	0.0	0.0	0.0	0.0	0.0	
18000	545700	ISD Services	15.8	0.0	0	33.0	0.0	0.0	0.0	33.0	
18000	545710	DOIT HCM Assessment Fees	6.9	6.0	0	8.6	0.0	0.0	0.0	8.6	

Elections

BU PCode
37000 P783

State of New Mexico

E4 PCode Detail
(Dollars in Thousands)

Fund	Account	2024-25 Actuals	2025-26 Opbud	2026-27 PCF Proj	FY 2027 Agency Request				Total	Justification
					GF	OSF	ISF/IAT	FF		
18000	545900	87.2	0.0	0	65.0	0.0	0.0	0.0	65.0	
18000	545909	9.9	0.0	0	0.0	0.0	0.0	0.0	0.0	
18000	546100	30.7	198.5	0	85.0	0.0	0.0	0.0	85.0	
18000	546400	9.6	9.0	0	0.0	0.0	0.0	0.0	0.0	
18000	546500	2.8	0.0	0	0.0	0.0	0.0	0.0	0.0	
18000	546610	37.7	0.0	0	55.0	0.0	0.0	0.0	55.0	
18000	546700	82.4	155.0	0	83.1	0.0	0.0	0.0	83.1	
18000	546800	4.6	0.0	0	18.0	0.0	0.0	0.0	18.0	
18000	546900	0.2	0.0	0	0.0	0.0	0.0	0.0	0.0	
18000	547400	1.2	0.0	0	0.0	0.0	0.0	0.0	0.0	
18000	547900	2.8	0.0	0	131.7	0.0	0.0	0.0	131.7	
18000	547999	5.1	0.0	0	0.0	0.0	0.0	0.0	0.0	
18000	548200	0.0	15.0	0	15.0	0.0	0.0	0.0	15.0	
18000	548300	0.0	0.0	0	1,028.0	0.0	0.0	0.0	1,028.0	
18000	549600	9.7	15.0	0	0.0	0.0	0.0	0.0	0.0	
18000	549700	17.3	20.0	0	0.0	0.0	0.0	0.0	0.0	
68180	542200	18.0	0.0	0	0.0	0.0	0.0	0.0	0.0	
68180	542300	0.6	0.0	0	0.0	0.0	0.0	0.0	0.0	
68180	542310	0.1	0.0	0	0.0	0.0	0.0	0.0	0.0	
68180	543820	107.6	0.0	0	0.0	0.0	0.0	0.0	0.0	
68180	543830	878.0	0.0	0	0.0	0.0	0.0	0.0	0.0	
68180	544000	2.7	0.0	0	0.0	0.0	0.0	0.0	0.0	
68180	544100	175.9	0.0	0	0.0	0.0	0.0	0.0	0.0	
68180	545900	800.1	0.0	0	0.0	0.0	0.0	0.0	0.0	
68180	546100	769.1	0.0	0	0.0	0.0	0.0	0.0	0.0	
68180	546400	24.6	0.0	0	0.0	0.0	0.0	0.0	0.0	
68180	546500	5,884.0	0.0	0	0.0	0.0	0.0	0.0	0.0	
68180	546700	145.2	0.0	0	0.0	0.0	0.0	0.0	0.0	
68180	546800	5.7	0.0	0	0.0	0.0	0.0	0.0	0.0	
68180	546900	133.3	0.0	0	0.0	0.0	0.0	0.0	0.0	
68180	547400	6,909.9	0.0	0	0.0	0.0	0.0	0.0	0.0	
68180	547900	0.6	0.0	0	0.0	0.0	0.0	0.0	0.0	
68180	547999	0.0	0.0	0	0.0	0.0	0.0	0.0	0.0	
68180	548300	4.2	0.0	0	0.0	0.0	0.0	0.0	0.0	

Elections

BU PCode
37000 P783

State of New Mexico

E4 PCode Detail
(Dollars in Thousands)

Fund	Account	2024-25 Actuals	2025-26 Opbud	2026-27 PCF Proj	FY 2027 Agency Request				Total	Justification	
					GF	OSF	ISF/IAT	FF			
90300	542100	Employee I/S Mileage & Fares	0.2	0.0	0	0.0	0.0	0.0	0.0	0.0	
90300	542500	Transp - Fuel & Oil	1.5	0.0	0	0.0	0.0	0.0	0.0	0.0	
90300	543820	Maintenance IT	11.7	0.0	0	0.0	0.0	0.0	0.0	0.0	
90300	543830	IT HW/SW Agreements	180.1	182.3	0	0.0	0.0	0.0	5.3	5.3	
90300	546610	DOIT Telecommunications	2.1	0.0	0	0.0	0.0	0.0	0.0	0.0	
90300	546700	Subscriptions/Dues/License Fee	25.5	0.0	0	0.0	0.0	0.0	0.0	0.0	
90300	546900	Advertising	1.2	0.0	0	0.0	0.0	0.0	0.0	0.0	
90300	547400	Grants To Local Governments	0.0	350.1	0	0.0	0.0	0.0	0.0	0.0	
90300	547900	Miscellaneous Expense	0.3	0.0	0	0.0	0.0	0.0	0.0	0.0	
90300	547999	Request to Pay Prior Year	65.5	0.0	0	0.0	0.0	0.0	0.0	0.0	
	400	Other	16,588.5	1,033.9	0	2,001.6	0.0	0.0	5.3	2,006.9	
TOTAL EXPENSE			18,658.9	3,334.2		4,923.0	0.0	0.0	5.3	4,928.3	

Administration and Operations

BU PCode
37000 P642

State of New Mexico
Contract by PCode Detail
(Dollars in Thousands)

Fund	Account	#	Contract Purpose	Actuals	FY 2027 Agency Request				Total	Justification	
					GF	OSF	ISF/IAT	FF			
18000	535200	Professional Services	1000	Consulting Services	(0.8)	137.7	0.0	0.0	0.0	137.7	
18000	535300	Other Services	1000	Document Destruction Services, Translation & Research Services	1.0	1.5	0.0	0.0	0.0	1.5	
18000	535400	Audit Services	1000	Audit fees	47.7	62.4	0.0	0.0	0.0	62.4	
18000	535500	Attorney Services	1000	On Call Legal Services	1.7	6.6	0.0	0.0	0.0	6.6	
18000	535600	IT Services	1000	Enhancements and Support Services for Existing Systems	17.1	591.9	0.0	0.0	0.0	591.9	
TOTAL EXPENSE					66.7	800.1	0.0	0.0	0.0	800.1	

Elections

BU PCode
37000 P783

State of New Mexico
Contract by PCode Detail
(Dollars in Thousands)

Fund	Account	#	Contract Purpose	Actuals	FY 2027 Agency Request				Total	Justification
					GF	OSF	ISF/IAT	FF		
18000	535200	Professional Services	1000	11.1	723.0	0.0	0.0	0.0	723.0	
18000	535300	Other Services	1000	0.0	65.0	0.0	0.0	0.0	65.0	
18000	535600	IT Services	1001	0.0	560.0	0.0	0.0	0.0	560.0	
40260	535200	Professional Services	1000	74.0	0.0	0.0	0.0	0.0	0.0	
40260	535600	IT Services	1000	102.9	0.0	0.0	0.0	0.0	0.0	
68180	535200	Professional Services	1000	178.8	0.0	0.0	0.0	0.0	0.0	
68180	535300	Other Services	1000	790.9	0.0	0.0	0.0	0.0	0.0	
68180	535309	Other Services - Interagency	1000	23.6	0.0	0.0	0.0	0.0	0.0	
68180	535600	IT Services	1000	911.1	0.0	0.0	0.0	0.0	0.0	
90300	535200	Professional Services	1000	360.6	0.0	0.0	0.0	774.7	774.7	
90300	535300	Other Services	1000	25.8	0.0	0.0	0.0	0.0	0.0	
90300	535600	IT Services	1000	372.2	0.0	0.0	0.0	0.0	0.0	
TOTAL EXPENSE				2,851.0	1,348.0	0.0	0.0	774.7	2,122.7	

State of New Mexico
SPECIALS, SUPPLEMENTALS AND DEFICIENCIES DFA

(Prepare separate forms for each request)

BU: 37000
Agency: Secretary of State
Program:
Analyst: Johanna Kehoe
Phone: 505-487-6080

Request Type: Special (FY 27)

Rank: 1

TOTAL SOURCES MUST EQUAL TOTAL USES

(Dollars in Thousands)

Sources		Uses	
Revenue Account	Amount	Uses Account	Amount
	0.0	Contractual Services	2,000.0
Total Sources	0.0	Other	13,000.0
Full Time Equivalents (FTE)		Total Uses	15,000.0
Type	Amount of FTE	Request is related to a recurring expense	Yes
	0.00	Request is related to a capital request	No
Total FTE	0.00	Request is related to proposed legislation	No

Language requested for inclusion in General Appropriations Act (Please Follow Legislative Bill Drafting Conventions - See Instructions)

Allocation into the Election Fund

Justification Quantitative Data (Description)

passage of senate bill in 2024 the election fund has run a negative cash balance prior to each statewide elections, this will be a one time infusion to ensure that the election fund will have a positive cash balance prior to each election

Request: Provide a brief description of what the request does, how the dollars will be spent and explain why it is a nonrecurring need.

Infusion into the Election Fund

Request: How the dollars will be spent.

The funding will be used for direct costs in administering the next statewide election.

Request: Explain why request is nonrecurring need.

This initial infusion resolves the negative cash balance and the statutorily required reimbursement into the fund post election will ensure there is a positive cash balance to pay direct costs for the next statewide election.

Consequences: Provide a brief description of consequences of not funding a performance and accountability task.

The agency will need to continue to seek DFA and LFC approval to pay for direct election expenses before every statewide election when the fund has a negative cash balance.

Performance: How will agency performance be affected.

The Secretary of State will be able to budget and pay direct election costs for every statewide election.

Performance: How will agency performance will be improved.

The agency will have necessary funding to BAR from fund without running a negative cash balance.

Brief description of problem agency is addressing.

When SB 108 was introduced in the Regular 2024 Legislative Session, a provision of the bill contained an initial infusion of funding into the Election Fund to administer the next statewide election. That provision was amended out and the bill passed without any funding to administer the next statewide election. Since that time the fund has run a negative cash balance prior to each statewide election and prior to reimbursement for election. This will ensure moving forward that the fund will have a positive cash balance to be budgeted and pay direct election costs and the fund reimburses post-election up to \$15 million to fund the next statewide election.

State of New Mexico
SPECIALS, SUPPLEMENTALS AND DEFICIENCIES DFA

(Prepare separate forms for each request)

BU: 37000
Agency: Secretary of State
Program:
Analyst: Johanna Kehoe
Phone: 505-487-6080

Request Type: Special (FY 27)

Rank: 2

TOTAL SOURCES MUST EQUAL TOTAL USES

(Dollars in Thousands)

Sources		Uses	
Revenue Account	Amount	Uses Account	Amount
	0.0	Contractual Services	560.0
Total Sources	0.0	Total Uses	560.0
Full Time Equivalents (FTE)			
Type	Amount of FTE	Request is related to a recurring expense	No
	0.00	Request is related to a capital request	No
Total FTE	0.00	Request is related to proposed legislation	No

Language requested for inclusion in General Appropriations Act (Please Follow Legislative Bill Drafting Conventions - See Instructions)

Funding to complete modernization and improvement to statewide voter registration and election management system.

Justification Quantitative Data (Description)

Enhance the State Elections Registration and Voting Integrity System (State Elections Registration and Voting Integrity System) so that the system caters to the functional and security needs of an elections and voter registration management system in the state of New Mexico.

Request: Provide a brief description of what the request does, how the dollars will be spent and explain why it is a nonrecurring need.

Enhance the State Elections Registration and Voting Integrity System (State Elections Registration and Voting Integrity System)

Request: How the dollars will be spent.

The funds will be spent on improving the current State Elections Registration and Voting Integrity System so that it better meets state-wide legislative requirements and election administrator needs to streamline the election process.

Request: Explain why request is nonrecurring need.

Upcoming enhancements to State Elections Registration and Voting Integrity System may address most of the system improvement needs. Enhancements may still need to be made after every legislative session.

Consequences: Provide a brief description of consequences of not funding a performance and accountability task.

If not funded, the statewide election and voter registration system cannot be made to be constantly compliant with state election law, as well as improved upon to cater to the needs to the users of the system and maintaining election/voter data integrity.

Performance: How will agency performance be affected.

Enhancements of the State Elections Registration and Voting Integrity System will improve election administrative/system performance statewide.

Performance: How will agency performance will be improved.

The Secretary of State's performance will be improved because the enhancements will lead to compliance with state election law and allow users of the system to accomplish tasks more effectively and efficiently.

Brief description of problem agency is addressing.

Secretary of State is constantly in need of making code changes to the State Elections Registration and Voting Integrity System so that the office is compliant with election laws that pass during legislative sessions. Additionally, end users of the system regularly report on areas needing improvement that if addressed, greatly improves their work efficiency. So, State Elections Registration and Voting Integrity System is in constant need of enhancement code changes.

State of New Mexico
SPECIALS, SUPPLEMENTALS AND DEFICIENCIES DFA

(Prepare separate forms for each request)

BU: 37000
Agency: Secretary of State
Program:
Analyst: Johanna Kehoe
Phone: 505-487-6080

Request Type: Special (FY 27)

Rank: 3

TOTAL SOURCES MUST EQUAL TOTAL USES

(Dollars in Thousands)

Sources		Uses	
Revenue Account	Amount	Uses Account	Amount
	0.0	Other	6,426.8
Total Sources	0.0	Total Uses	6,426.8
Full Time Equivalents (FTE)			
Type	Amount of FTE	Request is related to a recurring expense	No
	0.00	Request is related to a capital request	No
Total FTE	0.00	Request is related to proposed legislation	No

Language requested for inclusion in General Appropriations Act (Please Follow Legislative Bill Drafting Conventions - See Instructions)

Funding to complete implementation of tabulator replacement hardware.

Justification Quantitative Data (Description)

Replace tabulators that over 10 years old that are still in circulation. 812 machines are past their end of life.

Request: Provide a brief description of what the request does, how the dollars will be spent and explain why it is a nonrecurring need.

Replace tabulators that over 10 years old that are still in circulation. 812 machines are past their end of life.

Request: How the dollars will be spent.

The funds will be used for the planning, design, procurement, upgrade and deployment of voter tabulation hardware and software.

Request: Explain why request is nonrecurring need.

This is nonrecurring until hardware reach end of life again in about 10 when upgrade/replacement will be necessary again.

Consequences: Provide a brief description of consequences of not funding a performance and accountability task.

It is critical to have the most current election tabulation hardware in use consistently across the state to prevent any system performance issue. The Secretary of State is responsible for ensuring compliance with the latest voting systems guidelines, and state security guidelines.

Performance: How will agency performance be affected.

Performance will be improved, because the Secretary of State's will be able to provide NM voters with new hardware utilized to tabulate ballots during an election.

Performance: How will agency performance will be improved.

The upgrade of the voting systems hardware and software to the latest available technology will improve election security and efficiency of tabulating ballots during an election.

Brief description of problem agency is addressing.

The Secretary of State has worked to replace tabulators in phases over time. Currently 812 tabulators out of 1736 total, remain in the state fleet that have been in use since 2014 and are now at end of life. A complete hardware replacement of this subset is necessary to complete the full tabulator replacement.?

State of New Mexico
SPECIALS, SUPPLEMENTALS AND DEFICIENCIES DFA

(Prepare separate forms for each request)

BU: 37000
Agency: Secretary of State
Program:
Analyst: Johanna Kehoe
Phone: 505-487-6080

Request Type: Special (FY 27)

Rank: 4

TOTAL SOURCES MUST EQUAL TOTAL USES

(Dollars in Thousands)

Sources		Uses	
Revenue Account	Amount	Uses Account	Amount
	0.0	Contractual Services	50.0
Total Sources	0.0	Other	166.0
Full Time Equivalents (FTE)		Total Uses	216.0
Type	Amount of FTE	Request is related to a recurring expense	No
	0.00	Request is related to a capital request	No
Total FTE	0.00	Request is related to proposed legislation	No

Language requested for inclusion in General Appropriations Act (Please Follow Legislative Bill Drafting Conventions - See Instructions)

Funding to complete implementation of an election logistics management system.

Justification Quantitative Data (Description)

One-time funding to complete implementation of an election logistics management system that is in progress. Project was partially funded by C2 award in FY26.

Request: Provide a brief description of what the request does, how the dollars will be spent and explain why it is a nonrecurring need.

Complete implementation of an election logistics management system

Request: How the dollars will be spent.

Funds will be used for professional IT services and licensing to complete the project to implement this vital system.

Request: Explain why request is nonrecurring need.

Based on estimates from the selected vendor we know how much is still needed to finish the project.

Consequences: Provide a brief description of consequences of not funding a performance and accountability task.

The Office will continue to coordinate election administration with the county election officials via email, spreadsheets, phone calls, and other ad-hoc processes. Records will be scattered throughout the state.

Performance: How will agency performance be affected.

The Office will have a comprehensive solution to coordinate with county election officials to run elections and centrally store related records.

Performance: How will agency performance will be improved.

The Office will have a comprehensive solution to coordinate with county election officials to run elections and centrally store related records.

Brief description of problem agency is addressing.

The project was only partially funded in FY26. Based on estimates from the selected vendor, we won't be able to buy enough licensing to finish this project.

State of New Mexico
SPECIALS, SUPPLEMENTALS AND DEFICIENCIES DFA

(Prepare separate forms for each request)

BU: 37000
Agency: Secretary of State
Program:
Analyst: Johanna Kehoe
Phone: 505-1=487-6080

Request Type: Special (FY 27)

Rank: 5

TOTAL SOURCES MUST EQUAL TOTAL USES

(Dollars in Thousands)

Sources		Uses	
Revenue Account	Amount	Uses Account	Amount
	0.0	Contractual Services	200.0
Total Sources	0.0	Total Uses	200.0
Full Time Equivalents (FTE)			
Type	Amount of FTE	Request is related to a recurring expense	No
	0.00	Request is related to a capital request	No
Total FTE	0.00	Request is related to proposed legislation	No

Language requested for inclusion in General Appropriations Act (Please Follow Legislative Bill Drafting Conventions - See Instructions)

Funding for website accessibility compliance with federal requirements and remediation of findings.

Justification Quantitative Data (Description)

Website accessibility for the public facing websites and web applications for the Office of the Secretary of State. This is to meet updated federal requirements.

Request: Provide a brief description of what the request does, how the dollars will be spent and explain why it is a nonrecurring need.

Website accessibility

Request: How the dollars will be spent.

Funds will be spent to hire an experienced vendor to audit our websites and provide a report of needed corrections. The Office of the Secretary of State will then directly address or hire contractors to correct the findings.

Request: Explain why request is nonrecurring need.

This is a one-time catch-up effort. Operational funds will address this issue after FY27.

Consequences: Provide a brief description of consequences of not funding a performance and accountability task.

The Office of the Secretary of State and NM will fail to be on a path to comply with federal website accessibility compliance standards.

Performance: How will agency performance be affected.

Public-facing websites will be confirmed to be accessible to federal ADA standards and will be more usable by the that community.

Performance: How will agency performance will be improved.

Public-facing websites will be confirmed to be accessible to federal ADA standards and will be more usable by the that community.

Brief description of problem agency is addressing.

In alignment with a NM State initiative of the same purpose, the Office of the Secretary of State is attempting to comply with federal statute that goes into effect in April 2026.

State of New Mexico
SPECIALS, SUPPLEMENTALS AND DEFICIENCIES DFA

(Prepare separate forms for each request)

BU: 37000
Agency: Secretary of State
Program:
Analyst: Johanna Kehoe
Phone: 505-487-6080

Request Type: Special (FY 27)

Rank: 6

TOTAL SOURCES MUST EQUAL TOTAL USES

(Dollars in Thousands)

Sources		Uses	
Revenue Account	Amount	Uses Account	Amount
	0.0	Other	30.0
Total Sources	0.0	Total Uses	30.0
Full Time Equivalents (FTE)			
Type	Amount of FTE	Request is related to a recurring expense	No
	0.00	Request is related to a capital request	No
Total FTE	0.00	Request is related to proposed legislation	No

Language requested for inclusion in General Appropriations Act (Please Follow Legislative Bill Drafting Conventions - See Instructions)

Funding to transition a vital web page to the DOT GOV domain and limit website impersonation security risks.

Justification Quantitative Data (Description)

Transition nmvote.org to a website in the trustworthy .GOV domain and purchase domain names similar to various Secretary of State's websites to reduce fraud and impersonation security risks.

Request: Provide a brief description of what the request does, how the dollars will be spent and explain why it is a nonrecurring need.

Transition nmvote.org to a website in the trustworthy .GOV domain.

Request: How the dollars will be spent.

Funds will be used to build a new website for voter engagement in the trusted Dot Gov domain. We will also purchase Internet domain names that are similar to Secretary of State's websites so fraudsters cannot buy them and host sites that contain misinformation or disinformation.

Request: Explain why request is nonrecurring need.

This is a one-time cost to build the needed website and purchase similar domain names. Ongoing operational costs after the initial setup will be added to the Office's operational budget.

Consequences: Provide a brief description of consequences of not funding a performance and accountability task.

The Office will continue to use the Dot ORG domain name which is not in keeping with guidance from the DoIT. Our Office and New Mexico will continue to accept the risk of vital Voter and Business Services websites being impersonated by criminals.

Performance: How will agency performance be affected.

Improved confidence and trust when providing information to voters in New Mexico.

Performance: How will agency performance will be improved.

Improved confidence and trust when providing information to voters in New Mexico.

Brief description of problem agency is addressing.

Dot ORG is not recognized as trusted government website. At least a dozen websites with similar names, i.e. www.sos.nm.com, are available for purchase. If purchased by bad guys, they could put out bad information that looks like it is coming from our Office.

State of New Mexico
SPECIALS, SUPPLEMENTALS AND DEFICIENCIES DFA

(Prepare separate forms for each request)

BU: 37000
Agency: Secretary of State
Program:
Analyst: Gregory Rockstroh
Phone: 505-490-0584

Request Type: Special (FY 27)

Rank: 7

TOTAL SOURCES MUST EQUAL TOTAL USES

(Dollars in Thousands)

Sources		Uses	
Revenue Account	Amount	Uses Account	Amount
	0.0	Other	65.0
Total Sources	0.0	Total Uses	65.0
Full Time Equivalents (FTE)			
Type	Amount of FTE	Request is related to a recurring expense	No
	0.00	Request is related to a capital request	No
Total FTE	0.00	Request is related to proposed legislation	No

Language requested for inclusion in General Appropriations Act (Please Follow Legislative Bill Drafting Conventions - See Instructions)

Funding to move documents and data out of a document management system and retire the system from service.

Justification Quantitative Data (Description)

Professional IT services to migrate data out of the AppXtender Software Platform to microfilm and the Secretary of States Enterprise System. After that, decommission the AppXtender platform and servers. It contains Business Services records from 2003 - 2015, many of which are permanent records.

Request: Provide a brief description of what the request does, how the dollars will be spent and explain why it is a nonrecurring need.

Professional IT services to migrate data out of the AppXtender Software Platform to microfilm and the Secretary of States Enterprise System.

Request: How the dollars will be spent.

Funds will be used to acquire professional services from the old document management system to aid with exporting records and data for import into the Office's new business filing system.

Request: Explain why request is nonrecurring need.

It is a one-time project to migrate data and records into the new system or microfilm permanent storage and then eliminate the old system.

Consequences: Provide a brief description of consequences of not funding a performance and accountability task.

The Office will continue to pay and maintain a system that has been used as a read-only lookup system for ten years. Efficiency improvements for the Business Services staff won't be realized.

Performance: How will agency performance be affected.

Maintenance, care, and upkeep costs and activities by Office staff of the hosting systems and software will no longer be needed. The business staff will be more efficient when responding to records requests because there are fewer locations to look.

