

**CITY OF ALBUQUERQUE**  
Albuquerque, New Mexico  
Office of the Mayor

Mayor Timothy M. Keller

**INTER-OFFICE MEMORANDUM**

2/26/2025

**TO:** Brook Bassan, President, City Council

**FROM:** Timothy M. Keller, Mayor



**SUBJECT:** Mayor's Recommendation of Award for RFP-2025-618-EV, "PATH Voucher Database"

The City of Albuquerque's Department of Health, Housing & Homelessness, in conjunction with the Department of Finance and Administration Services, Purchasing Division, issued the RFP for the PATH Voucher Database, a database that will be used by the City to manage the information and payment of substance use treatment providers accepting substance use treatment vouchers as part of the City's PATH Voucher Program.

The RFP was posted on the Purchasing e-Procurement, Bonfire website on September 3, 2024, and advertised in the Albuquerque Journal on September 9, 2024.

The City received two (2) responses to this solicitation. The ad hoc evaluation committee evaluated and scored the proposals received in accordance with the evaluation criteria published in the RFP. After thoroughly reviewing and scoring the proposals, Real Time Solutions scored the highest of the responsive offerors. The ad hoc committee found Real Time Solutions to be both responsive and qualified and recommends an award to the offeror named.


I concur with this recommendation.

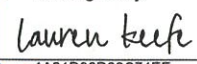
The City of Albuquerque's Department of Health, Housing & Homelessness will manage this contract.

### Mayor's Recommendation of Award for RFP-2025-618-EV, "PATH Voucher Database"

Approved:

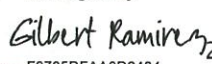
Approved as to Legal Form:

  
Samantha Sengel, EdD Date  
Chief Administrative Officer

DocuSigned by:  
 3/9/2025 | 2:01 PM MDT  
Lauren Keefe  
City Attorney

DS DS  
BR PP

Recommended:

DocuSigned by:  
 2/27/2025 | 7:51 PM MST  
F9705DFAA0D2484...  
Gilbert Ramirez  
Gilbert Ramirez Date  
Director  
Department of Health, Housing and Homelessness

## **Cover Analysis**

**1. What is it?**

This is a request for approval of the Mayor's Recommendation of Award for RFP-2025-618-EV, PATH Voucher Database.

**2. What will this piece of legislation do?**

RFP-2025-618-EV, PATH Voucher Database will authorize the Department of Health, Housing and Homelessness to negotiate and enter into a contract for services outlined in the scope of RFP-2025-618-EV, PATH Voucher Database.

**3. Why is this project needed?**

To provide efficient management of services and funding of the established Department of Health, Housing, and Homelessness Substance Use Treatment System, Providing Addiction Treatment & Healing (PATH) Substance Use Treatment Network.

**4. How much will it cost and what is the funding source?**

\$300,000

**5. Is there a revenue source associated with this contract? If so, what level of income is projected? No.**

**6. What will happen if the project is not approved?** If not approved, the City of Albuquerque staff will be required to manually issue substance use payment without an efficient mechanism to properly track the cost for service, the amount of support for unduplicated individuals, and capture the successes or barriers of program development. Additionally, the city staff may not be able to expand service provision to include medication assisted treatment and perhaps other recovery support services.

**7. Is this service already provided by another entity? No.**

### FISCAL IMPACT ANALYSIS

TITLE: Request for approval of the Mayor's Recommendation of Award for RFP-2025-618-EV, PATH Voucher Database. R: O: FUND: 201 DEPT: 2960010

- No measurable fiscal impact is anticipated, i.e., no impact on fund balance over and above existing appropriations.
- (If Applicable) The estimated fiscal impact (defined as impact over and above existing appropriations) of this legislation is as follows:

	Fiscal Years			
	2025	2026	2027	Total
Base Salary/Wages				-
Fringe Benefits at				-
Subtotal Personnel	-