Performance: How will agency performance will be improved.

Maintenance, care, and upkeep costs and activities by Office staff of the hosting systems and software will no longer be needed. The business staff will be more efficient when responding to records requests because there are fewer locations to look.

Brief description of problem agency is addressing.

The Office desires to eliminate an older information system that has been retained as a lookup system for Business Services records between 2003 and 2015.

DFA Performance Based Budgeting Data System

Annual Performance Report

Agency: 37000 Secretary of State

Program: P642 Administration and Operations

The purpose of the administration and operations program is to provide operational services to commercial and business entities and individuals, including administration of notary public commissions, uniform commercial code filings, trademark registrations and partnerships and to provide administrative services needed to carry out elections.

Performance Measures:		2024-25 Target	2024-25 Result	Met Target	Year End Result Narrative
Output	Average number of days to process corporate registration requests	15	15	Yes	
Output	Average number of days to process partnership registration requests	2	2	Yes	

Program: P783 Elections

The purpose of the elections program is to provide voter education and information on election law and government ethics to residents, public officials and candidates so they can comply with state law.

Performance Measures:		2024-25 Target	2024-25 Result	Met Target	Year End Result Narrative
Explanatory	Number of campaign finance training sessions offered each fiscal year	N/A	8	N/A	
Explanatory	Number of counties meeting the Uniformed and Overseas Citizens Absentee Voting Act deadline of mailing overseas ballots not later than forty-five days before an election	N/A	33	N/A	
Explanatory	Number of reporting individuals out of compliance with campaign finance reporting requirements	N/A	15	N/A	
Explanatory	Percent of eligible voters who voted in the June statewide primary election in even fiscal years	N/A	22.83%	N/A	
Explanatory	Percent of eligible voters who voted in the November statewide general election in odd fiscal years	N/A	69.08%	N/A	
Explanatory	Percent of eligible voters who voted in the November statewide local election in even fiscal years	N/A	20.54%	N/A	
Outcome	Percent of county clerks satisfied with the election training provided by the secretary of state's office	90%	0%	No	
Outcome	Percent of eligible voters registered to vote	85%	82%	No	
Outcome	Percent of reporting individuals in compliance with campaign finance reporting requirements	97%	85%	No	
Outcome	Percent of reporting individuals who have been issued a notice of final determination for non-compliance	100%	100%	Yes	
Outcome	Percent of voting machines tested	100.00%	100.00%	Yes	
Output	Number of training sessions provided to all county clerks on changes to the election code	2	16	Yes	

Performance Measures Summary

P642 Administration and Operations						
Purpose:		The purpose of the administration and operations program is to provide operational services to commercial and business entities and individuals, including administration of notary public commissions, uniform commercial code filings, trademark registrations and partnerships and to provide administrative services needed to carry out elections.				
Performance Measures:		2023-24 Actual	2024-25 Actual	2025-26 Budget	2026-27 Request	2026-27 Recomm
Output	Average number of days to process corporate registration requests	TBD	15	15	5	
Output	Average number of days to process partnership registration requests	TBD	2	2	1	
P783 Elections						
Purpose:		The purpose of the elections program is to provide voter education and information on election law and government ethics to residents, public officials and candidates so they can comply with state law.				
Performance Measures:		2023-24 Actual	2024-25 Actual	2025-26 Budget	2026-27 Request	2026-27 Recomm
Output	Number of training sessions provided to all county clerks on changes to the election code	4	16	2	5	
Outcome	Percent of county clerks satisfied with the election training provided by the secretary of state's office	90%	0%	91%	0%	
Outcome	Percent of eligible voters registered to vote	82%	82%	85%	85%	
Outcome	Percent of voting machines tested	100.0%	100.0%	100.0%	100.0%	
Outcome	Percent of reporting individuals in compliance with campaign finance reporting requirements	86%	85%	97%	0%	
Outcome	Percent of reporting individuals who have been issued a notice of final determination for non-compliance	100%	100%	100%	100%	
Explanatory	Number of counties meeting the Uniformed and Overseas Citizens Absentee Voting Act deadline of mailing overseas ballots not later than forty-five days before an election	33	33	N/A	N/A	
Explanatory	Number of campaign finance training sessions offered each fiscal year	7	8	N/A	N/A	
Explanatory	Number of reporting individuals out of compliance with campaign finance reporting requirements	115	15	N/A	N/A	
Explanatory	Percent of eligible voters who voted in the June statewide primary election in even fiscal years	22.8%	22.8%	N/A	N/A	
Explanatory	Percent of eligible voters who voted in the November statewide general election in odd fiscal years	N/A	69.1%	N/A	N/A	
Explanatory	Percent of eligible voters who voted in the November statewide local election in even fiscal years	20.5%	20.5%	N/A	N/A	



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OFFICE OF THE SECRETARY OF STATE

STRATEGIC PLAN FOR FISCAL YEAR 2027

INTRODUCTION

The Office of the Secretary of State ("the Office") fulfills two primary roles in serving the people of New Mexico. Firstly, as the chief elections officer, the Secretary of State oversees all elections governed by the New Mexico Election Code. This crucial responsibility encompasses safeguarding the security and integrity of the state's elections, offering guidance to public officials throughout New Mexico on their duties under the Election Code, ensuring adherence to federal acts such as the National Voter Registration Act, the Help America Vote Act, and the Voting Rights Act, and administering the Campaign Finance and Lobbyist Regulation Acts. The Office also, promotes civic engagement through public educational initiatives, and undertakes various vital duties essential for the effective functioning of our democratic system.

Secondly, the Business Services Division within the Office serves as the initial point of contact for enterprises seeking to conduct business in New Mexico. Focused on providing exceptional customer service, the Division assists businesses of all sizes in navigating compliance with state statutes, facilitating their entry into our state's economy. Additionally, the Division is tasked with commissioning Notaries Public, processing Trademarks, UCC filings, and the authentication of documents and accepting and filing official state government documents.

Beyond these primary roles, the Office performs an array of other essential functions and responsibilities detailed in the following document, including certifying election results, managing the state's Safe at Home confidential address program, processing notary applications, registering trademarks, and more.

OFFICE ORGANIZATION

The Office is organized into two major programs: (1) the Elections Program and (2) the Administration & Operations Program. The Office has a total of 69 authorized full-time equivalents (FTEs), and over the last fiscal year it is almost 100% fully staffed.

ELECTIONS PROGRAM (P-783)

- Elections Division



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- Security Division
- Special Division (Safe at Home Program)

ADMINISTRATIVE & OPERATIONS PROGRAM (P-642)

- Administration Division
- Information Technology (IT) Division
- Business Services Division

A detailed overview of the functions and objectives of each program and their specific divisions can be found in the “Program Detail” section below.

SUMMARY OF FY2027 INITIATIVES

- Continue the Office’s goal of modernizing New Mexico’s elections to maximize voter access and create efficiencies for election administrators:
 - Provide enhancements to our voter registration and campaign finance information systems
 - Deploy a new election management for county clerks
 - Expand the work of our Elections Outreach Program and make the Elections Outreach Coordinator position permanent in our office
- Our legislative priorities over the next year include:
 - Establishing procedures for the continued administration of elections during a natural disaster
- Continue the Office’s commitment to provide exceptional business services to New Mexico enterprises:
 - Implement processes to prevent fraudulent business filings
 - Update all rulemaking procedures for business entities using SOS rulemaking authority
 - Continue to improve and maintain the new online business and commercial filing system, which is now fully implemented and functional



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PROGRAM DETAIL

ELECTIONS PROGRAM (P-783)

Overview

The Elections Program is a multi-divisional bureau (Bureau of Elections or “BOE”) executing the mission of the Office of the Secretary of State (SOS) and administering the New Mexico Election Code (EC) with three (3) divisions: Elections, Security, and Special. Authorized through Sections 1-2-1 through 1-2-30 NMSA 1978, Sections 1-19-1 through 1-19-29.1 and Sections 10-16A-1 through 10-16A-8 NMSA 1978, the **Elections Division** through the Office’s Bureau of Elections (BOE), oversees the administration of all statewide elections in the State of New Mexico (NM) governed by the EC. This includes administering the EC in its appropriate statewide application, preparing instructions for the conduct of election and voter registration matters in accordance with NM law, advising county clerks, boards of county commissioners and boards of registration on the proper methods of performing their duties under the EC; and providing publications and training as directed by the EC. The Election Division’s responsibility, on behalf of the Secretary of State, is to ensure accuracy and integrity of the election process, secrecy of ballots, election safety, and to guard against abuse of the EC. It also receipts all signed and vetoed bills and is tasked with the annual distribution of session laws. The Division is also responsible for ensuring compliance with the federal National Voter Registration Act, the Help America Vote Act and the Voting Rights Act. Under Federal and NM law, the SOS is required to maintain and provide an official statewide voter file, provide rules for the administration of state-agency-based voter registration, and ensure that elections and registration procedures are conducted in a uniform, fair, and non-discriminatory manner. In addition, the BOE oversees the administration of the governmental ethics acts for NM. This includes educating candidates, political action committees, public officials, and the general public on compliance with the Campaign Reporting Act, the Financial Disclosure Act, and the Governmental Conduct Act. It is also responsible for ensuring compliance with and registering reports under the Lobbyist Regulation Act and the Voter Action Act. These laws govern the public financing of qualified candidates and oversees distribution and reporting of public election funding for candidates under the Public Regulation Commission and statewide judicial offices that are certified as public candidates under the Voter Action Act.

The **Security Division** provides cyber and physical security support to the Office and NM’s thirty-three (33) counties. The program provides hardware, software, and consultation in support of election security initiatives across NM. The program partners with state and federal entities to train county personnel, report events/incidents, provide scrubbing services, support ballot drop boxes, support election night reporting, manage tabulator security, and



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support cyber security projects. This Division also conducts IT roundtables which provide support and guidance to county clerks and IT staff during the election cycle and assesses cyber security risk for the Office and counties.

Lastly, the BOE supports a *Special Division* derived from the Confidential Substitute Address Act and authorized through Section 40-13B NMSA 1978 called *Safe at Home*. This program allows survivors of domestic violence, sexual assault, stalking, or similar crimes to receive mail using the SOS's address as a substitute for their own, while keeping their actual address confidential. The Office collects mail for Safe at Home participants from an undisclosed P.O. Box and then forwards the mail onto the participant's actual, private address. When participants in the program enter business relationships with state, city, and/or other agencies, the use of the fictitious address maintains that person's confidentiality. It also relieves those agencies of the difficult and costly responsibilities of maintaining confidential records. Safe at Home allows participants to vote with reduced risk from being tracked using public records.

Fiscal Year 2027 Goals – Elections Program

Some of the primary purposes of the Office's Elections Program are to facilitate uniform, non-discriminatory, accessible, fair, and accurate elections in New Mexico, maintain public confidence in the electoral process by maintaining a complete and accurate statewide voter file, and provide public access to information and educational materials.

Elections Division Goals

- Integrity, Trust & Transparency
 - Ensure integrity and public trust in New Mexico's electoral and legislative processes.
 - Maximize transparency in election procedures and outcomes.
 - Provide independent auditing and post-election verification to ensure accuracy and public confidence in results.
- Voter Access & Participation
 - Maximize citizen access to comprehensive, timely, and accurate election-related information.
 - Assist counties in supporting same-day voter registration during early voting and on Election Day.
 - Provide targeted outreach to historically underserved and rural communities to ensure equitable access to the voting process.
 - Expand availability of secure and accessible voting options, including mailed ballots and secured ballot drop box containers.
 - Increase accessibility for voters with disabilities and non-English speakers.



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- Education & Outreach
 - Conduct a statewide public information campaign to inform voters about how, when, and why to vote.
 - Provide multilingual voter education materials and outreach to ensure inclusivity.
 - Partner with schools, nonprofits, and civic groups to promote civic engagement and election literacy.
 - Partner with tribal communities through our Native American Voting Task Force to ensure adequate voter access and information.
- Security & Election Integrity
 - Strengthen election infrastructure security, including cybersecurity protections for voter data and voting systems.
 - Participate in multi-state data sharing programs to detect and prevent voter fraud and duplication.
 - Develop and routinely test a statewide election business continuity and disaster recovery plan.
 - Enhance physical security of polling places and election offices.
- Technology & Innovation
 - Implement and maintain advanced technologies to ensure efficient and secure election operations.
 - Improve usability and security of the Statewide Elections Registration and Voting Integrity System Voter Registration System (SERVIS) and the Campaign Finance Information System (CFIS).
 - Explore and pilot secure electronic tools for voter engagement and administrative efficiency.
 - Provide automated services to external stakeholders.
 - Implement electronic voter rosters so that watchers, challengers and other poll workers have effective access to voter rosters during an election
 - Upgrade voter tabulation hardware and software statewide to meet state and federal security guidelines
 - Implement an advanced voter data purchasing system to better streamline public access to registered voter data.
- Standardization & Support
 - Establish uniform standards in key areas of election administration.
 - Serve as a support resource to county clerks and other election officials.
 - Provide regular training and technical assistance to local election workers to ensure consistent practices statewide.



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- Campaign Finance & Candidate Support
 - Ensure compliance with public campaign financing laws and transparency in political spending.
 - Assist candidates with the Voter Action Act application process to include the use of new technology to support modernized electronic processes.
 - Provide ongoing education on campaign finance reporting requirements and deadlines.

Special Program Goals

- Provide legal substitute address as program participant's legal residence, whenever they obtain state and local government services
- Serve as a legal agent for receipt of mail and service of process for all confidential address participants
- Provide participants with first-class mail forwarding service
- Enable confidentiality of two normal public records -- voter registration and marriage licenses
- Provide program outreach to local domestic violence/sexual assault victim advocates and coalitions, Motor Vehicle Division, other relevant state agencies, public schools, judicial offices and law enforcement



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ADMINISTRATIVE & OPERATIONS PROGRAM (P-642)

Overview

The Administration and Operations Program is a multi-divisional bureau executing the mission of the Office of the Secretary of State (SOS) with three (3) divisions: Administration, Information Technology (IT), and Business Services.

The *Administrative Division* incorporates the Office's Administrative personnel responsible for the operational, financial, human resources, legal, and legislative affairs of the Office.

The *IT Division* oversees the technology-related tasks and responsibilities of the Office. It develops, manages, and maintains the Office's technology-related assets, policies, procedures and systems. The Division provides business infrastructures, network and operating systems, which enable staff and the general public to communicate, collaborate, and provides the functionality required perform their duties. It ensures that stakeholders and citizens receive maximum benefit from IT innovations through the convenient delivery of services and information related to elections, governmental ethics, and commerce in the State of New Mexico (NM). Such services are securely delivered using modern and proven information technology solutions and are hosted on SOS-owned equipment housed at the NM State Data Center. The Division is also responsible for operating, maintaining, and overseeing equipment and systems that are designated as Critical Infrastructure (CI) in support of statewide elections and election security systems.

Authorized through Sections 14-14A-1 through 14-14A-32, Sections 53-2-1 through 53-2-11, Sections 53-4-6 through 53-4-7, and Section 53-18-1 NMSA 1978, the SOS through its *Business Services Division* is responsible for providing operational services to commercial and business entities in NM, including the administration of notary public commissions, uniform commercial code filings (UCCs), trademark registrations and partnerships, and to provide administrative services needed to carry out elections. The Business Services Division is a customer service-focused program within the Administration and Operations Program that provides support services to businesses in NM and assists with compliance with NM statutes. The Business Services Division also preserves commercial records vital to commerce and industry in NM and is the sole administrator of several acts, including the Business Corporations Act, the Non-Profit Corporations Act, and the Notary Public Act.



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Fiscal Year 2027 Goals – Administration & Operations Program

Administration Division

- Provide overall leadership, policy, direction setting and management coordination
- Provide policy information and resources to the state legislature as well as consulting with them regarding all areas of the Office of the Secretary of State
- Guide all executive request legislation through the legislative process
- Provide management support in completing employee evaluations in accordance with State Personnel Board rules
- Provide guidance and support on disciplinary issues to ensure compliance with federal and state laws
- Provide recruitment and hiring support based on office needs, appropriate placement and budget availability
- Ensure staff training and development is available and provided in accordance with office needs
- Process purchase orders, invoices and vouchers in a timely and accurate manner in compliance with Model Accounting Practices
- Ensure contracts submitted for approval are accurate, complete, and processed in a timely manner
- Ensure cash received and automatic clearinghouse (ACH) transfers is tracked and deposited daily
- Assist with implementing the Voter Action Act by monitoring operating transfers into and out of the Public Election Fund, reviewing reimbursement formula and issuing payments to qualified candidates approved to receive public election financing
- Track agency expenditures and update leadership monthly
- Develop standard operating procedures for the agency

IT Division

- Continually improving user efficiency
- Enhance service and information delivery to constituents
- Establish standardization and uniformity in critical election administration areas
- Maintain equipment on replacement cycle
- Ensure adequate system controls and security are in place



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Business Services Division

- Continue to improve the newly implemented online business filing system for filings that are recorded, filed, and registered with the Secretary of State, which will increase customer satisfaction by facilitating the registration and reporting of these entities so that businesses are in compliance with state statutes.
- Continue to improve the implementation of the Revised Uniform Law on Notarial Acts.
- Continue to improve the two-year implemented online filing system for Notarial Officer filings, Apostille filings, and Facsimile signature filings
- Process chartered documents, amendments, conversions, mergers and annual reports within the improved timeline of same business day, not to exceed the 15-business day statutory requirements.
- Continue the development, training, outreach, and education on the newly implemented Business Filing System to both internal and external customers
- Provide staff with the tools and resources to ensure that all corporations' filings are processed accurately and within the statutory timeline.
- Crosstrain all staff in the Business Services Division to better assist customers and provide accurate information.
- To extend the current business filing solution for other functions to include accepting Lien Filings from State Taxation and Revenue, to continue to comply with ADA and IACA compliance, to combat business filing fraud, and continued data reliability.



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Fiscal Year 2027

Office of the Secretary of State

IT STRATEGIC PLAN

September 2, 2025

Gregory Rockstroh
Chief Information Officer

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EXECUTIVE SUMMARY

The New Mexico Office of the Secretary of State (SOS) is a small office with great responsibility for many constitutional and statutory obligations related to conducting elections, maintaining designated critical infrastructure, and operating a business in New Mexico. Our constituency is largely external and includes the general public, businesses, media, election officials throughout the state, as well as candidates, lobbyists, and political action committees. The SOS is currently authorized for 69 or fewer full-time employees (FTE) including nineteen direct IT Staff. Significant IT modernization efforts have been underway in recent years and those will continue as we press forward with the goals of streamlining business operations and leveraging technological solutions to bring greater efficiencies and security to the SOS.

To serve our mission, the SOS operates three public-facing lines of business: Elections, Ethics (i.e. Campaign Finance), and Business Services. Each line of business has a large, complex information system that is used by the SOS and our external customers to efficiently administer our statutory mission in these areas. In addition, the SOS maintains and operates numerous smaller systems. These primarily support the day-to-day needs of the Office's staff, but some are also utilized by the public to conduct business with our office. With the exception of the SOS Enterprise System (SOSE), our new business filing system, which is hosted by the maintenance and support vendor, the SOS's large information systems are hosted on SOS owned and operated servers and equipment that are housed at the State Data Center in Santa Fe, NM.

The SOS is also responsible for operating, maintaining, and overseeing equipment and systems that are designated by the United States Federal Government as Critical Infrastructure (CI). Although these systems are not under specific regulatory controls, our federal partners have great interest in ensuring that we properly operate and manage these systems in keeping with applicable standards and best practices. The CI designation has greatly increased our reporting requirements and the actual work necessary to secure these systems. Also notable is that much of the CI that we oversee is housed with county election partners. This situation innately creates geographical and communication challenges for our limited staff when fulfilling our oversight role and performing necessary due diligence. We believe that the Election People, Process, and Property System (3 Ps) which was funded in 2025 will help us mitigate many of these concerns.

Finally, in order to best manage the ever-increasing day-to-day workload of the IT Division, as well as growing IT project and security demands, the SOS restructured the IT Division during FY25. Please see the organization charts for additional detail.

Priorities for the SOS IT through FY26 include:

1. Maintaining our IT infrastructure and information systems so that they continue to meet the core mission of the office including support of: voter registration; election management; business filings; candidate campaign finance filings; filing and public posting of statutes and executive orders; and notary public registrations and certifications.
2. Replacing the Campaign Finance Information System. Because we have been unsuccessful with meeting New Mexico's needs by migrating the system to the vendor's software as a service (SaaS) ethics compliance solution, we are now seeking to remedy the system's shortcomings by replacement. The SOS is seeking additional C2 funding in FY27 to permit this critical undertaking.
3. In conjunction with the Office's new Security Division, the Office of Cybersecurity (OCS), and the SOS's business units, IT will continue to improve our business continuity and disaster recovery plans, procedures, and technical capabilities.
4. Continuing to enhance the State Elections, Registration, and Voting Integrity System (SERVIS) to meet the evolving needs of modern, secure elections and to better support election administration statewide.
5. In keeping with the Office's strategy to leverage technology to improve services for our business customers, the SOS will continue to seek opportunities to adjust and improve the newly implemented Business Filing System: the SOS Enterprise (SOSE).
6. In order to address a long-standing business process gap, and eliminate time-consuming manual procedures, the SOS is undertaking procurement and implementation of a new information system that will enable us to efficaciously collaborate with New Mexico's county election offices and gather all election records required by statute. This system will also help standardize the elections people, process, and property activities across New Mexico's thirty-three counties. The SOS is seeking Special funding in FY27 to complete the implementation of this vital solution.
7. The SOS seeks to effectively partner with the New Mexico Department of Information Technology (DoIT) to deliver cost-effective, secure technology solutions to the Office. Strong partnership will help the state, and the NM Information Security Office achieve better visibility into the SOS's security posture and better inform the evolving security needs of the state. Cloud-based disaster recovery, Microsoft Defender, and joining Azure AD are good examples of projects that are in progress, but others will certainly materialize.

Significant IT modernization efforts have been underway in recent years and those will continue as we press forward with the goals of streamlining business operations and leveraging technological solutions to bring greater efficiencies and security to the SOS.

Finally, it should be stated that the SOS will make unforeseeable course corrections as needed in FY26 and FY27. Although we do our best to plan ahead, unexpected situations do sometimes occur. The Office will react to such situations appropriately in order to improve the office and the services we provide to New Mexico and its constituents.

I. AGENCY OVERVIEW

A. AGENCY PURPOSE AND MISSION

The mission of the SOS is to administer elections, oversee campaign finance administration, lobbyist registration and expenditure reporting, and financial disclosure filings by elected officials and government appointees, and business registrations and notary certification in accordance with state and federal law. Furthermore, the SOS is charged with maintaining and providing public access to the laws, official acts, and other instruments which are vital to the efficient and transparent operation of state government.

The IT staff supports and maintains the information systems which host two of our three primary lines of business, as well as the servers and technology infrastructure necessary to enable the necessary internal functions of the Office. In addition, the IT Division supports the day-to-day technology needs of our office staff who are responsible for engaging with the people and businesses of New Mexico. These systems are hosted on SOS-owned equipment that is housed at the New Mexico State Data Center.

B. AGENCY BUSINESS GOALS

The Office is organized into two major business units: (1) the Elections Division and (2) Administration & Operations . The SOS provides three distinct public-facing lines of business, to New Mexico’s citizens. Via the software systems that support the Business Filing, the Campaign Finance, and the Elections lines of business, New Mexicans are able to explore, monitor, and interact with their government.

Regarding the next few paragraphs, although the Office’s goals are consistent and related across all divisions, they are described separately here to best articulate how each impacts a particular business unit.

Elections Division Goals: Fulfill the statutory requirements of the Secretary of State for statewide election administration and provide strong leadership, support, systems, and guidance to county clerks, registration agents, and third parties regarding state election policies and practices. Support the State Ethics Commission in their role to ensure compliance with governmental ethics laws through education and enforcement and provide public access to information regarding political spending by public officials, candidates, political action committees, and lobbyists. Manage the state confidential address program and public records requests for the agency.

Administration and Operations Goals: Expand online business filings and official government filings that are recorded, filed, and registered with the Secretary of State, which will increase customer satisfaction by facilitating the registration and reporting of these entities so that businesses are compliant with state statutes, increase public access to government documents, notary certification, and support the orderly administration of our state government system.

The SOS has established the following INITIATIVES for FY 2026 and FY 2027:

- Add fraud prevention measures to the newly implemented business filing system, SOSE.
- Scope and continue to apply long overdue enhancements to the statewide voter registration database (SERVIS) as well as to implement statutorily required changes.
 - The SOS and Motor Vehicle Department collaborated to launch Automatic Voter Registration (AVR) in time for the statutory deadline of July 1, 2025. We will continue to improve AVR processes and systems in the year ahead as experience indicates.
 - The 2025 Legislature passed a bill creating semi-open primaries, SB16. The office is engaged in analyzing the system and process impacts and will be prepared to meet all requirements by the Primary in FY26.
 - In FY25, the SOS performed six enhancement releases to the SERVIS, thus correcting numerous deficiencies and pain points in the system as well as adding desired improvements. We expect to continue to invest in improvements, however the system went into production in 2017 and is aging. Consequently, we are investigating long-term options.
- The Office will continue to create efficiency improvements for New Mexico’s elections administrators. Implementing the Election People, Process, and Property System (3 Ps) is just one example of such efforts.
- Replace the Campaign Finance Information System with a system that better aligns to New Mexico’s statutes and which is easier for our customers to use. In the meantime, we will continue to leverage the SOS’s IT expertise and engage with the current system’s maintenance and support vendor to correct bugs and improve user experience where it makes sense to do so.
- In FY25, the SOS conducted a third-party facilitated business continuity and disaster recovery evaluation. That analysis will continue in FY26 and beyond, as will efforts to mitigate and permanently address findings, implement and maintain current business continuity and disaster recovery plans for our agency.
- The SOS’s IT staff will be refreshing the Same Day Registration System, a key system for administering elections, to newer technology in FY26. The SOS is leveraging the opportunity to make desired business process adjustments to the system to better meet the needs of the workers in our polling places.
- Migration of SOS emails and websites from the state.nm.us domain to sos.nm.gov. Email migration is complete, but web applications are ongoing due to embedded references to the old domain.
- Continue to adjust the IT staff and their collective skill set to meet the expanding and changing needs of the SOS.
- Continue assisting counties with the implementation of permanent, secure ballot drop boxes around the state, including the statutory requirement for video surveillance of the boxes.
- Continue supporting county IT staff with IT security by providing and facilitating IT support and services to ensure secure elections.

C. AGENCY VISION

The mission of the SOS is to administer elections, oversee campaign finance administration, lobbyist registration and expenditure reporting, and financial disclosure filings by elected officials and government appointees, business registrations and notary certification in accordance with state

and federal law. The Office's vision, however, is to accomplish its mission with unparalleled efficiency and transparency to New Mexico's citizens and businesses.

The SOS IT Division ensures that stakeholders and citizens receive maximum benefit from SOS IT innovations through the convenient delivery of services and information related to elections, governmental ethics, and the conduct of business in New Mexico. Such services are securely delivered using modern and proven information technology solutions.

The SOS IT Division continues modernization efforts in support of the following strategic priorities:

- Improving user efficiency;
- Enhancing applications to comply with statutory changes and mandates;
- Enhancing service and information delivery to constituents and stakeholders;
- Standardizing critical areas of election administration;
- Replacing equipment on a regular cycle so as to maximize reliability and provide consistent information delivery;
- Refreshing computer hardware, software, and information systems on a regular cycle to take advantage of performance and security improvements, as well as new features;
- Ensuring system and security controls are in place to protect critical IT infrastructure and data assets; and,
- Ensuring necessary planning and redundancy to protect critical services in the event of a primary site system failure for all critical systems.

D. AGENCY BUSINESS PRIORITIES AND PRIORITY CHANGES

The Office's priorities for FY27 are detailed in later sections of this plan. Since the FY26 IT strategic plan was created, some emerging needs or clarifications to previous initiatives have developed.

The Office received special funding in FY26 to help us implement fraud identification and prevention measures in the newly implemented SOSE System. Fraud prevention is necessary to address actual misuse of the state's intentionally open business account creation process. Such accounts can then be used to make false businesses and, sometimes, to pay for those transactions from stolen funding sources. Unfortunately, this is a trend that is being seen nationally in the business registration industry. The SOS is thankful to the 2025 Legislature for investing funds to help us deal with this circumstance in the New Mexico.

In FY25, the SOS engaged with a third-party to evaluate Business Continuity and Disaster Recovery plans and capabilities. That exercise highlighted some shortcomings and need for ongoing analysis within our business units. We will be using such analysis to inform the architecture and design of our production and disaster recovery hosting infrastructure in FY27, so we stand ready to meet New Mexico's expectations for reliability and redundancy in our services.

With the passage of SB16 by the 2025 Legislature, the SOS is required to implement Open Primary Elections. This will require adjustments to processes and procedures as well as the various supporting information systems. Analysis and system modifications are underway and will continue throughout FY26 as we seek to meet our obligations with distinction and efficiency.

The Office has committed to refreshing the Same Day Registration System in time for the 2026 Primary Election. This is one of our key election systems and it was developed and is maintained by our in-house IT Team. Success will require collaborating with our Ballot on Demand vendors as well as the election administrators throughout the state.

E. AGENCY ACCOMPLISHMENT, GOALS, AND CHALLENGES

The SOS has completed a very busy year and we are proud of many accomplishments, including:

- The Office was Ranked #1 in the nation by the Massachusetts Institute of Technology's Elections Performance Index.
- The Office oversaw administration of the 2024 General Election in which 1,160,237 registered voters in New Mexico participated, over 50,000 of whom took advantage of the Same Day Voter Registration system.
- We held 5 regional elections-focused cyber tabletop exercises for all 33 NM Counties.
- Completed the implementation of the SOS Enterprise system, providing businesses, notaries, and others with a more user-friendly and updated environment.
- We collaborated with the NM Corrections Department and changed the frequency of updating incarcerated felon information that is used by our voter registration system and processes from monthly to daily.

We have established goals to improve the following processes:

- Electronic voting and return of ballots for overseas and military voters
- Electronic Nominating Petitions
- Absentee ballot tracking
- Automatic voter registration

We are experiencing challenges with:

- Uncertainty in Federal funding and potential impact to New Mexico
- Executive Orders issued by the U.S. President that propose significant and costly changes to election administration.

II. IT ENVIRONMENT

1. Major Applications

IT provides project management, application development, and support for five primary systems:

Statewide Electronic Registration and Voter Information System (SERVIS) – SERVIS is the New Mexico voter registration and election management system. It is used daily by county election officials for voter registration processing. All statewide and special elections are organized and managed by SERVIS. Other key functions include capturing candidate filing data, generating ballot programming load files, official public results reporting and results canvassing (auditing). Its primary users are New Mexico’s voters, the county clerk offices, municipal clerks and SOS elections staff. Daily maintenance and operational support is provided by in-house SOS staff and backed by a support contract with KnowInk, LLC for system enhancements and escalation of larger system problems.

Campaign Finance Information System (CFIS) – CFIS tracks and makes available to the public thousands of campaign contributions and expenditures of candidate campaign committees, political action committees, and lobbyists. It is used extensively by the media and the public in support of governmental and political transparency and other government agencies charged with enforcing state ethics laws, to include the State Ethics Commission, the Office of the Attorney General, and local District Attorney offices. The system was implemented in 2020 and is locally hosted by the SOS. Maintenance and operational support are provided by in-house SOS staff with a support contract in place with PCC Technology, Inc. dba Civix, for system enhancements and escalation of larger system problems. It has become obvious the system is not capable of adequately meeting New Mexico’s evolving statutory and business requirements. Consequently, the SOS is seeking additional C2 funding in FY27 to create a custom-developed solution.

SOS Enterprise (SOSE) – SOSE (by Tecuity, Inc) replaced the New Mexico Business Filing System (NMBFS). This is our business services information system, which is utilized for business formation, business report filing, registration of notaries, UCC registrations and various other business filing functions in New Mexico. This system generates over \$5 million annually in revenue for the general fund. Finally, the system provides New Mexicans with a tool they can use to research business legitimacy and status in New Mexico.

Online Voter Services Portal (OVSP) – New Mexico’s voters expect to be able to complete many common tasks associated with voting via the Internet. This suite of systems offers them the following services in a safe and secure manner: register to vote, apply for an absentee ballot, receive and mark an electronic ballot if visually impaired. Also, New Mexicans can register to vote and vote on the same day, including Election Day. These systems were developed in-house between 2016 and 2019. Daily maintenance and operational support is provided by in-house SOS staff.

Election Night Results Reporting System (ENR) – ENR’s primary purpose is to report results for the many and varied election contests and questions throughout New Mexico on Election Day. Lesser known; however, is that this system is used report the results for all elections from 2016 and forward. Candidates, the news media, and New Mexicans depend on this website for accurate and timely results. The system is hosted in the Microsoft Azure cloud which allows for considerable flexibility in adjusting to demand because the site’s use is so seasonal. Daily maintenance, operational support, and system enhancements are obtained via a maintenance and operations contract with the vendor, KnowInk LLC.

2. Infrastructure

The SOS infrastructure environment consists primarily of virtual servers, but a few physical servers have been strategically retained. Our production hosting environment is in the state datacenter at the Department of Information Technology (DoIT) and serves both internal and external customers. The disaster recovery hosting environment, located in Albuquerque, is physically located in the DoIT cage within the commercial Oso Grande data center. During FY24, the SOS partnered with the DoIT and added a second disaster recovery environment which is located in the Amazon Cloud and leverages VMware for operations. This environment will allow recovery of the Office's critical election systems in less than a day should we experience a system failure or ransomware attack during the critical voting window. Finally, the SOS's users and supporting infrastructure are located in two buildings at the North Capitol Annex in Santa Fe.

We are primarily a Microsoft Windows shop; thus, we have the usual trappings of Active Directory, Microsoft Domain Name System and so on. On the networking side we use Cisco or Dell products. Our short-term backups are stored on spinning disk, but tape is also used to accomplish air-gapped and offsite storage of backups. Lastly, the SOS's critical servers are automatically replicated from the production hosting environment to the disaster recovery location.

Specific details regarding component brands, models, and hosting location are intentionally withheld from this document for security reasons. Most of the physical infrastructure was replaced in 2018 and 2019. Consequently, we are planning a large infrastructure hardware refresh cycle in FY27. The daily maintenance and operational support for the infrastructure is provided by in-house SOS staff with some augmentation by vendors for especially complex or uncommon tasks. All production systems have an active maintenance agreement in place.

3. Security

The SOS is highly security conscious, and we are actively improving our security practices. The SOS security division supports security controls and initiatives throughout the Secretary of State office. The Election Security Program was created in 2018 with the mission to analyze and orchestrate available resources to secure election and voting systems which are designated Critical Infrastructure by the US Department of Homeland Security. The work of this program provides security services to the SOS as well as to county offices throughout the state.

We have several security policies, plans and procedures that have evolved over the life of the agency. Review, implementation and improvement of the plans is ongoing. We have implemented a cloud-based policy management system designed to make policy creation, distribution and tracking more efficient and to support business continuity and disaster recovery.

We engaged with a leading research firm for unbiased and focused relevant research to help our business and IT leaders make strategic and informed decisions in disaster recovery, business continuity and incident response. We have retained expert facilitators to conduct workshops and help complete these key initiatives, work through critical project deliverables, and train our team. We also use software to help develop, manage, and maintain the SOS Business Continuity Plan, including employee alerts, and to effectively manage operations in the event of a disaster. We will continue to refine and update our plans and procedures in this area as well as in other areas of security.

We participated in the Office of Cybersecurity (OCS) IT and Security risk assessment initiative with a review of the security controls and the security assurance platform to support risk and compliance assessment.

Our agency adheres to the following security practices and standards:

- The National Institute of Standards and Technology controls.
- We require Cybersecurity Awareness Training during onboarding and annually thereafter. We currently use Wizer and Phishing Box, and we conduct phishing simulations.
- We provide regular security outreach and training to the county election and county IT staff.
- We utilize a third party to conduct an Annual-Cybersecurity-Risk-Assessment (Pen Test) of our infrastructure and a portion of our hosted applications which was completed in May 2025. We also use their Vulnerability Management as a Service (VMaaS) with monthly reviews.
- We use an Approved Scanning Vendor (ASV) Certified Scanning for Payment Card Industry Data Security Standard (PCI DSS) compliance scanning, and we participate in the monthly, quarterly and annual State of New Mexico PCI compliance assessment.
- We are active members of the Multi-State Information Sharing and Analysis Center (MS-ISAC) and their Elections Infrastructure Information Sharing and Analysis Center (EI-ISAC). These provide threat intelligence and distribution, incident response and forensic services, member collaboration and engagement and access to the 24x7x365 CIS Security Operations Center.

Lastly, we participate in the National Cybersecurity Review Self-Assessment, and we use the results as a benchmark to monitor our progress.

4. Agency IT Certified Projects

All certified projects support the agency’s purpose by providing improved collection, analysis, reporting, and sharing of data.

PROJECT NAME: Election People, Process, and Property Management System (EPPPMS)	
Project Description	To procure and implement a new election information management system to facilitate real time collaboration with the county election officials for election logistics and record keeping.
Estimated Project Costs	\$1,200,000
Current Funding	\$1,000,000 (Total Appropriated, released and non-released)
Certified Project Phase	Combined Initiation and Planning
Estimated Completion	30 November 2026
Strategic Priority	Implement a new system to manage the Election People, Process, and Property logistics for statewide elections to fulfill the agency mission to administer government elections in accordance with state and federal law.
Agency IT Strategic Plan Alignment	Yes

PROJECT NAME: Campaign Finance Information System (CFIS) / Ethics E-File	
Project Description	The SOS will design, build, and implement a comprehensive, easy-to-use CFIS that meets the State’s filing, compliance, and administrative requirements in accordance with the Campaign Reporting Act, the Lobbyist Regulation Act, and the Financial Disclosure Act.
Estimated Project Costs	5,000,000
Current Funding	\$2,500,000 (Total Appropriated, released and non-released)
Certified Project Phase	Pre-Initiation
Estimated Completion	30 June 2028
Strategic Priority	STRATEGIC PRIORITY 1 – Replace the Campaign Finance Information System (CFIS)
Agency IT Strategic Plan Alignment	Yes

PROJECT NAME: BFS Replacement Project	
Project Description	Directly supports business filing and registration needs for New Mexico
Estimated Project Costs	\$5.5 M
Current Funding	\$5.5 M (\$5.1 spent prior to FY26)
Certified Project Phase	Closeout
Estimated Completion	Project was closed with contingencies on 2/3/2025. All contingencies were met and submitted to EPMO on 8/11/2025.
Strategic Priority	Improving customer experience and platform flexibility by increasing automation and online filing features
Agency IT Strategic Plan Alignment	Yes
Strategic Priority	Replace the Campaign Finance Information System (CFIS) to fulfill the agency mission to administer government ethics in accordance with state and federal law.
Agency IT Strategic Plan Alignment	Yes

5. Workforce

A. Full Time IT Employees

Classification	Positions Filled	Positions Vacant
IT Application Development Series	4	0
IT Business Analysts	2	0
IT End User Support (Security Division)	1	0
IT Management Series	2	0
IT Project Managers	2	0
IT Network Administrators (1 in IT Division, 1 in Security Division)	2	0
IT Security and Compliance Series (Security Division)	3	0
IT Systems Admin Series	2	1
TOTAL = 19 positions	18	1

B. Percentage of IT Full-Time Employees Teleworking, In the Office, or a Hybrid Schedule

Teleworking (%)	Working in the Office (%)	Hybrid Schedule (%)
22	0	78

C. IT Professional Services Contractors

The SOS does not have any day-to-day contract staff that perform work in lieu of an FTE. As we move forward with C2 projects, we will employ a minimum number mostly to have dedicated project managers who represent the interests of the SOS.

Nonetheless, the SOS has a significant number of vendors, state partners, and federal partners who provide various professional services to aid us in serving the people of New Mexico. This modified table attempts to highlight those vendors and the dependencies we have on them.

SUPPORTING ORGANIZATION NAME	SERVICE(S)
Advanced Network Management	Professional Services: Network and System Administration; Proprietary hardware and software support including field technician services
Automated Election Systems	Information System Hosting, Maintenance, and Support. Proprietary hardware and software support including field technician services
Center for Internet Security	Professional Services: intrusion detection, security operations center (SOC), vulnerability testing and management
Civera, LLC	Information System Hosting, Maintenance, and Support
PCC, Inc doing business as Civix	Information System Maintenance, and Support
Democracy Live	Information System Hosting, Maintenance, and Support
Dominion Voting Systems	Professional Services: Proprietary hardware and software maintenance and support, including field technician services
Enhanced Voting	Information System Hosting, Maintenance, and Support
The Election Registration Information Center, Inc (ERIC)	Data validation and update services for maintaining the voter registration database
F5	Security device hosting, maintenance and support
KnowInk, Inc	Information System Hosting, Maintenance, and Support
Mobikasa	Information System Hosting, Maintenance, and Support

NM Department of Information Technology	Internet Service Provider; voice phone services; Distributed Denial of Service (DDoS) attack mitigation; datacenter hosting, maintenance, and support
One Technology	Professional Services: Network and System Administration
Real Time Solutions	Website and Web-Based Application hosting, maintenance, and support
Robis, Inc	Professional Services: Network and System Administration; Proprietary hardware and software support including field technician services
Ricoh	Print device leasing services
Securin	Professional Services: Vulnerability awareness, testing and management
Tecuity, Inc	Information System Hosting, Maintenance, and Support
US Department of Homeland Security	Professional Services: Vulnerability awareness, testing and management

6. Challenges

No.	Agency IT Challenge Description	Potential Opportunities to Address the IT Challenge Description
1	<p>Staffing continues to be a major issue. IT encountered vacancies to vital positions which proved difficult to fill. New Mexico’s pool of qualified applicants is very small, and we struggle to compete with the private sector on key benefits that they provide (namely salary and the ability to work remotely full time). We further suffer from insufficient staffing and often rely on vendor-supported applications for existing and new projects. This exacerbates an issue of complete internal understanding and lack of ability to keep up with latest trends, technologies, and industry standards.</p>	<p>The solution is two-fold.</p> <p>New Mexico government IT needs to compete with private sector when it comes to salaries and non-cost related benefits.</p> <p>While SOS IT invests in training to help our staff stay up to date with technologies, we need support to fund new positions so that we can support applications ourselves and not rely on vendor support.</p>
2	<p>Infrastructure is another major challenge. As we receive funding to complete necessary new projects, we are often sidelined when it comes to funding the hardware required to support those solutions after the project ends and the solution is transferred to maintenance and operations.</p>	<p>We are seeking capital funding to purchase and replace hardware.</p>
3	<p>DoIT System Issues have left a bad impression on the SOS's business units and to the customers we serve. To these customers, it is “The Secretary of State” who is at fault as they do not know the source of the system issue(s).</p>	<p>Enterprise Support is valiant in its efforts and we acknowledge the expanse of applications and the great difficulty of supporting all of them. However, when contacting the helpdesk, we often only learn that there is an issue, that they’re working on it, and when it’s finally fixed. In the spirit of transparency and to enhance processes, it will further benefit New Mexico if Support also reported the exact cause, resolution, and a mitigation plan on how DoIT plans to prevent the issue from happening again.</p>

4	<p>The existing Project Certification Committee (PCC) continues to be a highly cumbersome process for this small agency. The information required in various stage gates and project documentation is often redundant which creates administrative burden that slows down a project's ability to advance. This is especially felt as a sudden halt of momentum when we are ready to move from planning to implementation but must wait a month for a submission review/approval process to occur. That said, the Enterprise Project Management Office (EPMO) staff are highly engaged, and their feedback is much appreciated as we prepare our presentations to the PCC. The PCC Stage gates are also based on historic waterfall methodology which doesn't lend itself to agile methodologies.</p>	<p>We look forward to working with the EPMO as they move forward with the deployment of their Modernization project. We are excited for a centralized project management system that will streamline the PCC, TARC / SHEQ, IV&V, and monthly reporting processes</p>
5	<p>The acquisition of VMware by Broadcom Our annual Maintenance and Support costs have more than doubled and the lines of responsibility among the SOS, DoIT, Broadcom, and Dell have been blurred. In addition, Broadcom requires three year commitments that appear hard to break should the need arise. Finally, Broadcom prevented the DoIT from expanding its reseller position for cloud-based disaster recovery solutions and caused the SOS's related disaster recovery environment to become a one-off instead of a common statewide solution.</p>	<p>The SOS is investigating hypervisor solutions from other hardware, software, and cloud providers.</p>

III. KEY ACCOMPLISHMENTS – FISCAL YEAR 2025

SOS IT had a busy year and has made considerable advancements on certified projects and goals set forth for FY25. Chiefly, we primarily focused on enhancing and upgrading SOS Systems to ensure they're maintained on current and not out-of-date technology.

A. STRATEGIC IT ACCOMPLISHMENTS

STRATEGIC PRIORITY 1 – Maintain SOS Systems on Current Technology	
Goal Statement: Keep SOS hardware, software, and systems on commonly supported and secure platforms.	
FY25 Strategy 1	Refresh home-grown applications and update them to newer technology that is commonly in use.
Accomplishments Outcomes/Metrics	<p>Thanks to the 2024 Legislature, an expansion Application Developer 2 position was created and filled.</p> <p>New Microsoft Development Technology standards were agreed to and are being used for all new development efforts.</p> <p>The development team has initiated an internal project to refresh the Same Day Registration System to newer technologies in time for the upcoming Primary Election, including up-to-date authentication that leverages the NM instance of the Microsoft Digital Workspace.</p>
FY25 Strategy 2	Replace hardware that is near or past end of life
Accomplishments Outcomes/Metrics	<p>The SOS replaced two critical network switches in its main and IT offices. Both were past end of life and out of manufacturer support.</p> <p>All other computer hardware was kept under an active support agreement with the vendor.</p>
FY25 Strategy 3	Validate scheduling and tracking of updates to the SOS infrastructure operating systems and other key software
Accomplishments Outcomes/Metrics	<p>An automated patching system is being used to address routine and emergent software patching needs.</p> <p>SOS has visibility into deployed software version and is better able to analyze and react to vulnerability reports that are received from various sources.</p> <p>A patching schedule for our production servers was created and is being used.</p>

	Due to critical system needs and resource constraints we are struggling to remove or upgrade a few Servers that are using an unsupported version of Microsoft Window.
FY25 Strategy 4	Validate scheduling and tracking of updates and end of life for the SOS infrastructure hardware
Accomplishments Outcomes/Metrics	Tracking is being done at the technician level. All SOS hardware is within the manufacturer’s support lifecycle and is under an active support agreement.
FY25 Strategy 5	Budget for and make training available to the IT Staff
Accomplishments Outcomes/Metrics	Self-service training subscriptions have been built into the SOS’s operations budget for each of the IT staff.

STRATEGIC PRIORITY 2 – Replace the Business Filing System (NMBFS)	
Goal Statement: Implement a modern business filing system that offers more robust electronic and online features and a more flexible technology platform.	
Strategy 1	Continue to work with outside vendor to implement a customizable, commercial off the shelf system to replace existing NMBFS system. Scheduled completion is December of 2024.
Accomplishments Outcomes/Metrics	The final modules to support business filings went live in December of 2024.
Strategy 2	Ensure new software system has improved mobile and electronic filing features
Accomplishments Outcomes/Metrics	The Office has transitioned fully to online filings
Strategy 3	Decommission and retire the old NMBFS
Accomplishments Outcomes/Metrics	The Legacy BFS System is no longer available or used outside of the SOS. The Legacy BFS is scheduled to be shutdown and set-aside during the first quarter of FY26 with full destruction to happen about one year following shutdown.

STRATEGIC PRIORITY 3 – Focus on Security Improvements	
Goal Statement: The SOS desires to implement low cost, high value security improvements	
Strategy 1	Make security a dedicated entity at the SOS with dedicated staff.
Accomplishments Outcomes/Metrics	The Chief Information Security Officer (CISO) expansion position was filled in late FY24. The SOS Security Division was concurrently created and focuses on security and cybersecurity for the SOS and our county election partners.
Strategy 2	Physically segregate public use kiosk systems from the SOS and New Mexico computer networks
Accomplishments Outcomes/Metrics	Logical segregation is in place and being enforced by the SOS’s firewalls and the controls were reviewed and tightened in FY25. Although it is an improvement, it falls short of full physical separation which remains the goal as funding allows.
Strategy 3	Physically and logically segregate web applications that are intended for public services from those that primarily support authenticated use by SOS and other government staff.
Accomplishments Outcomes/Metrics	Infrastructure limitations, resource constraints, and other enhancement priorities have prevented this initiative from moving forward.
Strategy 4	Physically and logically segregate web applications for differing SOS lines of business from one another.
Accomplishments Objectives/Metrics	Using existing infrastructure, the SOS created a new, separate hosting environment for public-facing elections applications that are hosted and maintained by the SOS IT staff. 94% of applications that were in a mixed hosting environment have been moved here, thus improving security boundaries. The Business Filing System was replaced by the SOS Enterprise system. It is vendor hosted; thus, it is separated from other SOS systems that are used by the public.

B. OTHER KEY IT ACCOMPLISHMENTS – FISCAL YEAR 2025

In addition to our strategic goals, SOS IT continues to make strides in improving processes for elections and business services staff and New Mexico constituents. Below is a brief overview of key accomplishments we made.

APPLICATION	
Accomplishment	A. Implemented the Omniballot System B. Implemented the Ballot Scout System C. Implemented the Electronic Petition Signature System
Value or Impact	A. Military and Overseas voters are able to receive, fill out, and return their ballot securely and fully electronically. B. Voters who utilize absentee voting have improved visibility into the location of their ballot as it travels from and to their election official C. Candidates and voters now have the convenience of an electronic system to collect petition signatures to attain access to the ballot. The petitions are also more accurate because the signers undergo basic vetting during the signature process.
DATA	
Accomplishment	Implemented the SOSE System
Value or Impact	The IT Application Developer who was kept busy by data corrections and application support in the legacy system is now free to assist with other IT initiatives.
PROCESS IMPROVEMENT	
Accomplishment	Implemented the SOSE System
Value or Impact	The SOSE allows businesses, notaries, and other entities to fulfill all registration and filing needs online, thus returning travel and personal time to our customers.
WORKFORCE	
Accomplishments	During FY25, SOS IT focused on filling vacancies and are pleased to report we are now 95% fully staffed. We are also looking at re-classifying the remaining vacancy to best support the agency’s mission and vision.
Value or Impact	Increased focus and time to serve internal and external customers.
CUSTOMER SERVICE	
Accomplishments	Implemented the SOS Enterprise system. The SOSE allows businesses to complete all registration and filings online.
Value or Impact	Following just over a year in service, softphones have proven to be a big success because they allow our in-office and remote staff to participate equally in quickly answering customer calls. Supporting statistics include: <ul style="list-style-type: none"> Abandoned calls have dropped from an average of over 100 per week to less than 40. Call staff are responding to an average of 170 calls per week. The average caller’s wait time dropped from 10-plus minutes to less than 5 minutes and typically less than 2 minutes.

TELEWORK	
Accomplishments	SOS IT provides the same level of support to home-office staff as to in-office staff. We've learned from the pandemic on providing remote support and hone those skills today.
Value or Impact	Agency functions are not halted with our remote work policy. Staff are able to continue to support New Mexico during unexpected closures (e.g. inclement weather) and customers may continue to use SOS resources throughout the year.
SECURITY	
Accomplishments	The SOS onboarded our end-user computers to the New Mexico instance of Microsoft Defender.
Value or Impact	The SOS and the NM DoIT have better visibility into security events with these devices.

IV. FY27 IT STRATEGIC GOALS AND STRATEGIES

SOS IT's FY27 goals align with and support the agency's goals. It is through our goals that we make it easier for eligible New Mexicans to vote, run safe and secure elections, promote civic engagement, and provide essential resources to businesses and entrepreneurs.

STRATEGIC PRIORITY 1 – Replace the Campaign Finance Information System (CFIS)	
Goal Statement: The SOS will design, build, and implement a comprehensive, easy-to-use CFIS that meets the State's filing, compliance, and administrative requirements pr the Campaign Reporting Act, the Lobbyist Regulation Act, and the Financial Disclosure Act.	
Strategy 1	The project will engage external stakeholders to validate its functions and usability.
Outcomes/Metrics	The project plan includes representatives from external stakeholders (i.e. – Lobbyists, Lobbyist Employers, Candidates, etc) as members of the project team. Specific engagement points for external stakeholders are included in the project plan.
Strategy 2	Efficient use of hosting resources is planned
Outcomes/Metrics	A plan to destroy and reclaim the old CFIS's host servers and infrastructure is included in the project plan. A draft decommissioning plan has been created.

STRATEGIC PRIORITY 2 – Implement a new system to manage the Election People, Process, and Property logistics for statewide elections.

Goal Statement: The SOS will specify, procure, design, and build a new information system to facilitate real time collaboration with the county election officials for election logistics and record keeping.

Strategy 1	Follow state statute and rule for project management and execution
Outcomes/Metrics	Engage with the DoIT EP MO office to evaluate the project and follow all proper processes.
Strategy 2	Acquire funding in FY 27 that is needed to complete the implementation
Outcomes/Metrics	2026 Legislature awards \$216,000 in Special Funding for FY27 to facilitate timely completion of the project.
Strategy 3	Evaluate system use and effectiveness 2026 Primary and General Elections
Outcomes/Metrics	Collaborate with Election Leadership to define useful utilization reporting metrics. Ensure reports are specified that address the desired data points. Include analysis of these metrics in the project closeout.

STRATEGIC PRIORITY 3 – Support State and Partner Agency Initiatives

Goal Statement: The SOS will do our best to actively participate with and support projects and initiatives of our New Mexico State Partners.

Strategy 1	Perform web presence assessment with accessibility standard WCAG 2.1 AA
Outcomes/Metrics	Develop and implement a program to manage gaps between current state and the accepted accessibility standard in an ongoing manner. Acquire \$200,000 in Special Funding for FY27 to facilitate 3 rd party initial assessments regarding our as-is condition and mitigate the findings. As resources allow, mitigate identified findings.
Strategy 2	Participate in DoIT-Sponsored cybersecurity management programs
Outcomes/Metrics	As resources allow, react to and mitigate findings on the SOS computer network, including future-proofing when possible. As resources allow, move the SOS computer network and systems to the NM identity and access solution, Microsoft Entra As resources allow, onboard the Office’s computers, servers, and mobile devices to the NM management solution, Microsoft Intune.

Strategy 3	Collaborate with the Department of Finance and Administration to ensure ongoing PCI regulatory compliance for the SOS.
Outcomes/Metrics	<p>React to and mitigate findings that are identified by the website vulnerability scanning program.</p> <p>React to and mitigate findings that are identified by the website compliance review program.</p> <p>Comply with state statute and rule regarding adding, changing, or removing PCI systems or controls.</p>
Strategy 4	Participate in the New Mexico One-Stop Business Portal Planning and implementation process.
Outcomes/Metrics	<p>Work with the selected implementation vendor and project team to determine the gap between the current state and the desired state.</p> <p>Ensure SOS has appropriate representation at 80% of the meetings deemed appropriate by the project team.</p>

STRATEGIC PRIORITY 4 – Maintain Information Systems on Current Technology	
Goal Statement: Perform proper lifecycle maintenance of the SOS’s computer systems, applications, and software so they are secure, supported, and deliver adequate capacity and performance.	
Strategy 1	Replace the hosting infrastructure at the production and disaster recovery sites, including the cloud
Outcomes/Metrics	<p>New hosting environments meet the SOS’s Business Continuity and Disaster Recovery requirements</p> <p>All hardware and software installed, secure, and meets the SOS’s performance needs</p> <p>All software use is compliant with its license</p>
Strategy 2	Acquire professional services to prepare the Statewide Election, Registration, and Voter Information System (SERVIS) for replacement or major enhancement
Outcomes/Metrics	A detailed plan, including costs, has been developed to facilitate decision making related to the SOS’s strategy for continuing delivery of this service.
Strategy 3	Replace the power scrubbing and delivery devices in the SOS’s networking closets.
Outcomes/Metrics	<p>Clean, conditioned power is being delivered to critical and expensive computer network components.</p> <p>The SOS’s networks can survive short power outages and brownouts without manual intervention and less risk to damaging the equipment.</p>
Strategy 4	Decommission an old document management platform

Outcomes/Metrics	Acquire \$25,500 in Special Funding for FY27 to fund a one-time project to migrate data from the old system to our new business filing system or microfilm and shut down the old system.
	The old AppXtender system has been removed from service.
	Relevant public records continue to be available from other SOS sources.

STRATEGIC PRIORITY 5 – Adjust the SOS’s information system to meet evolving federal and state law and regulation	
Goal Statement: Ensure that the SOS’s information systems are modified in a timely manner to meet our legal obligations.	
Strategy 1	Upgrade the SOS Enterprise business filing system to add a Centralized Tax Lien Filings Module to comply with HB218 which was passed by the 2025 Legislature
Outcomes/Metrics	Centralized Tax Lien filings are happening in the SOSE and the data is available from a central location.
Strategy 2	Upgrade or replace voter tabulation hardware and software to comply with New Mexico Election Code (1-9-7.4)
Outcomes/Metrics	New Mexico’s voting systems are compliant with the state statute and the federal Voluntary Voting Systems Guidelines v2.0

STRATEGIC PRIORITY 6 – Adjust the SOS’s information system to better meet our customers’ needs and expectations	
Goal Statement: Ensure that the SOS’s information systems are modified in a timely manner to ensure efficient delivery of services to our internal and external customers.	
Strategy 1	Make a secure electronic voter roster system available in New Mexico’s polling places to meet New Mexico Election Code 1-2-23
Outcomes/Metrics	Full voter rosters are easily accessible in a consistent manner in New Mexico’s polling places.
Strategy 2	Implement a new web-based system to allow the public to request, pay for, and receive voter data form the SOS electronically.
Outcomes/Metrics	Our customers are able to complete this process in a self-service manner that is more transparent, and which requires less manual processing by SOS staff.
Strategy 3	Continue to move web-based SOS information systems to the trusted DOT GOV domain
Outcomes/Metrics	Acquire \$30,000 in FY27 Special Funding to implement a new website at nmvote.gov to replace nmvote.org. Nmvote.gov website is built and available to the public to allow looking up voter registration, polling place, election, and other voting information.

	Typosquatting domain names that are similar to SOS websites are purchased by the SOS to minimize risk of impersonation attacks against our public names.
Strategy 4	Continue to enhance the SERVIS to better service the functional and security needs of the election officials in New Mexico
	Acquire \$560,000 in Special FY27 funding so we can remain engaged with the support vendor. Produce, test, and implement software releases in keeping with the requirements backlog and the production schedule.

STRATEGIC PRIORITY 7 – Adjust the SOS’s information system to meet evolving security and cybersecurity threats.	
Goal Statement: Ensure that the SOS’s information systems are secured using all available resources and that they are steadily moving toward new industry best practices for threat identification, mitigation, and protection.	
Strategy 1	Implement a comprehensive Privileged Access Management (PAM) system as resources, including funding, allow
Outcomes/Metrics	PAM solution is managing elevated accounts to enhance security, control, and monitoring of the same.

V. IT FISCAL AND BUDGET MANAGEMENT

Information Technology (IT) Operating Budget (C1)

(To update this table, please double click on the embedded spreadsheet and add the required information. Before exiting the spreadsheet, please make sure to scroll up. Otherwise, the entries of this table will not be fully previewed.)

Agency Name		Agency Code				
Office of the Secretary of State		3700				
Base Request Operational Support of IT. Check one of the options below:					Flat Budget	Expansion from previous year
Yes/No						x
Revenue IT Base Budget (dollars in thousands)						
Appropriation Funding Type	FY24 Actual	FY25 Actual	FY26 OpBud	FY27 Request	FY28 Estimate	
General Fund	2,006.4	1,717.3	2,314.8	2,388.5	2,450.0	
Other State Funds	0.0	0.0	0.0	0.0	0.0	
Federal Funds	0.0	0.0	0.0	0.0	0.0	
Internal Svc Funds/Interagency Transfer	0.0	0.0	0.0	0.0	0.0	
Total	2,006.4	1,717.3	2,314.8	2,388.5	2,450.0	
Expenditure Categories (dollars in thousands)						
Category or Account Description	FY24 Actual	FY25 Actual	FY26 OpBud	FY27 Request	FY28 Estimate	
Personnel Services & Employee Benefits	1,141.0	1,165.4	1,141.0	1,570.7	1,600.0	
Contractual & Professional Services	136.3	139.9	207.5	185.8	200.0	
IT Other Services	729.0	412.0	966.3	632.0	650.0	
Other Financing Uses	0.0	0.0	0.0	0.0	0.0	
Total	2,006.3	1,717.3	2,314.8	2,388.5	2,450.0	
	Print Name	Phone	Email Address	Date		
Agency Cabinet Secretary/ Director (Mandatory)	Maggie Toulouse Oliver	505-827-3600		09/02/2025		
Chief Information Officer or IT Lead(Mandatory)	Gregory Rockstroh	505-827-3600	gregory.rockstroh@sos.nm.gov	09/02/2025		
Chief Finance Officer (Mandatory)	Johanna Kehoe	505-827-3600	johanna.kehoe@sos.nm.gov	09/02/2025		

Secretary of State:

Maggie Toulouse Oliver

Chief Information Officer:

Gregory Rockstroh

Chief Finance Officer:

Johanna Kehoe

VI. SPECIAL FUNDING, SUPPLEMENTAL, COMPUTER SYSTEM ENHANCEMENT (C2) FUNDING AND REAUTHORIZATION OF C2 APPROPRIATIONS

- A. Special Funding and Supplemental Request(s):** We are seeking special or supplemental funding to augment a FY26 C2 appropriation for an election management system. We received \$1,000,000 and based on vendor quotes, we require an additional \$200,000.

Rank	Item Description
1	Allocation to the Election Fund (non-IT)
2	SERVIS Enhancement Project
3	Replace End of Life Tabulator Machines (non-IT)
4	Funding to complete the Election People, Property, and Process Project (FY26 C2)
5	Transition NMVOTE.ORG to trusted NMVOTE.GOV
6	Migrate data and decommission an old document management system

- B. Computer System Enhancement (C2) Funding:** Below is our list of C2 funding requests for FY27. Please see Appendix-A-III for the C2 Information Technology Data Processing – Computer System Enhancement Fund (CSEF) for each request.

Rank	Project Name
1	Ethics E-File Part II
2	SERVIS Modernization
3	Voter Data Request and Purchase Portal
4	Centralized Tax Lein Filing

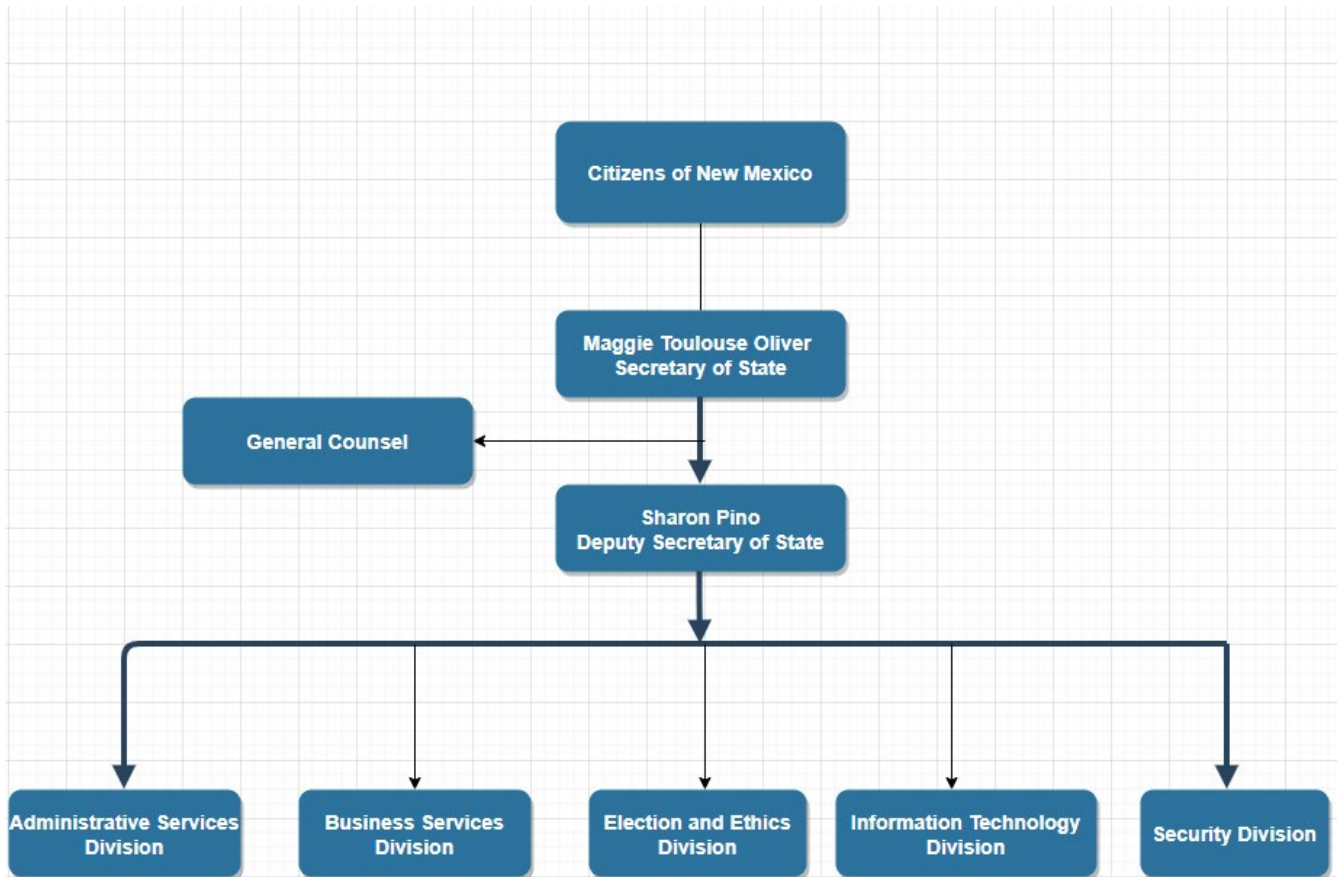
C. Reauthorization of C2 Appropriations:

We are seeking reauthorization on a FY26 allocation/project that was not fully funded. The second half of project funding is being requested under Priority 1 above.

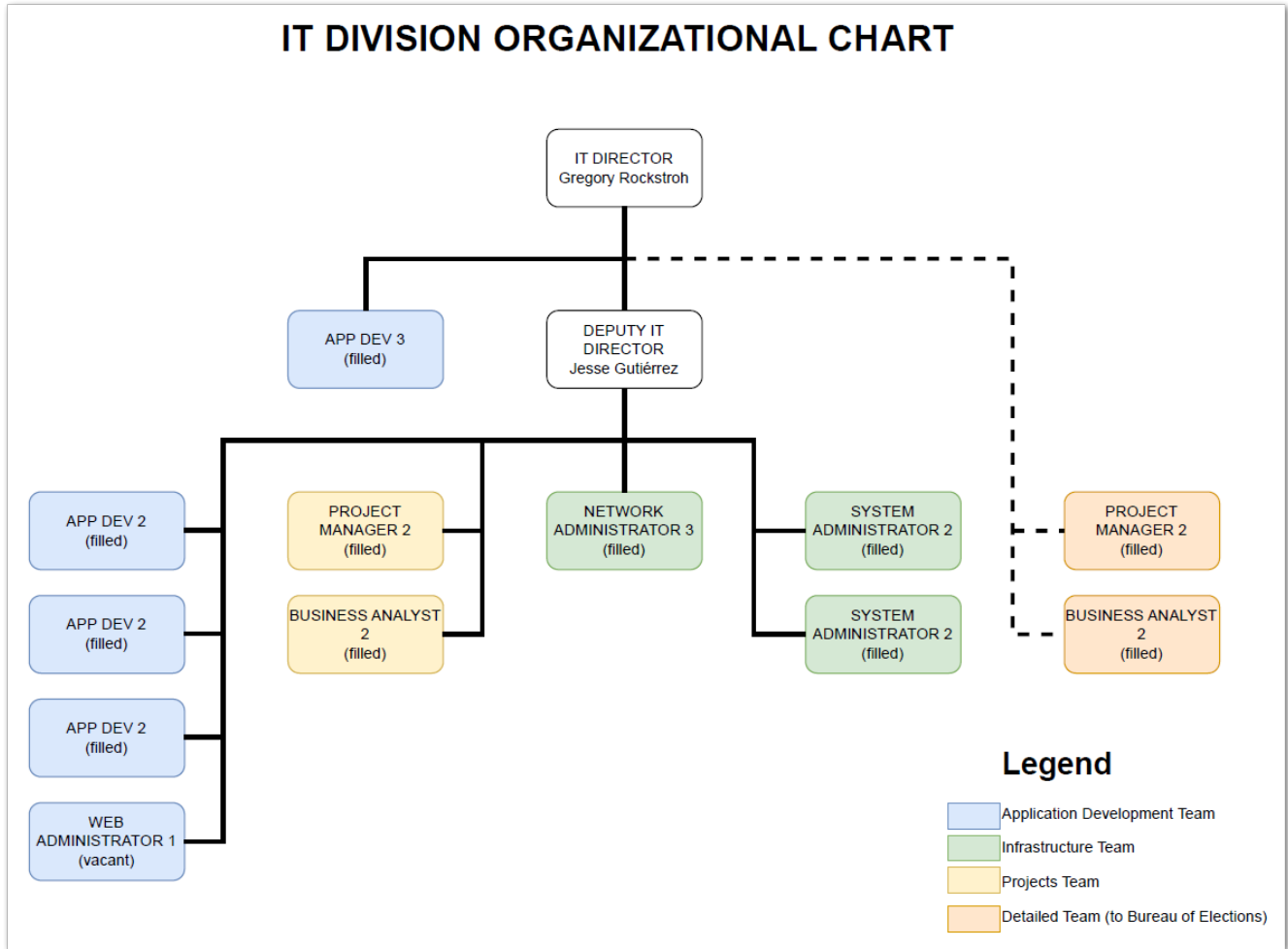
REQUEST FOR REAUTHORIZATION OF C2 APPROPRIATIONS

Information Technology Request for Reauthorization of C2 Appropriations			
Agency Name	Secretary of State	Agency Code	3700
Lead Agency Name Listed on Appropriation	Maggie Toulouse Oliver	Project Name	Ethics E-File
Source of Authorization (e.g. Laws 2022, Chapter 54, Section 7 (12) or Grant/Federal Fund #)		Appropriation Amount (in thousands)	Remaining Balance (in thousands)
Laws 2025, Chapter 160, Section 7 (6) To implement a web-based filing solution.		2,500.0	2,500.0
Total amount appropriated for project life (in thousands)	2,500	Will the project be completed within the next fiscal year?	<input type="checkbox"/> Yes <input type="checkbox"/>
Reason for Requesting Reauthorization	Alignment with full project funding		

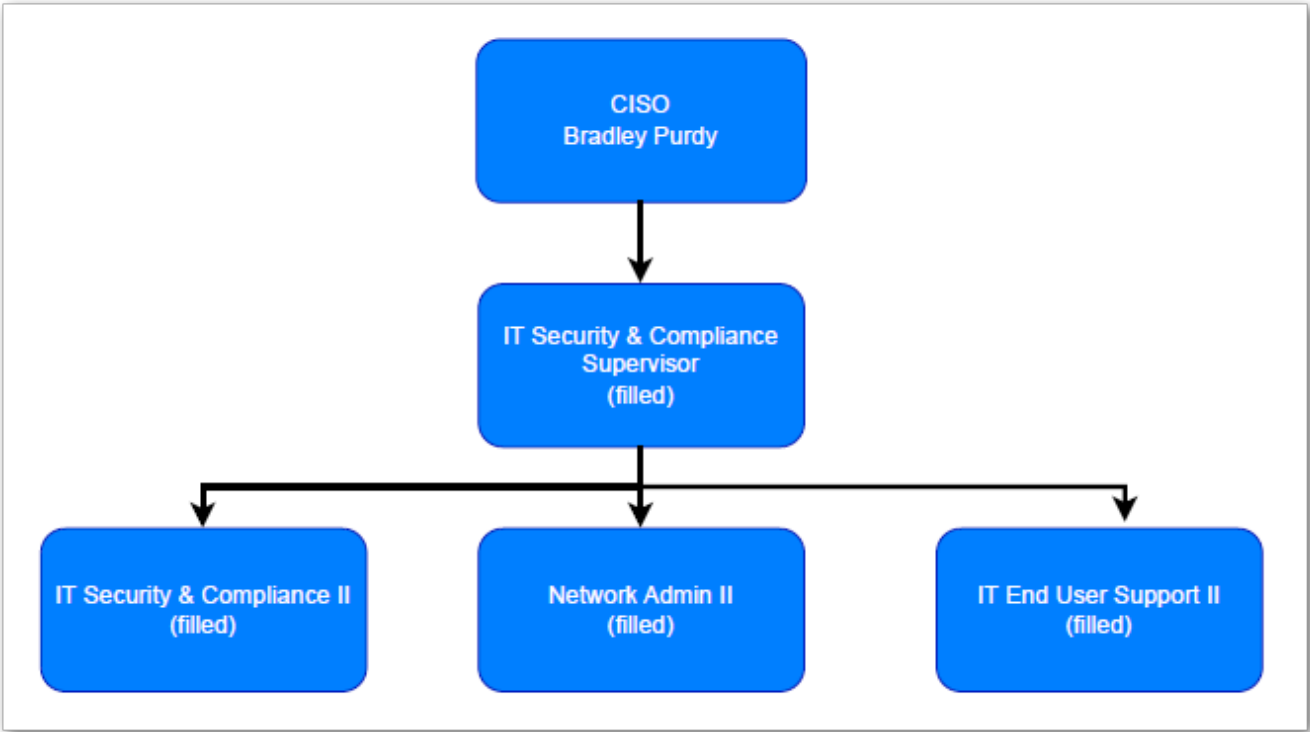
APPENDIX A-I: AGENCY ORGANIZATION CHART



APPENDIX A-II: IT ORGANIZATION CHART



APPENDIX A-IIa: SECURITY DIVISION/ELECTION SECURITY PROGRAM ORGANIZATION CHART



APPENDIX A-III: C2 IT DATA PROCESSING CSEF

APPENDIX A-III: C2 IT Data Processing CSEF

XI. C2 Form – Computer System Enhancement Fund (CSEF)

C2: Information Technology Data Processing - Computer Systems Enhancement Fund (CSEF)

Agency Name	Agency Code	Project Name			
Secretary of State	370	Ethics E-File			
Multi-Agency Project	Participating Agencies	Priority	Projected/Actual Start Date	Projected End Date	
No		1	7/1/2026	6/30/2027	

Revenue Project Cost (dollars in thousands)				
Category or Account Description	FY25 & Prev Actual	FY26 Budget	FY27 Request	Total
General Fund (CSEF)	0.0	2,500.0	2,500.0	5,000.0
Other State Funds: (*specify funds below)	0.0	0.0	0.0	0.0
Federal Funds:	0.0	0.0	0.0	0.0
Internal Svc Funds/Interagency Transfer	0.0	0.0	0.0	0.0
Total	0.0	2,500.0	2,500.0	5,000.0
*If Other State Funds, Specify Funding Source/Fund Name				

Expenditure Categories (dollars in thousands)				
	FY25 & Prev Actual	FY26 Budget	FY27 Request	Total
Personnel Services & Employee Benefits	0.0	0.0	0.0	0.0
Professional Services	0.0	2,500.0	2,500.0	5,000.0
Travel/Lodging	0.0	0.0	0.0	0.0
IT Hardware	0.0	0.0	0.0	0.0
IT Software	0.0	0.0	0.0	0.0
Other	0.0	0.0	0.0	0.0
Total	0.0	2,500.0	2,500.0	5,000.0

	Print Name	Phone	Email Address	Date
Agency Cabinet Secretary/ Director (Mandatory)	Maggie Toulouse Oliver	505-827-3600		09/01/2025
Chief Information Officer or IT Lead(Mandatory)	Gregory Rockstroh	505-827-3600	gregory.rockstroh@sos.nm.gov	08/29/2025
Chief Finance Officer / Budget Director (Mandatory)	Johanna Kehoe	505-8278-3600	johanna.kehoe@sos.nm.gov	08/29/2025

Agency Cabinet Secretary/Director Signature:

Maggie Toulouse Oliver

Chief Information Officer/IT Lead Signature:

Gregory Rockstroh

Chief Finance Officer/Budget Director Signature:

Johanna Kehoe

C2 Form – Computer System Enhancement Fund (CSEF)

C2: Information Technology Data Processing - Computer Systems Enhancement Fund (CSEF)

Agency Name	Agency Code	Project Name		
Secretary of State	370	SERVIS Modernization		
Multi-Agency Project	Participating Agencies	Priority	Projected/Actual Start Date	Projected End Date
No		2	7/1/2026	6/30/2027

Revenue Project Cost (dollars in thousands)				
Category or Account Description	FY25 & Prev Actual	FY26 Budget	FY27 Request	Total
General Fund (CSEF)	0.0	0.0	1,024.0	1,024.0
Other State Funds (*specify funds below)	0.0	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0	0.0
Internal Svc Funds/Interagency Transfer	0.0	0.0	0.0	0.0
Total	0.0	0.0	1,024.0	1,024.0
*If Other State Funds, Specify Funding Source/Fund Name				

Expenditure Categories (dollars in thousands)				
Category or Account Description	FY25 & Prev Actual	FY26 Budget	FY27 Request	Total
Personnel Services & Employee Benefits	0.0	0.0	0.0	0.0
Professional Services	0.0	0.0	1,024.0	1,024.0
Travel/Lodging	0.0	0.0	0.0	0.0
IT Hardware	0.0	0.0	0.0	0.0
IT Software	0.0	0.0	0.0	0.0
Other	0.0	0.0	0.0	0.0
Total	0.0	0.0	1,024.0	1,024.0

	Print Name	Phone	Email Address	Date
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Chief Finance Officer / Budget Director (Mandatory)	Johanna Kehoe	505-8278-3600	johanna.kehoe@sos.nm.gov	08/29/2025

Agency Cabinet Secretary/Director Signature: 

Chief Information Officer/IT Lead Signature: 

Chief Finance Officer/Budget Director Signature: 

XI. C2 Form – Computer System Enhancement Fund (CSEF)

C2: Information Technology Data Processing - Computer Systems Enhancement Fund (CSEF)

Agency Name	Agency Code	Project Name		
Secretary of State	370	Voter Data Request and Purchase Portal		
Multi-Agency Project	Participating Agencies:	Priority	Projected/Actual Start Date	Projected End Date
No		3	7/1/2026	6/30/2028

Revenue Project Cost (dollars in thousands)				
Category or Account Description	FY25 & Prev Actual	FY26 Budget	FY27 Request	Total
General Fund (CSEF)	0.0	0.0	1,657.4	1,657.4
Other State Funds (*specify funds below)	0.0	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0	0.0
Internal Svc Funds/Interagency Transfer	0.0	0.0	0.0	0.0
Total	0.0	0.0	1,657.4	1,657.4
*If Other State Funds, Specify Funding Source/Fund Name				

Expenditure Categories (dollars in thousands)				
	FY25 & Prev Actual	FY26 Budget	FY27 Request	Total
Personnel Services & Employee Benefits	0.0	0.0	0.0	0.0
Professional Services	0.0	0.0	1,657.4	1,657.4
Travel/Lodging	0.0	0.0	0.0	0.0
IT Hardware	0.0	0.0	0.0	0.0
IT Software	0.0	0.0	0.0	0.0
Other	0.0	0.0	0.0	0.0
Total	0.0	0.0	1,657.4	1,657.4

	Print Name	Phone	Email Address	Date
Agency Cabinet Secretary/ Director (Mandatory)	Maggie Toulouse Oliver	505-827-3600		09/01/2025
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Agency Cabinet Secretary/Director Signature: *Maggie Toulouse Oliver*

Chief Information Officer/IT Lead Signature: *Gregory Rockstroh*

Chief Finance Officer/Budget Director Signature: *Johanna Kehoe*

X. C2 Form – Computer System Enhancement Fund (CSEF)

C2: Information Technology Data Processing - Computer Systems Enhancement Fund (CSEF)

Agency Name	Agency Code	Project Name			
Secretary of State	37000	Centralized Tax Lien Filing			
Multi-Agency Project	Participating Agencies	Priority	Projected/Actual Start Date	Projected End Date	
Yes – Secretary of State, Taxation & Revenue Department		4	7/1/2026	6/30/2027	

Revenue Project Cost (dollars in thousands)				
Category or Account Description	FY25 & Prev Actual	FY26 Budget	FY27 Request	Total
General Fund (CSEF)	0.0	0.0	1,010.0	1,010.0
Other State Funds (*specify funds below)	0.0	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0	0.0
Internal Svc Funds/Interagency Transfer	0.0	0.0	0.0	0.0
Total	0.0	0.0	1,010.0	1,010.0
*If Other State Funds, Specify Funding Source/Fund Name				

Expenditure Categories (dollars in thousands)				
	FY25 & Prev Actual	FY26 Budget	FY27 Request	Total
Personnel Services & Employee Benefits	0.0	0.0	0.0	0.0
Professional Services	0.0	0.0	1,010.0	1,010.0
Travel/Lodging	0.0	0.0	0.0	0.0
IT Hardware	0.0	0.0	0.0	0.0
IT Software	0.0	0.0	0.0	0.0
Other	0.0	0.0	0.0	0.0
Total	0.0	0.0	1,010.0	1,010.0

	Print Name	Phone	Email Address	Date
Agency Cabinet Secretary/ Director (Mandatory)	Maggie Toulouse Oliver	505-827-3600		09/01/2025
Chief Information Officer or IT Lead(Mandatory)	Gregory Rockstroh	505-827-3600	gregory.rockstroh@sos.nm.gov	08/29/2025
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Agency Cabinet Secretary/Director Signature: *Maggie Toulouse Oliver*

Chief Information Officer/IT Lead Signature: *Gregory Rockstroh*

Chief Finance Officer/Budget Director Signature: *Johanna Kehoe*

Information Technology (IT) Operating Budget (C1)

(To update this table, please double click on the embedded spreadsheet and add the required information. Before exiting the spreadsheet, please make sure to scroll up.

Otherwise, the entries of this table will not be fully previewed.)

Agency Name			Agency Code		
Office of the Secretary of State			3700		
Base Request Operational Support of IT. Check one of the options below:			Flat Budget	Expansion from previous year	
Yes/No				x	
Revenue IT Base Budget (dollars in thousands)					
Appropriation Funding Type	FY24 Actual	FY25 Actual	FY26 OpBud	FY27 Request	FY28 Estimate
General Fund	2,006.4	1,717.3	2,314.8	2,388.5	2,450.0
Other State Funds	0.0	0.0	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0	0.0	0.0
Internal Svc Funds/Interagency Transfer	0.0	0.0	0.0	0.0	0.0
Total	2,006.4	1,717.3	2,314.8	2,388.5	2,450.0
Expenditure Categories (dollars in thousands)					
Category or Account Description	FY24 Actual	FY25 Actual	FY26 OpBud	FY27 Request	FY28 Estimate
Personnel Services & Employee Benefits	1,141.0	1,165.4	1,141.0	1,570.7	1,600.0
Contractual & Professional Services	136.3	139.9	207.5	185.8	200.0
IT Other Services	729.0	412.0	966.3	632.0	650.0
Other Financing Uses	0.0	0.0	0.0	0.0	0.0
Total	2,006.3	1,717.3	2,314.8	2,388.5	2,450.0
	Print Name	Phone	Email Address	Date	
Agency Cabinet Secretary/ Director (Mandatory)	Maggie Toulouse Oliver	505-827-3600		09/02/2025	
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Secretary of State:

Maggie Toulouse Oliver

Chief Information Officer:

Gregory Rockstroh

Chief Finance Officer:

Johanna Kehoe



STATE OF NEW MEXICO

MAGGIE TOULOUSE OLIVER

SECRETARY OF STATE

Fiscal Year 27
Information Technology Funding (C2) Request
Full Business Case

Ethics E-File

Priority 1

Greg Rockstroh

Chief Information Officer

Release Date: September 2, 2025

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I. Executive Summary

- 1. Proposed Project Description:** This is a continuation request for an existing project that has not been initiated through the Project Certification Committee (PCC) process. The Office of the Secretary of State (SOS) seeks an additional \$2,500,000.00 in funding to contract with a qualified vendor to design and implement a secure web-based e-file solution. The solution will be designed to meet the State's filing, compliance, and administrative requirements for the Campaign Reporting Act, the Lobbyist Regulation Act, and the Financial Disclosure Act ("the Acts"). This aligns with the SOS goal of utilizing technology to efficiently and accurately fulfill statutory requirements related to governmental ethics laws administered by the office. Currently, SOS has been unsuccessful with meeting New Mexico's needs by migrating the current system to the vendor's software as a service (SaaS) ethics compliance solution, SOS is now seeking to remedy the current system's shortcomings by replacement.
- 2. Business Need/Problem:** The SOS is mandated to maintain an electronic filing system that integrates required information collected across the Acts administered by the office. The current Campaign Finance Information System (CFIS) is a Commercial Off the Shelf (COTS) software system. The current CFIS system was implemented in 2020, and it lacks required features and has had notorious issues. While the SOS was promised a state-of-the-art solution, the system has been riddled with bugs, performance issues, and incomplete functionality. The current vendor has failed to provide a customized COTS solution to meet New Mexico requirements. SOS filers struggle to comply with the registration and reporting requirements under the Acts due to continued system issues. Furthermore, the SOS has a difficult time holding filers accountable for meeting legal requirements and paying penalties because of the numerous system issues which undermine trust in the data.
- 3. Value and Benefits:** The SOS seeks a new ethics e-file system that is custom developed or otherwise customized for New Mexico. The implemented systems must allow for nonexclusive, perpetual, irrevocable, royalty-free license to use the software and documentation. This will benefit the State of New Mexico by providing a system that can be maintained by state staff or a vendor of its own choosing. This will enable in house ability to maintain, modify, update, adapt, enhance, or improve the software as needed to ensure the system meets the business requirements at inception and into the future as technology and laws change.
- 4. Project Objectives:** Some key objectives of the project include:
 - Improved transparency to the public by publishing real-time and accurate data for viewing, sorting, and downloading from the web.
 - A solution that meets the legal requirements of the Acts.
 - A solution that is easy to use and that reduces support calls and improves compliance for filers including candidates, lobbyists, and public officials.
 - Provides robust compliance tracking and administrative tools to look up and assist filers with meeting registration and reporting requirements.
 - A nimble system that can be modified to meet an update in business requirements or to improve usability as needs change.
- 5. Alignment with the IT Strategic Plan:** This supports Strategic Priority 1— Replace the Campaign Finance Information System (CFIS).
- 6. Proposed Agency General Appropriation Act (GAA) Language:** To design and implement a web-based solution to replace the Campaign Finance Information System.

II. Project Background

Project Description:

1. Detailed Project Description:

The SOS seeks to replace the current CFIS system with a new ethics e-file system that is custom developed or otherwise customized specifically for New Mexico. The custom solution will allow for nonexclusive, perpetual, irrevocable, and royalty-free license to use the software and documentation. The requested additional \$2,500,000.00 (for a total of \$5,000,000.00) in funding would be utilized to pay for professional services to design, develop, implement, perform data conversion, document, and train staff on a custom solution. The requested funding will also be utilized to pay for Project Management and IV&V services for the duration of the project. These costs are based on actuals from a project of similar scope. After the product has been implemented, the SOS intends to maintain a contract for maintenance and support with an outside provider while also utilizing internal staff for some support depending upon the effort and complexity. This model is expected to provide continuity while also building internal staffing knowledge and expertise in the system.

SOS prefers the system to be hosted in a redundant cloud space secured and otherwise controlled by the state. This would provide for adequate hosting and redundancy without having to invest additional money for premise-based hardware located at the SOS or the risk of losing control of state assets by using a vendor provided hosting solution.

SOS received half of the necessary funding as part of our FY26 request and the SOS is preparing to issue an RFP at the start of FY26 to award a contract and begin system design by the end of the second quarter of FY26. However, bids are expected to be well above the appropriated amount. SOS still hopes to have the project implemented by the end of FY27. This is ideal timing as the maintenance period for the current CFIS system ends in FY27. The office requests full, not phased, funding for this project since the duration of the project is expected to only take 12-18 months to complete, and the office already has clearly defined requirements providing for a “shovel ready” project. If necessary, the project funding could be split across two fiscal years with half the funding awarded in FY26 for project management, IV&V and system design and the remaining funding awarded in FY27 to complete the implementation.

2. Type of Project:

SOS is replacing an existing solution.

3. Technology Type:

The SOS seeks to replace the current CFIS system with a new ethics e-file system that is custom developed or otherwise customized specifically for New Mexico.

4. **Mission Critical Application:**

The Campaign Finance Information System is a mission critical application to fulfill the Agency’s mission to administer elections and government ethics in accordance with state and federal law, and this project supports Strategic Priority 1 under the SOS It Strategic Plan –which is to replace the Campaign Finance Information System (CFIS). Our goal is to design, build, and implement a comprehensive, easy-to-use CFIS that meets the State’s filing, compliance, and administrative requirements per the Acts.

5. **Services Required (Non-Recurring Costs):**

a. Is the system being considered a hosted solution?

Hosted Solution Description
TBD by vendor and bids received

b. Professional services:

Professional Services	Other Professional Services
Project Management, Application Developers, Business Analyst, and IV&V services	

c. Hardware Description: Will the Agency purchase hardware?

Hardware Description
No

d. Software Licenses Description: Will the Agency purchase Software Licenses?

Software License Description
No

e. Training Description:

Training Description
<p>Training will be conducted to help the project team in current and future state analysis. Subject Matter Experts will provide mentorship, knowledge sharing, and direction to the project team. The Project team will utilize information to develop the solution and to train end users on the updates. We will hold training sessions and provide training materials to ensure a smooth transition.</p>

f. Compliance and Security Description:

Compliance and Security Description
Vendor-provided training will be conducted to help users know how to utilize the system, when to update it, and why it is important. Solid training also serves to ensure the successful adoption of the new system. Vendor provided services will ensure compliance with all security requirements as defined by the SOS Chief Information Security Officer and as approved by the Department of Information Technology (DoIT) via the System Hosting Evaluation Questionnaire (SHEQ) / Technical Architecture Review Committee (TARC) process(es).

g. Facilities Description:

Facilities Description
N/A

h. Personnel Services Description:

Personnel Services Description
Personnel Services will not be procured with project funds. SOS IT, Subject Matter Experts (SMEs), Stakeholders will be engaged throughout the project to ensure continued buy in and the successful implementation, adoption, and support of the product.

6. **Estimated Start Date:**

07/01/2026

7. **Estimate End Date:**

06/30/2027

8. **Project be Phased: If full funding is not available, can the project be phased?** No. The project cannot be phased. SOS is seeking funding for the remaining half of the total project cost, as only 50% was approved in the initial funding.

9. **Project be Phased: If the project can be phased, what can be accomplished with partial funding?**

If unfunded or partially funded, SOS will need to submit a reauthorization request for existing funds and wait until the remaining funds are received. There is risk because the state system will also become obsolete.

Project History:

1. **Project Funding Request Category:**

Continuation request for an existing project that has not been initiated through the PCC process.

2. **Is this funding request a repeat request for funding that has been previously denied?**

No. SOS received half the funding as part of our FY26 request, this is to request the remaining amount. This project cannot be phased as the software must be purchased whole.

3. **Work To Be Performed with this Funding Request:**

SOS will procure and implement a custom design solution.

4. **Is this funding a continuation request to complete an existing project?**

Yes.

Existing Project’s Reauthorization Information:

Fiscal Year	Certification Phase	Appropriation Amount	Funding Source (Please include any reauthorizations if applicable)	Reauthorization (Yes/No)
FY26		\$2,500,000.00	Laws of 2025, Chapter 160, Section 7 (6)	Yes

5. **Is this funding a continuation request to complete an existing project?**

Yes

Existing Project’s Appropriation History:

Appropriation History							
Include All Funding Sources, e.g. Federal, State, County, Municipal Laws or Grants.							
Fiscal Year	Funding Source Description	General Fund	Other State Funds	*Internal Serv Funds/ Inter Agency Transfer	Federal Funds	Other Funds	Total Amount
FY26	Laws of 2025, Chapter 160, Section 7 (6)			\$2,500,000.00			\$2,500,000.00
Total Appropriation:							\$2,500,000.00
Total Appropriation Amount Minus Total Certified Funds:							\$2,500,000.00

6. Is this funding a continuation request to complete an existing project?

Yes

Existing Project's Certification History:

The table was removed as project has not gone through PCC certification process.

6. Is this funding a continuation request to complete an existing project?

Yes

Project Key Milestones and Contract Deliverables:

Project Key Milestones and Contract Deliverables			
Key Milestone and Contract Deliverable	Key Milestone and Contract Deliverable Due Date	Key Milestone and Contract Deliverable Completion Date	Project Phase
RFP	10/01/2026	10/01/2026	Initiation
Implementation	06/30/2027	06/30/2027	Planning & Implementation
Closeout	08/30/2027	08/30/2027	Closeout

8. Is this funding a continuation request to complete an existing project and Independent Verification and Validation waiver has been approved by the Department of Information Technology?

Yes, this is to complete an existing project. No, IV &V has not been waived.

Existing Project Independent Verification and Validation Last Update

1. IV&V Vendor Name: TBD
2. IV&V Report Effective Date: TBD
3. Overall IV&V Status Rating: TBD
4. Overall IV&V Status Summary: TBD
5. Overall Trend Rating: TBD
6. Overall Trend Summary: TBD
7. Accomplishments: TBD
8. Highest Risks: TBD
9. High Level Recommendations: TBD

III. Risks

The SOS intends to mitigate many of the risks of the proposed project by contracting with an experienced and dedicated project manager and subject matter expert knowledgeable of the applicable laws, business and technical requirements for the project. The assigned project team will have the majority of their time assigned to the project to provide timely and expert knowledge related to business requirements and can ensure that project deliverables, technical requirements, and legal standards are adhered to. The dedicated team will also be key to ensuring the accuracy and quality of data conversion and system testing. Having an experienced and dedicated project team is critical to ensuring the project stays in scope, on schedule, and within budget. The SOS has already spent time clearly defining the user requirements and this will keep the project on track and help ensure project objectives are met.

The following table provides a quick risk assessment of the proposed project's inherent risks.

Risk Assessment for Proposed Solution

Criteria		Risk Score = 1	Risk Score = 2	Risk Score = 3	Score
1	Estimated project cost	Less than \$250K	\$250K - \$1M	Greater than \$1M	3
2	Estimated total calendar months before completion	6 or less	6 to 12	More than 12	3
3	Number of project team members	5 or less	6 to 10	More than 10	2
4	Number of subject matter experts required to execute the project	3 or less	4 or 5	6 or more	1
5	Project manager experience level	3 or more projects of similar scope	1 to 2 projects of similar scope	No prior projects of similar scope	1
6	Estimated total effort hours	Less than 500	500 - 1800	More than 1800	3
7	Number of sites/offices impacted by the project	1	2 to 5	More than 5	2
8	Uniqueness of project's technical requirements	Similar to others in the department	Similar to others, but complex	New and complex	2
9	Impact of noncompliance with applicable laws and regulations	None or minimal	Moderate	Significant	2
10	Impact of 12-month project postponement on existing systems	Existing systems can compensate with minimal costs	Existing or new systems can compensate with substantial costs	Existing systems must be curtailed because of the lack of proposed project	2
11	Number of interfaces to existing systems affected	0	1 to 3	More than 3	1
12	User requirements definition	Clearly defined	Somewhat defined, but complex	Very vague and complex	1

Total Risk Score:	23
--------------------------	-----------

IV. Scope and Constraints

The following are elements of the project which are in-scope and out-of-scope that are identified to manage trade-offs during execution.

Scope:

In Scope	Description
Timeframe	FY26-FY27 (12-18 months)
Departments	<ul style="list-style-type: none"> Bureau of Elections Information Technology
Functionality	<ul style="list-style-type: none"> Campaign Finance – public/private access Lobbyist Regulation – public/private access Financial Disclosure – public/private access Compliance and Admin functions
Technology	<ul style="list-style-type: none"> Web-based solution Cloud Hosting Public downloadable data Online credit card and e-check

Out of Scope	Description	Reason Why
Third Party Interface	Interfaces with SERVIS Interfaces with BFS	High complexity; not budgeted
External cloud hosting	Hosting solution with third party vendor	Potential security risk/data loss
Mobile Friendly technology	Smart phone; mobile friendly	Complexity of system; not budgeted
Premise based hosting	Hosting at SOS	Not budgeted

Constraints:

Constraints	
Category	Description
Personnel Availability	Multiple IT projects occurring at one time
Time-to-implement	<p>Project schedule must be considered in terms of critical and competing regulatory deadlines.</p> <p>Project must also be complete prior to the end of the current system maintenance and support contract.</p>
Compliance	Ensuring adherence to legal requirements
Technology	Availability of hosting environment at DoIT

V. Alternative Approach Analysis

JUSTIFICATION FOR PROJECT SELECTION:

The SOS is mandated to maintain an electronic filing system that integrates required information collected across the Acts administered by the office. The current CFIS system is a COTS software system that was implemented in 2020 which lacks required features and has had notorious issues. While the SOS was promised a state-of-the-art solution, the system has been riddled with bugs, performance issues, and incomplete functionality. This includes an inaccurate display of public information and even an inability for some filers to register, login, or file timely reports as required by statute. While the current vendor has acknowledged the issues, they have failed to deliver on promises to provide a revamped solution on more than one occasion. Four years later, the vendor continues to promise the future delivery of a “minimally viable product” with no schedule or roadmap forward. Furthermore, the software license agreement does not provide access to the source code so using another vendor to support the current system is not an option.

Other COTS systems are not currently on the market and SOS research has found that states who have a custom-developed solution (whether vendor supported or in house) have much higher satisfaction rates than those using a COTS system. Most of the current COTS systems in use by states today are supported by the same vendor currently being used in New Mexico. These states report having similar experiences as SOS has had with the vendor failing to meet promises and failing to meet service level agreements for maintenance and support.

While the cost to do custom development vs COTS is more at the outset, SOS expects that the end-product will ultimately last longer and be more widely supportable in the long run. The decision to ensure that SOS has a nonexclusive, perpetual, irrevocable, and royalty-free license will protect the state’s investment and opens up the opportunity to change support vendors if needed. This reduces the risk of being stuck in a no-win solution with a problematic system, a vendor struggling to perform, and no other alternative, as SOS finds ourselves in today.

The following table includes viable alternatives, including preliminary research and analysis, that were eliminated in favor of the proposed project.

Alternative Description (e.g. Status Quo, Enhancements, Replacement)	Reason Eliminated	Cost	Preliminary research and analysis conducted (Yes/No)
Status Quo	Current software product does not meet all business requirements, and the vendor is working toward placing the current product at end of life without providing a clear roadmap to an upgrade. Current maintenance contract ends in FY27.	\$70,000.00 per year	Yes – maintenance in place for status quo through FY27
Enhancements	Options for enhancement are limited to working with the same problematic vendor. The SOS has previously attempted to work with the vendor on upgrading to a “minimally viable product” but the vendor has been unable to deliver.	\$0.00	Yes – Vendor offered a no cost “upgrade” but has been unable to deliver

VI. Method(s) Used To Develop Accurate Cost Estimate

The following method(s) were used to gather information and develop the C2 funding request by providing the information below:

No.	METHOD USED	PURPOSE	COST ESTIMATE AMOUNT (\$)
1	Request for Information (RFI)	Gather preliminary information from potential vendors on capabilities, pricing models, and feasibility	N/A
2	Request for Proposal (RFP)	To solicit comprehensive proposals that include technical solutions, cost breakdowns, and delivery schedules	SOS is currently drafting the RFP to solicit proposals
3	Market Surveys	Engage vendors through surveys to understand pricing capabilities	N/A
4	Historical Cost Data Analysis	Review past expenditures on similar projects to predict future costs	\$5,000,000.00 SOS utilized this process in our initial request.
5	Interstate Collaboration and Networking	Contact other organizations such as National Association of State Procurement Officials (NASPO), the National Governors Association (NGA), and other industry specific organizations to gather cost data and procurement information. Attend conferences and webinars where states share project outcomes and cost data.	N/A
6	State Specific Agencies	Contact counterparts in other states (e.g. Department of Health, Department of Transportation) to obtain data on similar project initiatives	N/A
7	Other Method: [Entered by Agency the specific method used to capture information if those above do not apply]	Purpose Description: [Purpose description to be entered by the Agency]	N/A

VII. Key Stakeholders

The following table identifies internal and external stakeholders, their project responsibilities and their expected impact on the project’s success.

Project Impact Scale: 1 = Low Impact; 2 = Medium Impact; 3 = High Impact

Internal Stakeholders	Department or Agency	Project Responsibilities	Project Impact
SOS Staff	Elections	Subject Matter Expertise	3
SOS Staff	Information Technology	Security/technical expertise	2

External Stakeholders	Company or Organization	Project Responsibilities	Project Impact
Customers – Candidates, elected & public officials, lobbyists, political committees	N/A	Consumers of the end software product	1
Public Interest Groups/Media	N/A	Consumers of the public data	1
Solution Provider	TBD	Provides and supports end-product	3

VIII. Objectives, Outcomes, Key Performance Indicators

The following are key project objectives with related deliverable outcomes and quantifiable Key Performance Indicators (KPIs).

Objectives	Outcomes/Deliverables	Benefits/KPIs (as applicable)
Improved transparency	Public access to downloadable files of all data. On demand public search functionality to narrow in on data of interest	Increased visibility and trust for New Mexico's citizens.
Compliance with legal requirements	System meets all current legal requirements defined in statute	Adherence with all laws and regulations that govern campaign finance.
Easy to use system – reduced support calls	Decrease in support tickets and calls on filing days related to bugs and missing features	Self-reported improved job satisfaction by support staff 75% reduced support inquiries related to system issues (expect training/educational calls only)
Easy to use system – improved voluntary compliance	Improved voluntary compliance by improving report filing experience & improving admin compliance features	2% increase in compliance
Improved System Support	Support personnel meet service level agreement to ensure system operation	90% Service Level Agreement Terms in Contract are Met when tickets are submitted
Complete data conversion	All data from CFIS is converted to new system	CFIS is decommissioned by the end of the maintenance & support contract

IX. Benefits

The following is a list of tangible and intangible benefits anticipated from the project.

Tangible Benefits	Amount
N/A	\$0.00

Intangible Benefits	Metrics
Improve workforce job satisfaction	Less staff turnover in elections
Develop subject matter experts in IT	Maintenance and support tickets completed by internal IT staff
Improved trust by media and public interest groups	Fewer negative comments and feedback
Improved filer compliance	More reports filed by the deadline
Improved user satisfaction	Fewer support tickets filed due to system issues
Improved data transparency to the public	All public data being searchable and downloadable for the web

X. Total Cost of Ownership

The following table lists the total potential cost to develop or acquire, implement, operate and maintain the proposed project for its entire life cycle.

IX. Total Cost of Ownership Ethics E-File									
Category		Previous Actuals ¹	FY26	FY27	FY28	FY29	FY30	Total	
Non-Recurring Cost - Development & Implementation		(in thousands)							
200	Personnel Services and Employee Benefits	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
300	Contractual Services								
	IT Professional Services: Project Management	\$0.0	\$125.0	\$250.0	\$0.0	\$0.0	\$0.0	\$ 375.0	
	IT Professional Services: IV&V	\$0.0	\$15.0	\$30.0	\$0.0	\$0.0	\$0.0	\$ 45.0	
	IT Professional Services: Business Analysis	\$0.0	\$125.0	\$250.0	\$0.0	\$0.0	\$0.0	\$375.0	
	IT Professional Services: Dev./Imp./Training/UAT	\$0.0	\$2235.0	\$2,030.0	\$0.0	\$0.0	\$0.0	\$4,205.0	
	Other Professional Services	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
400	Other								
	Travel/Lodging	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Hardware	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Software Licenses	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Facilities	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
Subtotal Non-Recurring Cost		\$0.0	\$2,500.0	\$2,500.0	\$0.0	\$0.0	\$0.0	\$5,000.0	
Recurring Maintenance and Operations (M&O) Cost		(in thousands)							
200	Personnel Services and Employee Benefits	\$0.0	\$0.0	\$69.0	\$71.0	\$73.0	\$75.0	\$ 288.0	
300	Contractual Services								
	IT Professional Services	\$0.0	\$0.0	\$0.0	\$264.3	\$274.9	\$285.9	\$ 825.1	
	Training	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
400	Other								
	Hardware	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Software Licenses	\$0.0	\$0.0	\$7.9	\$8.3	\$8.7	\$9.1	\$ 34.0	
	Facilities	\$0.0	\$0.0	\$73.5	\$77.2	\$81.0	\$85.0	\$ 316.7	
	Compliance and Security	\$0.0	\$0.0	\$30.0	\$31.5	\$33.1	\$34.8	\$ 129.4	
Subtotal Recurring M&O Cost		\$0.0	\$0.0	\$ 180.4	452.3	\$ 470.7	\$ 489.8	\$1,593.2	
¹ Applicable for on-going or existing project.									
Total Cost		\$0.0	\$2,500	\$2,680.4	\$ 452.3	\$ 470.7	\$ 489.8	\$6,593.2	

XI. C2 Form – Computer System Enhancement Fund (CSEF)

C2: Information Technology Data Processing - Computer Systems Enhancement Fund (CSEF)

Agency Name	Agency Code	Project Name			
Secretary of State	370	Ethics E-File			
Multi-Agency Project	Participating Agencies	Priority	Projected/Actual Start Date	Projected End Date	
No		1	7/1/2026	6/30/2027	

Revenue Project Cost (dollars in thousands)				
Category or Account Description	FY25 & Prev Actual	FY26 Budget	FY27 Request	Total
General Fund (CSEF)	0.0	2,500.0	2,500.0	5,000.0
Other State Funds (*specify funds below)	0.0	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0	0.0
Internal Svc Funds/Interagency Transfer	0.0	0.0	0.0	0.0
Total	0.0	2,500.0	2,500.0	5,000.0
*If Other State Funds, Specify Funding Source/Fund Name				

Expenditure Categories (dollars in thousands)				
	FY25 & Prev Actual	FY26 Budget	FY27 Request	Total
Personnel Services & Employee Benefits	0.0	0.0	0.0	0.0
Professional Services	0.0	2,500.0	2,500.0	5,000.0
Travel/Lodging	0.0	0.0	0.0	0.0
IT Hardware	0.0	0.0	0.0	0.0
IT Software	0.0	0.0	0.0	0.0
Other	0.0	0.0	0.0	0.0
Total	0.0	2,500.0	2,500.0	5,000.0

	Print Name	Phone	Email Address	Date
Agency Cabinet Secretary/ Director (Mandatory)	Maggie Toulouse Oliver	505-827-3600		09/01/2025
Chief Information Officer or IT Lead(Mandatory)	Gregory Rockstroh	505-827-3600	gregory.rockstroh@sos.nm.gov	08/29/2025
Chief Finance Officer / Budget Director (Mandatory)	Johanna Kehoe	505-8278-3600	johanna.kehoe@sos.nm.gov	08/29/2025

Agency Cabinet Secretary/Director Signature:

Maggie Toulouse Oliver

Chief Information Officer/IT Lead Signature:

Gregory Rockstroh

Chief Finance Officer/Budget Director Signature:

Johanna Kehoe



STATE OF NEW MEXICO

MAGGIE TOULOUSE OLIVER

SECRETARY OF STATE

Fiscal Year 27
Information Technology Funding (C2) Request
Full Business Case

Statewide Election, Registration and Voter
Information System (SERVIS) Modernization
Priority 2

Greg Rockstroh

Chief Information Officer

Release Date: September 2, 2025

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I. Executive Summary

1. Proposed Project Description:

This project request is to implement a system conversion and/or enhancement to the Statewide Election, Registration, and Voter Information System (SERVIS). This C2 ask is to perform robust planning and analysis so SOS can identify an accurate cost of system implementation. The purpose of this SERVIS modernization is to increase the efficiency of the stakeholders (thirty-three (33) counties' clerks and staff, and Secretary of State (SOS) staff) as they meet their statutory obligations in election management and voter registration processing and management.

2. Business Need/Problem:

Since 2018, many legislative initiatives have resulted in mandates regarding election and voter management that have not been funded through the legislation. While the requirements are currently being met, it is through work-around solutions and/or manual processes. This project will allow for a comprehensive system enhancement to meet those obligations efficiently and wholistically within the system. Broadly, these updates include:

- Voter registration requirements for incarcerated voters
- Voters' ability to vote in open primaries
- Voters' option to be on a permanent absentee list
- Designation of a voter as a confidential public official
- Automatic Voter Registration through the Motor Vehicle Division
- Absentee applications for Uniformed and Overseas Voters

3. Value and Benefits:

The value and benefits of this project include increased accuracy for voters and voter records, to improve voter experience, and to consolidate, streamline, and automate election administration duties that will increase efficiencies for the county clerks, county staff, and SOS staff.

4. Project Objectives:

Complete Initiation and Planning phases via robust planning and analysis which includes, but is not limited to, current system analysis, business requirements, Commercial Off-the-Shelf (COTS) analysis, gap analysis, staff augmentation needs analysis, drafting of RFP/RFI, financial and time planning, and a pro/con register. These planning and analysis efforts will prepare SOS for the FY28 C2 Business Case for project implementation.

5. Alignment with the IT Strategic Plan:

This supports Strategic Priority 4 – Maintain information Systems on Current Technology.

6. Proposed Agency General Appropriation Act (GAA) Language:

To commence modernization planning for the Statewide Election, Registration, and Voter Information System (SERVIS).

SERVIS | Priority 2 of 4

II. Project Background

Project Description:

1. Detailed Project Description:

The SOS seeks to modernize our SERVIS, first implemented in 2018. Since then, there have been many legislative regulations to election and voter registration processing and management. However, these initiatives were often not tied to funds. As a result, the SOS satisfies these requirements using manual processes and/or work around solutions. Modernization is needed to increase the efficiency for SOS staff and as well as staff across New Mexico's thirty-three (33) County Clerk Offices.

The SOS is requesting \$1,024,000.00 in FY27 funds to kickstart a project by onboarding one (1) project manager (PM), two (2) business analysts (BA), and an independent validation and verification consultant to perform current state analysis, research and conduct requirement elicitation sessions, document business requirements and findings, assess COTS options, conduct gap analysis, identify staff augmentation needs, draft of any RFPs and/or RFIs, help plan financial and timeline schedules, and to develop a pro/con register to assist the SOS leadership in identifying desired course of action and the amount SOS will need to request in the FY28 C2 Business Case for project implementation. SOS aims to have initiation and planning completed by 06/30/2027 so SOS can commence FY28 with implementation.

This project supports the SOS's mission to administer elections and government ethics in accordance with state and federal laws. An overview of some of the passed mandates which must be incorporated include the below:

- -Voter registration requirements for incarcerated voters
- -Voters' ability to vote in open primaries
- -Voters' option to be on a permanent absentee list
- -Designation of a voter as a confidential public official
- -Automatic Voter Registration through the Motor Vehicle Division
- -Absentee applications for Uniformed and Overseas Voters

2. Type of Project:

This project request is upgrading or enhancing an existing solution (Project Analysis and Planning).

3. Technology Type:

The existing technology is a custom developed solution/system, in production since 2018.

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4. Mission Critical Application:

SERVIS is a mission critical application to fulfill the Agency’s mission to administer elections and government ethics in accordance with state and federal law, and this project supports Strategic Priority 4 under IT Strategic Plan –which is to maintain information systems on current technology. Our goal is to perform proper lifecycle maintenance of the SOS’s computer systems, applications, and software so they are secure, supported, and deliver adequate capacity and performance.

5. Services Required (Non-Recurring Costs):

a. Is the system being considered a hosted solution?

Hosted Solution Description
No, this project phase does not include any solution hosting.

b. Professional services:

Professional Services	Other Professional Services
Staff augmentation in the form of IT project management, planning, and analysis to procure one (1) PM and two (2) BAs	
Independent verification and validation services	

c. Hardware Description: Will the Agency purchase hardware?

Hardware Description
No, this project phase does not include any hardware purchases.

d. Software Licenses Description: Will the Agency purchase Software Licenses?

Software License Description
No, this project phase does not include any software license purchases

e. Training Description:

Training Description
Training will be conducted to help the project team in current and future state analysis. Subject Matter Experts will provide mentorship, knowledge sharing, and direction to the project team. The Project team will utilize information to develop the solution and to train end users on the updates. We will hold training sessions and provide training materials to ensure a smooth transition.

SERVIS | Priority 2 of 4

f. Compliance and Security Description:

Compliance and Security Description
Training will be conducted to help the project team ensure compliance with all security requirements as defined by the SOS Chief Information Security Officer and as approved by the Department of Information Technology (DoIT) via the System Hosting Evaluation Questionnaire (SHEQ) / Technical Architecture Review Committee (TARC) process(es).

g. Facilities Description:

Facilities Description
N/A

h. Personnel Services Description:

Personnel Services Description
Personnel Services will not be procured with project funds. SOS IT, Subject Matter Experts (SMEs), Stakeholders will be engaged throughout the project to ensure continued buy in and the successful implementation, adoption, and support of the product.

6. **Estimated Start Date:** July 1, 2026
7. **Estimate End Date:** June 30, 2027
8. **Project be Phased: If full funding is not available, can the project be phased** Yes
9. **Project be Phased: If the project can be phased, what can be accomplished with partial funding?**

Rather than one (1) full time PM and two (2) full time BAs, we'll seek half time PM and may reduce hours for the BAs. However, assessment may not be as robust.

SERVIS | Priority 2 of 4

Project History:

1. Project Funding Request Category:

New project request for a system enhancement to a system that is in production (Project Analysis and Planning).

2. Is this funding request a repeat request for funding that has been previously denied?

No.

3. Work To Be Performed with this Funding Request:

N/A

4. Is this funding a continuation request to complete an existing project?

No.

Existing Project's Reauthorization Information:

N/A – Table removed as is this a new project.

5. Is this funding a continuation request to complete an existing project?

No

Existing Project's Appropriation History:

N/A – Table removed as is this a new project.

6. Is this funding a continuation request to complete an existing project?

No

Existing Project's Certification History:

N/A – Table removed as is this a new project.

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6. Is this funding a continuation request to complete an existing project?

No.

Project Key Milestones and Contract Deliverables:

N/A – Table removed as is this a new project.

8. Is this funding a continuation request to complete an existing project and Independent Verification and Validation waiver has been approved by the Department of Information Technology?

No.

Existing Project Independent Verification and Validation Last Update

- | | |
|---------------------------------|-----|
| 1. IV&V Vendor Name: | N/A |
| 2. IV&V Report Effective Date: | N/A |
| 3. Overall IV&V Status Rating: | N/A |
| 4. Overall IV&V Status Summary: | N/A |
| 5. Overall Trend Rating: | N/A |
| 6. Overall Trend Summary: | N/A |
| 7. Accomplishments: | N/A |
| 8. Highest Risks: | N/A |
| 9. High Level Recommendations: | N/A |

SERVIS | Priority 2 of 4

III. Risks

SOS has identified the following risks and has outlined SOS’s plan to reduce risk impact in planning and analysis:

Risk 1: Stakeholder Participation

Description Division staff may be reluctant to invest the time and effort to help plan and implement.	Probability Low	Impact Low
	Mitigation Strategy	
	<ul style="list-style-type: none"> SOS will work with the Business Owner to reinforce the significance of active participation early 	
	Contingency Plan	
	<ul style="list-style-type: none"> The project management team will reinforce active participation of critical SMEs 	

Risk 2: Solution Schedule

Description Analysis must happen in Year 1 to meet deadlines to request implementation funds and to ensure sufficient time to implement the solution prior to the existing contract terminates.	Probability Medium	Impact High
	Mitigation Strategy	
	<ul style="list-style-type: none"> Effective project management and a strong project plan and that includes requirements to be clearly defined in the earliest stages. Establish and maintain regular status meetings to keep the project on task and on time. Strategically group and time production builds for enhancements so as to have the least impact on an ongoing election type. 	
	Contingency Plan	
	<ul style="list-style-type: none"> The project management team will reinforce active participation of critical SMEs 	

The following table provides a quick risk assessment of the proposed project’s inherent risks.

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Risk Assessment for Proposed Solution

Criteria		Risk Score = 1	Risk Score = 2	Risk Score = 3	Score
1	Estimated project cost	Less than \$250K	\$250K - \$1M	Greater than \$1M	3
2	Estimated total calendar months before completion	6 or less	6 to 12	More than 12	2
3	Number of project team members	5 or less	6 to 10	More than 10	1
4	Number of subject matter experts required to execute the project	3 or less	4 or 5	6 or more	1
5	Project manager experience level	3 or more projects of similar scope	1 to 2 projects of similar scope	No prior projects of similar scope	1
6	Estimated total effort hours	Less than 500	500 - 1800	More than 1800	3
7	Number of sites/offices impacted by the project	1	2 to 5	More than 5	3
8	Uniqueness of project's technical requirements	Similar to others in the department	Similar to others, but complex	New and complex	1
9	Impact of noncompliance with applicable laws and regulations	None or minimal	Moderate	Significant	3
10	Impact of 12-month project postponement on existing systems	Existing systems can compensate with minimal costs	Existing or new systems can compensate with substantial costs	Existing systems must be curtailed because of the lack of proposed project	2
11	Number of interfaces to existing systems affected	0	1 to 3	More than 3	3
12	User requirements definition	Clearly defined	Somewhat defined, but complex	Very vague and complex	1

Total Risk Score: 24

SERVIS | Priority 2 of 4

IV. Scope and Constraints

The following are elements of the project which are in-scope and out-of-scope that are identified to manage trade-offs during execution.

Scope:

In Scope	Description
Timeframe	System must be deployed within two (2) years
Departments	SOS staff from Bureau of Elections (BOE), Information Technology (IT), and Information Security (IS)
Functionality	Continued ability to manage election data as required to meet all New Mexico rules and regulations
Technology	Upgraded platform as provided by KnowInk. Assessment of other platform options.

Out of Scope	Description	Reason Why
Non-vital enhancements	Design and minor enhancement requests that can be completed after deployment. Enhancements may be delivered as part of implementation pending budget and time assessment and approval from the project steering committee.	This project is for system conversion and/or major enhancements. Once the solution is deployed, SOS will implement enhancements as part of standard maintenance and operations.

Constraints:

Constraints	
Category	Description
Resource Availability	IT staff for SOS have competing demands. The internal staff and vendor staff also support and maintain the SERVIS system on an ongoing basis; the enhancements add to that existing workload.
Regulatory Requirements	The manual and/or work around processes must remain in place until the enhancements are implemented.
Subject Matter Expertise	Elections is a niche subject area, the PM and BAs will have a learning curve before they can catch up to speed.
Critical Dependencies	Elections occur regularly and the system cannot be updated during certain periods.

SERVIS | Priority 2 of 4

V. Alternative Approach Analysis

JUSTIFICATION FOR PROJECT SELECTION:

The following table includes viable alternatives, including preliminary research and analysis, that were eliminated in favor of the proposed project:

Alternative Description (e.g. Status Quo, Enhancements, Replacement)	Reason Eliminated	Cost	Preliminary research and analysis conducted (Yes/No)
Status Quo	Does not fulfill the objectives	\$0.00	No

SERVIS | Priority 2 of 4

VI. Method(s) Used To Develop Accurate Cost Estimate

The following method(s) were used to gather information and develop the C2 funding request by providing the information below:

No.	METHOD USED	PURPOSE	COST ESTIMATE AMOUNT (\$)
1	Request for Information (RFI)	Gather preliminary information from potential vendors on capabilities, pricing models, and feasibility	N/A
2	Request for Proposal (RFP)	To solicit comprehensive proposals that include technical solutions, cost breakdowns, and delivery schedules	N/A
3	Market Surveys	Engage vendors through surveys to understand pricing capabilities	N/A
4	Historical Cost Data Analysis	Review past expenditures on similar projects to predict future costs	N/A
5	Interstate Collaboration and Networking	Contact other organizations such as National Association of State Procurement Officials (NASPO), the National Governors Association (NGA), and other industry specific organizations to gather cost data and procurement information. Attend conferences and webinars where states share project outcomes and cost data.	N/A
6	State Specific Agencies	Contact counterparts in other states (e.g. Department of Health, Department of Transportation) to obtain data on similar project initiatives	N/A
7	Other Method: New Mexico Statewide Price Agreement (SWPA)	Purpose Description: 1 fulltime Senior PM for 1 year with Real Time Solutions; 2 fulltime Senior BAs for 1 year with Real Time Solutions; IV&V for 1 year with RESPEC.	PM = \$304,700.00 BAs = \$609,300.00 IV&V = \$110,000.00 Total = \$1,024,000.00

SERVIS | Priority 2 of 4

VII. Key Stakeholders

The following table identifies internal and external stakeholders, their project responsibilities and their expected impact on the project’s success.

Project Impact Scale: 1 = Low Impact; 2 = Medium Impact; 3 = High Impact

Internal Stakeholders	Department or Agency	Project Responsibilities	Project Impact
Secretary of State	SOS	Executive Sponsor	1
Elections Director	SOS	Business Owner	3
Chief Information Officer (CIO)	SOS	Technical resource management	3
Chief Information Security Officer (CISO)	SOS	Security resource management and compliance	2
Bureau of Elections (BOE) staff	SOS	Subject Matter Experts (SMEs) and end users. Will also perform user acceptance testing during the Implementation phase	3

External Stakeholders	Company or Organization	Project Responsibilities	Project Impact
Existing Software Vendor	Know Ink	Provides Quotes for Development and implementation	3
Other Software Vendor	Various	Provides Quotes for Development and implementation	3
County Clerks	New Mexico Counties	End users. Will also perform user acceptance testing during the Implementation phase	1

SERVIS | Priority 2 of 4

VIII. Objectives, Outcomes, Key Performance Indicators

The following are key project objectives with related deliverable outcomes and quantifiable Key Performance Indicators (KPIs).

Objectives	Outcomes/Deliverables	Benefits/KPIs (as applicable)
<p>Initiation</p> <p>(This C2 Request / Phase) completed by 05/30/2026</p>	<p>Project charter is completed. SOS presents and receives approval from the Project Certification Committee (PCC).</p>	<p>Project funding is released, vendor contract(s) are executed, and project team is secured.</p>
<p>Planning</p> <p>(This C2 Request / Phase) completed by 06/30/2027</p>	<p>Project Plan, Business requirements and SHEQ are approved.</p>	<p>Gap analysis is complete, requirements are completed, solution approach analysis is complete, project planning and project needs are documented, the technical architecture plan is approved, and project is ready for implementation.</p> <p>Project funding is released for the FY28 C2 ask, to begin implementation phase.</p>

The following are upcoming objectives to be completed with the FY28 C2 request.

Objectives	Outcomes/Deliverables	Benefits/KPIs (as applicable)
<p>Implementation</p> <p>(FY28 C2 Request) completed by 06/30/2029</p>	<p>Solution is developed and tested. Users are trained. Solution is deployed to production and post-implementation issues are resolved.</p>	<p>Solution is fully developed, validated, and ready for production. User guides and formal trainings are created. All users are trained and ready to adopt and utilize the solution.</p> <p>System is deployed, post implementation review is complete, issues resolved, and production users can utilize the solution without issue.</p>
<p>Closeout</p> <p>(FY28 C2 Request) completed by 09/30/2029</p>	<p>Lessons learned are completed. Final invoices are paid.</p>	<p>Solution handoff to operations is complete, project team celebrates successes and identifies what they did well on and what they could do better on the next project, and project is officially closed. SOS and County users are actively utilizing the system.</p>

SERVIS | Priority 2 of 4

IX. Benefits

The following is a list of tangible and intangible benefits anticipated from the project.

Tangible Benefits	Amount
Completed robust assessment of solution options, projected costs, augmented staff needs, timelines, and technical plan for solution implementation. With a project charter, plan, and SHEQ in hand, it enables the SOS to hit the ground running with implementation once FY28 C2 funding is received.	\$1,024,000.00

Intangible Benefits	Metrics
People	Improved workforce efficiency for SOS staff. With automated processes, staff can provide enhanced and increased support to constituents
People	Improved workforce efficiency for County Clerk staff. With streamlined processes, county staff can provide increased customer service to NM citizens.
Process	Enhanced (automated) exchange and management of data. Data will no longer need to be shepherded and compiled through a manual process and this creates a more secure and efficient method of data sharing between counties and the SOS.
Technology	Increased system reliability, stability, and quality of data. Manual processes contain an inherent risk of error. Using technology, we decrease this risk, create real time validations, and improve data for New Mexico.
People	Improved voter experience as a direct result of increased customer service, support, and data accuracy.

SERVIS | Priority 2 of 4

X. Total Cost of Ownership

The following table lists the total potential cost to develop or acquire, implement, operate and maintain the proposed project for its entire life cycle.

IX. Total Cost of Ownership SERVIS Modernization									
Category		Previous Actuals ¹	FY26	FY27	FY28	FY29	FY30	Total	
Non-Recurring Cost - Development & Implementation		(in thousands)							
200	Personnel Services and Employee Benefits	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
300	Contractual Services								
	IT Professional Services: Project Management	\$0.0	\$0.0	\$304.7	\$0.0	\$0.0	\$0.0	\$304.7	
	IT Professional Services: IV&V	\$0.0	\$0.0	\$110.0	\$0.0	\$0.0	\$0.0	\$110.0	
	IT Professional Services: Business Analysis	\$0.0	\$0.0	\$609.3	\$0.0	\$0.0	\$0.0	\$609.3	
	IT Professional Services: Dev./Imp./Training/UAT	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Other Professional Services	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
400	Other	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Travel/Lodging	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Hardware	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Software Licenses	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Facilities	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
Subtotal Non-Recurring Cost		\$0.0	\$0.0	\$1,024.0	\$0.0	\$0.0	\$0.0	\$1,024.0	
Recurring Maintenance and Operations (M&O) Cost		(in thousands)							
200	Personnel Services and Employee Benefits	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
300	Contractual Services								
	IT Professional Services	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Training	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
400	Other	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Hardware	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Software Licenses	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Facilities	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Compliance and Security	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
Subtotal Recurring M&O Cost		\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
¹ Applicable for on-going or existing project.									
Total Cost		\$0.0	\$0.0	\$1,024.0	\$0.0	\$0.0	\$0.0	\$1,024.0	

SERVIS | Priority 2 of 4

C2 Form – Computer System Enhancement Fund (CSEF)

**C2: Information Technology
Data Processing – Computer Systems Enhancement Fund (CSEF)**

Agency Name	Agency Code	Project Name			
Secretary of State	370	SERVIS Modernization			
Multi-Agency Project	Participating Agencies	Priority	Projected/Actual Start Date	Projected End Date	
No		2	7/1/2026	6/30/2027	

Revenue Project Cost (dollars in thousands)				
Category or Account Description	FY25 & Prev Actual	FY26 Budget	FY27 Request	Total
General Fund (CSEF)	0.0	0.0	1,024.0	1,024.0
Other State Funds (*specify funds below)	0.0	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0	0.0
Internal Svc Funds/Interagency Transfer	0.0	0.0	0.0	0.0
Total	0.0	0.0	1,024.0	1,024.0
*If Other State Funds, Specify Funding Source/Fund Name				

Expenditure Categories (dollars in thousands)				
	FY25 & Prev Actual	FY26 Budget	FY27 Request	Total
Personnel Services & Employee Benefits	0.0	0.0	0.0	0.0
Professional Services	0.0	0.0	1,024.0	1,024.0
Travel/Lodging	0.0	0.0	0.0	0.0
IT Hardware	0.0	0.0	0.0	0.0
IT Software	0.0	0.0	0.0	0.0
Other	0.0	0.0	0.0	0.0
Total	0.0	0.0	1,024.0	1,024.0

	Print Name	Phone	Email Address	Date
Agency Cabinet Secretary/ Director (Mandatory)	Maggie Toulouse Oliver	505-827-3600		09/01/2025
Chief Information Officer or IT Lead(Mandatory)	Gregory Rockstroh	505-827-3600	gregory.rockstroh@sos.nm.gov	08/29/2025
Chief Finance Officer / Budget Director (Mandatory)	Johanna Kehoe	505-8278-3600	johanna.kehoe@sos.nm.gov	08/29/2025

Agency Cabinet Secretary/Director Signature:

Maggie Toulouse Oliver

Chief Information Officer/IT Lead Signature:

Gregory Rockstroh

Chief Finance Officer/Budget Director Signature:

Johanna Kehoe



STATE OF NEW MEXICO

MAGGIE TOULOUSE OLIVER

SECRETARY OF STATE

Fiscal Year 27
Information Technology Funding (C2) Request
Full Business Case

Voter Data Request and Purchase Portal
Priority 3

Greg Rockstroh

Chief Information Officer

Release Date: September 2, 2025

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I. Executive Summary

1. Proposed Project Description:

This is a new project request to implement an electronic solution to allow the public to request, pay for, and receive voter data electronically.

2. Business Need/Problem:

By statute, voter data is available to the public for purchase, but currently there is only a manual process in place that allows the public to request, pay for, and receive that data.

The solution sought is to implement an online system from which the public can request, pay for, and receive voter data electronically.

The current procedure is a four (4)-step process that involves the BOE, finance, and sometimes IT staff.

1. A requestor must identify the information they are seeking and make a request via paper form or email.
2. A Bureau of Elections (BOE) staff person must research the request to identify the number of records, determine the cost, and inform the requestor of the cost.
3. The requestor must make the payment via check or money order by mail, which must be identified by BOE and/or Finance staff upon receipt, verified, and receipted in the SOS Business Filing system.
4. Either BOE or IT staff must produce the information and deliver it to the requestor via Kiteworks, which requires the requestor to create an account.

Each request currently requires approximately one (1) hour of staff research time, with the overall end-to-end process taking up to three (3) weeks. The proposed solution would reduce the process time from up to three (3) weeks down to one (1) day.

3. Value and Benefits:

The overall benefits are efficiency and accuracy.

The value to the public is a simple, timely, and complete method to obtain voter data from the Secretary of State (SOS). The public can make their request, pay the associated fees, and receive their data in an efficient manner.

The value to the agency is to eliminate the need to monitor requests, manually ascertain the number of records and calculate the fee to be charged, interact with the customer to collect payment, conduct a search of the records sought, and provide records timely and securely to the public.

4. Project Objectives:

Design and implement enhancements to the existing Statewide Election Reporting Voter Information System (SERVIS) to improve efficiency and customer service in providing voter data.

5. Alignment with the IT Strategic Plan:

This supports Strategic Priority 6 – Adjust the SOS’s information system to better meet our customer’s needs and expectations.

6. Proposed Agency General Appropriation Act (GAA) Language:

To implement a system to provide electronic voter data to the public.

II. Project Background

Project Description:

1. Detailed Project Description:

The purpose of this project is to design and implement an electronic system to allow for the public purchase of voter data, in compliance with Election Code Section 1-4-5.5 *Requests for voter data, mailing labels, or special voter lists* and 1.10.35.10 NMAC *Voter Records Requests*.

Because voter data is kept electronically in the SOS Statewide Elections and Voter Information System (SERVIS), it can be provided electronically upon request. However, the mechanism does not currently exist for the public to request, pay for, and receive the information seamlessly. The current process is largely manual and disparate and is not convenient or efficient for either the public or the SOS staff.

This project’s objective is to consolidate and streamline the process to allow the public to make their request, pay the associated fees, and receive their data in an efficient manner.

2. Type of Project:

This project is a new solution.

3. Technology Type:

This project is a custom-developed solution.

4. Mission Critical Application:

This new application serves to fulfill the Agency’s mission to maintain and provide access to the laws, official acts, and other instruments vital to the efficient operation of

state government. --And this project supports Strategic Priority 6 under the IT Strategic Plan, which is to adjust the SOS's information system to better meet our customer's needs and expectations. Our goal is to ensure that the SOS's information systems are modified in a timely manner to ensure efficient delivery of services to our internal and external customers.

5. Services Required (Non-Recurring Costs):

a. Is the system being considered a hosted solution?

Hosted Solution Description
TBD

b. Professional services:

Professional Services	Other Professional Services
Application Support and Development Services; IT Project Management, Planning, and Analysis; Database Management Services and Business Intelligence; Independent Verification and Validation Services (IV&V)	

c. Hardware Description: Will the Agency purchase hardware?

Hardware Description
No. SOS will use existing hardware.

d. Software Licenses Description: Will the Agency purchase Software Licenses?

Software License Description
TBD

e. Training Description:

Training Description
Training will be conducted to help users know how to utilize the system, when to update it, and why it is important. Solid training also serves to ensure the successful adoption of the new system. The SOS will hold training sessions and provide training materials to ensure a smooth transition.

f. Compliance and Security Description:

Compliance and Security Description
Vendor provided services will ensure compliance with all security requirements as defined by the SOS Chief Information Security Officer and as approved by the Department of Information Technology (DoIT) via the System Hosting Evaluation Questionnaire (SHEQ) / Technical Architecture Review Committee (TARC) process(es).

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g. Facilities Description:

Facilities Description
N/A

h. Personnel Services Description:

Personnel Services Description
Personnel Services will not be procured with project funds. SOS IT, Subject Matter Experts, and Stakeholders will be engaged throughout the project to ensure continued buy in and the successful implementation, adoption, and support of the product.

6. Estimated Start Date:

July 1, 2026

7. Estimate End Date:

June 30, 2028

8. Project be Phased: If full funding is not available, can the project be phased?

No

9. Project be Phased: If the project can be phased, what can be accomplished with partial funding? N/A

Project History:

1. Project Funding Request Category:

New project request for a new system.

2. Is this funding request a repeat request for funding that has been previously denied?

No

3. Work To Be Performed with this Funding Request:

N/A

4. Is this funding a continuation request to complete an existing project?

No.

Existing Project's Reauthorization Information: N/A – Table removed as is this a new project.

5. **Is this funding a continuation request to complete an existing project?**

No

Existing Project's Appropriation History: N/A – Table removed as is this a new project.

6. **Is this funding a continuation request to complete an existing project?**

No

Existing Project's Certification History: N/A – Table removed as is this a new project.

7. **Is this funding a continuation request to complete an existing project?**

No

Project Key Milestones and Contract Deliverables: N/A – Table removed as is this a new project.

8. **Is this funding a continuation request to complete an existing project and Independent Verification and Validation waiver has been approved by the Department of Information Technology?**

No

Existing Project Independent Verification and Validation Last Update

N/A

III. Risks

SOS has identified the following risks and has outlined SOS’s plan to reduce risk impact:

Risk 1: Stakeholder Participation

Description Division staff may be reluctant to invest the time and effort to help plan and implement.	Probability Low	Impact Low
	Mitigation Strategy SOS will work with the Business Owner to reinforce the significance of active participation early	
	Contingency Plan The SOS project management team will reinforce active participation of critical SMEs	

Risk 2: Change Control

Description Stakeholders need to be well-prepared to utilize the new software platform and processes.	Probability Medium	Impact Low
	Mitigation Strategy SOS will mitigate the risk by providing clear and consistent communication and by selecting an intuitive and user-friendly design.	
	Contingency Plan SOS will involve a change management specialist to provide training so users can easily adopt and utilize new product	

The following table provides a quick risk assessment of the proposed project's inherent risks.

Risk Assessment for Proposed Solution

Criteria		Risk Score = 1	Risk Score = 2	Risk Score = 3	Score
1	Estimated project cost	Less than \$250K	\$250K - \$1M	Greater than \$1M	3
2	Estimated total calendar months before completion	6 or less	6 to 12	More than 12	3
3	Number of project team members	5 or less	6 to 10	More than 10	1
4	Number of subject matter experts required to execute the project	3 or less	4 or 5	6 or more	2
5	Project manager experience level	3 or more projects of similar scope	1 to 2 projects of similar scope	No prior projects of similar scope	1
6	Estimated total effort hours	Less than 500	500 - 1800	More than 1800	3
7	Number of sites/offices impacted by the project	1	2 to 5	More than 5	1
8	Uniqueness of project's technical requirements	Similar to others in the department	Similar to others, but complex	New and complex	2
9	Impact of noncompliance with applicable laws and regulations	None or minimal	Moderate	Significant	1
10	Impact of 12-month project postponement on existing systems	Existing systems can compensate with minimal costs	Existing or new systems can compensate with substantial costs	Existing systems must be curtailed because of the lack of proposed project	1
11	Number of interfaces to existing systems affected	0	1 to 3	More than 3	2
12	User requirements definition	Clearly defined	Somewhat defined, but complex	Very vague and complex	2

Total Risk Score:	22
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IV. Scope and Constraints

The following are elements of the project which are in-scope and out-of-scope that are identified to manage trade-offs during execution.

Scope:

In Scope	Description
Timeframe	Solution must be deployed within 2 years
Departments	SOS staff from Bureau of Elections (BOE), Information Technology (IT), and Information Security (IS)
Functionality	Continued ability to manage election data as required to meet all New Mexico (NM) rules and regulations
Technology	Upgraded platform as provided by KnowInk
Functionality	Solution must meet Payment Card Industry (PCI) requirements, financial reporting requirements, and may need to interface with existing finance modules from other systems.

Out of Scope	Description	Reason Why
Non-Vital enhancements	Design and enhancement requests that can be completed after deployment. Enhancements may be delivered as part of implementation pending budget and time assessment and approval from the project steering committee.	This project is for system conversion to the new platform. Once on the new system SOS will implement enhancements as part of standard maintenance and operations.

Constraints:

Constraints	
Category	Description
Resource Availability	IT staff for SOS have competing demands. The internal staff and vendor staff also support and maintain the SERVIS system on an ongoing basis; and, the enhancements add to that existing workload.
Regulatory Requirements	The manual and/or work around processes must remain in place until the enhancements are implemented.
Critical Dependencies	Elections occur regularly and the system cannot be updated during certain periods.

V. Alternative Approach Analysis

JUSTIFICATION FOR PROJECT SELECTION:

This is the SOS selected solution because the current system can be enhanced to include this function, which is a more efficient use of resources of time and money. It also keeps voter information in the system that already houses it and reduces interfaces that would be otherwise necessary.

The following table includes viable alternatives, including preliminary research and analysis, that were eliminated in favor of the proposed project:

Alternative Description (e.g. Status Quo, Enhancements, Replacement)	Reason Eliminated	Cost	Preliminary research and analysis conducted (Yes/No)
Status Quo	Manual process is not desirable. Does not meet project objectives.	\$0.00	Yes
New Solution	N/A. SOS could not find an existing Commercial Off-The-Shelf (COTS) solution to fit the needs of the project.	\$0.00	Yes
Custom build with In house application	SOS IT staff does not possess the bandwidth to build an in-house application currently. Contracted staff will have a large learning curve before they can begin building.	\$4,580,300	Yes
Enhance current system - engage voter registration system vendor to design, build and create a log in and payment portal that will interface with the existing system	Selected approach.	\$1,657,400	Yes

VI. Method(s) Used To Develop Accurate Cost Estimate

The following method(s) were used to gather information and develop the C2 funding request by providing the information below:

No.	METHOD USED	PURPOSE	COST ESTIMATE AMOUNT (\$)
1	Request for Information (RFI)	Gather preliminary information from potential vendors on capabilities, pricing models, and feasibility	N/A
2	Request for Proposal (RFP)	To solicit comprehensive proposals that include technical solutions, cost breakdowns, and delivery schedules	N/A
3	Market Surveys	Engage vendors through surveys to understand pricing capabilities	N/A
4	Historical Cost Data Analysis	Based on existing SWPA with the existing SERVIS vendor, quote received from vendor \$200,000. IV & V \$238,800 and PM \$609,300, BA \$609,300 based on SWPA.	\$1,657,400
5	Interstate Collaboration and Networking	Contact other organizations such as National Association of State Procurement Officials (NASPO), the National Governors Association (NGA), and other industry specific organizations to gather cost data and procurement information. Attend conferences and webinars where states share project outcomes and cost data.	N/A
6	State Specific Agencies	Contact counterparts in other states (e.g. Department of Health, Department of Transportation) to obtain data on similar project initiatives	N/A
7	Other Method: New Mexico Statewide Price Agreement for Staff Augmentation over 2 years.	Based on existing SWPA with Real Time Solutions (RTS)- 1 fulltime Senior Project Manager (PM) \$609,300, 2 full time Business Analysts (BA) \$1,218,700, 3 full time Developers \$1,828,000, 1 full time Database Analyst (DBA) \$609,300; and IV&V from RESPEC \$238,800 1 short term trainer from RTS for a term of 3 months \$76,200.	\$4,580,300

VII. Key Stakeholders

The following table identifies internal and external stakeholders, their project responsibilities and their expected impact on the project's success.

Project Impact Scale: 1 = Low Impact; 2 = Medium Impact; 3 = High Impact

Internal Stakeholders	Department or Agency	Project Responsibilities	Project Impact
Secretary of State	SOS	Executive Sponsor	1
Elections Director	SOS	Business Owner	3
Chief Information Officer (CIO)	SOS	Technical resource management	3
Chief Information Security Officer (CISO)	SOS	Security resource management and compliance	2
Bureau of Elections (BOE) staff	SOS	Subject Matter Experts (SMEs) and end users. Will also perform user acceptance testing during the Implementation phase	3

External Stakeholders	Company or Organization	Project Responsibilities	Project Impact
Software Vendor	Know Ink	Development and implementation	3
County Clerks	New Mexico Counties	Testing, end users	1

VIII. Objectives, Outcomes, Key Performance Indicators

The following are key project objectives with related deliverable outcomes and quantifiable Key Performance Indicators (KPIs).

Objectives	Outcomes/Deliverables	Benefits/KPIs (as applicable)
Initiation and Planning phases completed by 10/31/2026 and SOS receives Project Certification Committee (PCC) approval for implementation by 01/31/2026	Project charter and project plan are completed. SOS presents and receives approval from the PCC. Business requirements and SHEQ are approved.	Project funding is released, vendor contract(s) are executed, and project team is secured. Gap analysis is complete, technical architecture plan is approved, and project is ready for implementation.
Implementation completed by 06/30/2028	Solution is developed and tested. Users are trained. Solution is deployed to production and post-implementation issues are resolved.	Solution is fully developed, validated, and ready for production. User guides and formal training are created. All users are trained and ready to adopt and utilize the solution. System is deployed, post implementation review is complete, issues resolved, and production users can utilize the solution without issue.
Project Closeout by 09/30/2028	Lessons learned are completed. Final invoices are paid.	Solution handoff to operations is complete, project team celebrates successes and identifies what they did well on and what they could do better on the next project, and project is officially closed. SOS and County users are actively utilizing the system.

IX. Benefits

The following is a list of tangible and intangible benefits anticipated from the project.

Tangible Benefits	Amount
Up to one (1) hour of staff research time per request	\$25.00/request

Intangible Benefits	Metrics
Customer wait time eliminated	Reduced from up to three (3) weeks to one (1) day
Staff work at each step eliminated	No work required by any staff
Accuracy in calculations and data provided	No chance of data being accidentally omitted or cost calculations being incorrect

X. Total Cost of Ownership

The following table lists the total potential cost to develop or acquire, implement, operate and maintain the proposed project for its entire life cycle.

IX. Total Cost of Ownership Voter Data Request and Purchase Portal									
Category		Previous Actuals ¹	FY26	FY27	FY28	FY29	FY30	Total	
Non-Recurring Cost - Development & Implementation		(in thousands)							
200	Personnel Services and Employee Benefits	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
300	Contractual Services								
	IT Professional Services: Project Management	\$0.0	\$0.0	\$304.67	\$304.67	\$0.0	\$0.0	\$609.4	
	IT Professional Services: IV&V	\$0.0	\$0.0	\$119.35	\$119.35	\$0.0	\$0.0	\$ 238.7	
	IT Professional Services: Dev./Imp./Training/UAT	\$0.0	\$0.0	\$100.0	\$100.0	\$0.0	\$0.0	\$ 200.0	
	IT Professional Services: Business Analysis	\$0.0	\$0.0	\$304.67	\$304.67	\$0.0	\$0.0	\$ 609.3	
	Other Professional Services	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
400	Other	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Travel/Lodging	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Hardware	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Software Licenses	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Facilities	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
Subtotal Non-Recurring Cost		\$0.0	\$0.0	\$ 828.7	\$ 828.7	\$0.0	\$0.0	\$1,657.4	
Recurring Maintenance and Operations (M&O) Cost		(in thousands)							
200	Personnel Services and Employee Benefits	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
300	Contractual Services								
	IT Professional Services	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Training	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
400	Other	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Hardware	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Software Licenses	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Facilities	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Compliance and Security	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
Subtotal Recurring M&O Cost		\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
¹ Applicable for on-going or existing project.									
Total Cost		\$0.0	\$0.0	\$828.7	\$828.7	\$0.0	\$0.0	\$1,657.4	

XI. C2 Form – Computer System Enhancement Fund (CSEF)

C2: Information Technology Data Processing - Computer Systems Enhancement Fund (CSEF)

Agency Name	Agency Code	Project Name			
Secretary of State	370	Voter Data Request and Purchase Portal			
Multi-Agency Project	Participating Agencies		Priority	Projected/ Actual Start Date	Projected End Date
No			3	7/1/2026	6/30/2028

Revenue Project Cost (dollars in thousands)				
Category or Account Description	FY25 & Prev Actual	FY26 Budget	FY27 Request	Total
General Fund (CSEF)	0.0	0.0	1,657.4	1,657.4
Other State Funds (*specify funds below)	0.0	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0	0.0
Internal Svc Funds/Interagency Transfer	0.0	0.0	0.0	0.0
Total	0.0	0.0	1,657.4	1,657.4
*If Other State Funds, Specify Funding Source/Fund Name				

Expenditure Categories (dollars in thousands)				
	FY25 & Prev Actual	FY26 Budget	FY27 Request	Total
Personnel Services & Employee Benefits	0.0	0.0	0.0	0.0
Professional Services	0.0	0.0	1,657.4	1,657.4
Travel/Lodging	0.0	0.0	0.0	0.0
IT Hardware	0.0	0.0	0.0	0.0
IT Software	0.0	0.0	0.0	0.0
Other	0.0	0.0	0.0	0.0
Total	0.0	0.0	1,657.4	1,657.4

	Print Name	Phone	Email Address	Date
Agency Cabinet Secretary/ Director (Mandatory)	Maggie Toulouse Oliver	505-827-3600		09/01/2025
Chief Information Officer or IT Lead(Mandatory)	Gregory Rockstroh	505-827-3600	gregory.rockstroh@sos.nm.gov	08/29/2025
Chief Finance Officer / Budget Director (Mandatory)	Johanna Kehoe	505-8278-3600	johanna.kehoe@sos.nm.gov	08/29/2025

Agency Cabinet Secretary/Director Signature: *Maggie Toulouse Oliver*

Chief Information Officer/IT Lead Signature: *Gregory Rockstroh*

Chief Finance Officer/Budget Director Signature: *Johanna Kehoe*



STATE OF NEW MEXICO

MAGGIE TOULOUSE OLIVER

SECRETARY OF STATE

Fiscal Year 27
Information Technology Funding (C2) Request
Full Business Case

Centralized Tax Lien Filings
Priority 4

Greg Rockstroh

Chief Information Officer

Release Date: September 2, 2025

Tax and Revenue Centralized Lien Filings | Priority 4 of 4

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I. Executive Summary

1. Proposed Project Description:

This is a new project request for an enhancement to configure and implement a Centralized Tax Lien filing module within the existing Secretary of State (SOS) Enterprise (SOSE) Business Filing System (BFS).

2. Business Need/Problem:

House Bill 218 (HB218) in the 2025 Legislative Session provided for the centralized filing of liens by the New Mexico (NM) Taxation and Revenue Department (TRD), allowing them to be filed with the NM SOS. A filing system for these liens does not currently exist. A module to file, record, and maintain these liens needs to be built as an additional module in the SOS Enterprise BFS.

3. Value and Benefits:

The long-term impact of the electronic filing of liens will result in efficiencies for TRD staff as well as postage savings to mail “wet” signatures to all thirty-three (33) counties weekly. Additionally, no longer having to file releases on extinguished liens is an efficiency for the TRD. (Note: copied from the bill’s Fiscal Impact Report.)

4. Project Objectives:

The project is the result of legislation affecting the TRD and supports the efficiency of the department by allowing for the consolidated electronic filing of tax liens with the SOS rather than in each of the thirty-three (33) counties.

5. Alignment with the IT Strategic Plan:

This supports Strategic Priority 5 – Adjust the SOS’s information system to meet evolving federal and state law and regulation.

6. Proposed Agency General Appropriation Act (GAA) Language:

To configure and implement a Centralized Tax Lien filing module within the Secretary of State’s existing SOS Enterprise BFS.

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II. Project Background

Project Description:

1. Detailed Project Description:

Legislation was passed in the 2025 Legislative Session, (HB218), that allows for the filing of tax liens in the SOS's office as a centralized filing location, which is a change from the liens being filed at each of the county clerk's offices throughout the state. A system to accept, file, index, and expire tax liens does not currently exist in the SOS's existing filing application. The existing filing application is used to file Uniform Commercial Code (UCC) liens and Effective Financing Statements (Agricultural Liens/EFS) and is part of the SOS's BFS; however, the tax liens do not fit the requirements of that application/module.

The SOS has determined that the existing BFS that was recently implemented (completed in December 2024) could be enhanced to include a Centralized Tax Lien module that could accommodate the filings as required by the TRD. As such, the SOS and the TRD have collaborated to establish requirements for this proposed module, and the vendor that implemented and now supports and maintains the SOS Enterprise BFS has provided an estimate to develop the new module, convert sixty eight thousand (68,000) existing liens to the new module, build an XML API interface to allow the TRD to electronically bulk file the liens, and meet the requirements of reporting and retention of the filing of liens.

2. Type of Project:

This project is an enhancement to an existing system. This project will implement a new module in the SOS Enterprise BFS.

3. Technology Type:

The existing technology is a Commercial Off-the-Shelf (COTS) configured to meet the requirements of the State of New Mexico SOS.

4. Mission Critical Application:

The SOSE is a mission critical application to fulfill the Agency's mission to maintain and provide access to the laws, official acts, and other instruments vital to the efficient operation of state government. This project supports Strategic Priority 5 under the IT Strategic Plan – which is to adjust the SOS's information system to meet evolving federal and state law and regulation. Our goal is to ensure that the SOS's information systems are modified in a timely manner to meet our legal obligations.

5. Services Required (Non-Recurring Costs):

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a. Is the system being considered a hosted solution?

Hosted Solution Description
Yes, it is part of a cloud hosted solution by the existing vendor.

b. Professional services:

Professional Services	Other Professional Services
IT Professional Services – augmented contract with the existing software vendor to create the new module. This includes Application Development and Support Services; IT project management, planning, and analysis; database management services and business intelligence	
Independent verification and validation services (IV&V)	

c. Hardware Description: Will the Agency purchase hardware?

Hardware Description
No

d. Software Licenses Description: Will the Agency purchase Software Licenses?

Software License Description
No

e. Training Description:

Training Description
Training will be provided by SOS via scheduled virtual training sessions with Taxation & Revenue staff. SOS will also provide published user guides and will maintain them annually. XML filing instructions will be developed and provided by the vendor.

f. Compliance and Security Description:

Compliance and Security Description
Vendor provided services will ensure compliance with all security requirements as defined by the SOS Chief Information Security Officer and as approved by the Department of Information Technology (DoIT) via the System Hosting Evaluation Questionnaire (SHEQ) / Technical Architecture Review Committee (TARC) process(es).

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g. Facilities Description:

Facilities Description
N/A

h. Personnel Services Description:

Personnel Services Description
Personnel Services will not be procured with project funds. (1) 30% Business Analyst and (1) 50% Business Services Division SME; during business requirements and testing stages. Similar commitment is required from TRD. (2) SOS and TRD IT, Subject Matter Experts, and Stakeholders will be engaged throughout the project to ensure continued buy in and the successful implementation, adoption, and support of the product.

6. **Estimated Start Date:** July 1, 2026

7. **Estimate End Date:** June 30, 2027

8. **Project be Phased: If full funding is not available, can the project be phased?**

No.

9. **Project be Phased: If the project can be phased, what can be accomplished with partial funding?**

N/A

Project History:

1. **Project Funding Request Category:**

New project request for a system enhancement to a system that is in production.

2. **Is this funding request a repeat request for funding that has been previously denied?**

No

3. **Work To Be Performed with this Funding Request:**

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Funds will be used to implement a solution to allow the TRD to have centralized lien filings, using the SOS Enterprise BFS.

4. Is this funding a continuation request to complete an existing project?

No

Existing Project's Reauthorization Information:

N/A

5. Is this funding a continuation request to complete an existing project?

No

Existing Project's Appropriation History:

N/A

6. Is this funding a continuation request to complete an existing project?

No

7. Existing Project's Certification History:

N/A

8. Is this funding a continuation request to complete an existing project?

No

Project Key Milestones and Contract Deliverables:

N/A

9. Is this funding a continuation request to complete an existing project and Independent Verification and Validation waiver has been approved by the Department of Information Technology?

No

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Existing Project Independent Verification and Validation Last Update

N/A

III. Risks

SOS has identified the following risks and has outlined SOS’s plan to reduce risk impact:

Risk 1: Funding

Probability: Medium	Impact: High
Mitigation Strategy: Seeking C2 funding to support the project. If C2 funding is not provided, then SOS cannot begin this project.	
Contingency Strategy: Work with the TRD to seek other sources of funding and hold off on implementation until funding is available.	

Risk 2: Stakeholder Participation

Probability: Low	Impact: High
Mitigation Strategy: Establish roles and responsibilities of the stakeholders to ensure that the solution is developed and implemented to the set requirements. Ensure that requirements are clearly defined in the earliest stages. Establish regular status meetings to keep the project on task and on time.	
Contingency Strategy: SOS will interpret and implement the requirements as established by statute.	

Risk 3: Data Conversion

Probability: Low	Impact: Low
Mitigation Strategy: Early identification of the risk factors of bringing legacy data into the new system. Expect that the data/image conversion comes from a reliable source and has been maintained and erroneous data is not being used today to complicate the data/image conversion to the new module.	
Contingency Strategy: Do not convert legacy data into the system.	

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The following table provides a quick risk assessment of the proposed project’s inherent risks.

Risk Assessment for Proposed Solution

Criteria		Risk Score = 1	Risk Score = 2	Risk Score = 3	Score
1	Estimated project cost	Less than \$250K	\$250K - \$1M	Greater than \$1M	2
2	Estimated total calendar months before completion	6 or less	6 to 12	More than 12	2
3	Number of project team members	5 or less	6 to 10	More than 10	1
4	Number of subject matter experts required to execute the project	3 or less	4 or 5	6 or more	2
5	Project manager experience level	3 or more projects of similar scope	1 to 2 projects of similar scope	No prior projects of similar scope	2
6	Estimated total effort hours	Less than 500	500 - 1800	More than 1800	3
7	Number of sites/offices impacted by the project	1	2 to 5	More than 5	2
8	Uniqueness of project's technical requirements	Similar to others in the department	Similar to others, but complex	New and complex	1
9	Impact of noncompliance with applicable laws and regulations	None or minimal	Moderate	Significant	1
10	Impact of 12-month project postponement on existing systems	Existing systems can compensate with minimal costs	Existing or new systems can compensate with substantial costs	Existing systems must be curtailed because of the lack of proposed project	1
11	Number of interfaces to existing systems affected	0	1 to 3	More than 3	2
12	User requirements definition	Clearly defined	Somewhat defined, but complex	Very vague and complex	1

Total Risk Score: 20

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IV. Scope and Constraints

The following are elements of the project which are in-scope and out-of-scope that are identified to manage trade-offs during execution.

Scope:

In Scope	Description
Procurement Timeframe	Having the contract prepared and signed at its earliest opportunity will impact the overall timeline of the project.
Data Conversion	Depending on the format, status, and availability of the legacy data, it may be eliminated as part of the project, which would reduce the level of effort, time, and cost.

Out of Scope	Description	Reason Why
Information campaign to inform the public where liens can be researched.	Counties have historically recorded tax lien filings.	Filings are by the Taxation & Revenue Department; statute gives authority to centralize those filings. This will be the responsibility of TRD.

Constraints:

Constraints	
Category	Description
Resource Availability	IT staff for the SOS are not solely dedicated to the Secretary of State Enterprise (SOSE) filing system and have competing demands.
Subject Matter Expertise	SOS is relying on the TRD as the SME for this project.

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V. Alternative Approach Analysis

JUSTIFICATION FOR PROJECT SELECTION:

The following table includes viable alternatives, including preliminary research and analysis, that were eliminated in favor of the proposed project:

Alternative Description (e.g. Status Quo, Enhancements, Replacement)	Reason Eliminated	Cost	Preliminary research and analysis conducted (Yes/No)
Status Quo	Does not meet the objective of the statutory changes.	\$0.00	N/A
Enhance current solution	This is the selected solution.	\$1,010.0	YES
Purchase and implement COTS system	The cost of a new project, to include the RFP process, IV&V and project management costs would likely greatly exceed the time and cost of enhancing the existing SOS Enterprise system	In Excess	YES
Design and implement new internally developed system	Neither the SOS nor TRD have the current capacity to achieve this alternative, and as such, the solution will cost more in staff augmentation and take longer to deliver	In Excess	NO

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VI. Method(s) Used To Develop Accurate Cost Estimate

The following method(s) were used to gather information and develop the C2 funding request by providing the information below:

No.	METHOD USED	PURPOSE	COST ESTIMATE AMOUNT (\$)
1	Request for Information (RFI)	Gather preliminary information from potential vendors on capabilities, pricing models, and feasibility	N/A
2	Request for Proposal (RFP)	To solicit comprehensive proposals that include technical solutions, cost breakdowns, and delivery schedules	N/A
3	Market Surveys	Engage vendors through surveys to understand pricing capabilities	N/A
4	Historical Cost Data Analysis	Review past expenditures on similar projects to predict future costs	N/A
5	Interstate Collaboration and Networking	Contact other organizations such as National Association of State Procurement Officials (NASPO), the National Governors Association (NGA), and other industry specific organizations to gather cost data and procurement information. Attend conferences and webinars where states share project outcomes and cost data.	N/A
6	State Specific Agencies	Contact counterparts in other states (e.g. Department of Health, Department of Transportation) to obtain data on similar project initiatives	N/A
7	Other Method: Estimate for enhancements from existing software vendor, given the requirements for a new module. Statewide Price Agreement (SWPA) rates for RTS Project Manager (PM) and RESPEC IV&V for the 1 year project period.	Purpose Description: A contract exists with established rates for enhancements to the existing BFS.	\$1,010,000.00 Total, including GRT \$613,000.00 Enhancements/Development. \$72,000 Data Conversion \$110,000.00 IV&V \$215,000.00 PM

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VII. Key Stakeholders

The following table identifies internal and external stakeholders, their project responsibilities and their expected impact on the project’s success.

Project Impact Scale:
1 = Low Impact; 2 = Medium Impact; 3 = High Impact

Internal Stakeholders	Department or Agency	Project Responsibilities	Project Impact
Secretary of State	SOS	Executive Sponsor	1
Business Services Director	SOS	Business Owner	3
Chief Information Officer (CIO)	SOS	Technical resource management	3
Chief Information Security Officer (CISO)	SOS	Security resource management and compliance	2

External Stakeholders	Company or Organization	Project Responsibilities	Project Impact
Secretary of Taxation and Revenue	TRD	Executive Sponsor	1
Audit and Compliance Director	TRD	Business Owner	3
Chief Information Officer (CIO)	TRD	Technical resource management	3
Chief Information Security Officer (CISO)	TRD	Security resource management and compliance	2

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VIII. Objectives, Outcomes, Key Performance Indicators

The following are key project objectives with related deliverable outcomes and quantifiable Key Performance Indicators (KPIs).

Objectives	Outcomes/Deliverables	Benefits/KPIs (as applicable)
<p>Initiation and Planning phases completed by 11/30/2026 and SOS receives Project Certification Committee (PCC) approval for implementation by 12/31/2026</p>	<p>Project charter and project plan are completed. SOS presents and receives approval from the PCC.</p> <p>Business requirements and SHEQ are approved.</p>	<p>Project funding is released, vendor contract(s) are executed, and project team is secured. Gap analysis is complete, technical architecture plan is approved, and project is ready for implementation.</p>
<p>Implementation completed by 06/30/2027 to meet regulatory compliance.</p>	<p>Solution is developed and tested. Users are trained. Solution is deployed to production and post-implementation issues are resolved.</p>	<p>Solution is fully developed, validated, and ready for production. User guides and formal trainings are created. All users are trained and ready to adopt and utilize the solution.</p> <p>System is deployed, post implementation review is complete, issues resolved, and production users can utilize the solution without issue.</p> <p>Project is complete, allowing for the consolidated electronic filing of tax liens with the SOS rather than in each of the thirty-three (33) counties to meet the requirements of HB218.</p>
<p>Project Closeout by 09/30/2027</p>	<p>Lessons learned are completed. Final invoices are paid.</p>	<p>Solution handoff to operations is complete, project team celebrates successes and identifies what they did well on and what they could do better on the next project, and project is officially closed. TRD users are actively utilizing the system to track lien filings.</p>

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Benefits

The following is a list of tangible and intangible benefits anticipated from the project.

Tangible Benefits	Amount
Cost of postage – TRD's annual savings	\$30,000.00

Intangible Benefits	Metrics
Able to process more efficiently	The time between the issuance of a lien by TRD until it is officially recorded is eliminated. The automatic expiration of liens is completed without manual input or delay.
Increased Return on Investment (ROI) on the collection with lower cost to record lien.	Direct electronic lien filing by TRD into the system eliminates the need to handle and transfer paper to the counties.
Centralized Lien Repository	Fewer places to search for a lien reduces internal staff's and external customers' time to locate a lien.
Regulatory Adherence	Compliance with HB218 to provide a centralized lien filing solution

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IX. Total Cost of Ownership

The following table lists the total potential cost to develop or acquire, implement, operate and maintain the proposed project for its entire life cycle.

IX. Total Cost of Ownership Centralized Tax Lien Filing									
Category		Previous Actuals ¹	FY26	FY27	FY28	FY29	FY30	Total	
Non-Recurring Cost - Development & Implementation		(in thousands)							
200	Personnel Services and Employee Benefits	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
300	Contractual Services								
	IT Professional Services: Project Management	\$0.0	\$0.0	\$215.0	\$0.0	\$0.0	\$0.0	\$215.0	
	IT Professional Services: IV&V	\$0.0	\$0.0	\$110.0	\$0.0	\$0.0	\$0.0	\$110.0	
	IT Professional Services: Business Analysis	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	IT Professional Services: Dev./Imp. /Training/UAT	\$0.0	\$0.0	\$613.0	\$0.0	\$0.0	\$0.0	\$613.0	
	IT Professional Services: Data Conversion	\$0.0	\$0.0	\$72.0	\$0.0	\$0.0	\$0.0	\$72.00	
	Other Professional Services	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
400	Other								
	Travel/Lodging	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Hardware	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Software Licenses	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Facilities	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
Subtotal Non-Recurring Cost		\$0.0	\$0.0	1,010.0	\$0.0	\$0.0	\$0.0	1,010.0	
Recurring Maintenance and Operations (M&O) Cost		(in thousands)							
200	Personal Services and Employee Benefits	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
300	Contractual Services								
	IT Professional Services	\$0.0	\$0.0	\$0.0	\$8.7	\$9.1	\$9.5	\$ 27.3	
	Training	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
400	Other								
	Hardware	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Software Licenses	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Facilities	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
	Compliance and Security	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	\$0.0	
Subtotal Recurring M&O Cost		\$0.0	\$0.0	\$0.0	\$ 8.7	\$9.1	\$9.5	\$27.3	
¹ Applicable for on-going or existing project.									
Total Cost		\$0.0	\$0.0	\$1,010.0	\$8.7	\$9.1	\$9.5	\$1,037.3	

FY27 Information Technology Funding (C2) Request – Full Business Case

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X. C2 Form – Computer System Enhancement Fund (CSEF)

C2: Information Technology
Data Processing - Computer Systems Enhancement Fund (CSEF)

Agency Name	Agency Code	Project Name			
Secretary of State	37000	Centralized Tax Lien Filing			
Multi-Agency Project	Participating Agencies	Priority	Projected/Actual Start Date	Projected End Date	
Yes – Secretary of State, Taxation & Revenue Department		4	7/1/2026	6/30/2027	

Revenue Project Cost (dollars in thousands)				
Category or Account Description	FY25 & Prev Actual	FY26 Budget	FY27 Request	Total
General Fund (CSEF)	0.0	0.0	1,010.0	1,010.0
Other State Funds: (*specify funds below)	0.0	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0	0.0
Internal Svc Funds/Interagency Transfer	0.0	0.0	0.0	0.0
Total	0.0	0.0	1,010.0	1,010.0
*If Other State Funds, Specify Funding Source/Fund Name				

Expenditure Categories (dollars in thousands)				
	FY25 & Prev Actual	FY26 Budget	FY27 Request	Total
Personnel Services & Employee Benefits	0.0	0.0	0.0	0.0
Professional Services	0.0	0.0	1,010.0	1,010.0
Travel/Lodging	0.0	0.0	0.0	0.0
IT Hardware	0.0	0.0	0.0	0.0
IT Software	0.0	0.0	0.0	0.0
Other	0.0	0.0	0.0	0.0
Total	0.0	0.0	1,010.0	1,010.0

	Print Name	Phone	Email Address	Date
Agency Cabinet Secretary/ Director (Mandatory)	Maggie Toulouse Oliver	505-827-3600		09/01/2025
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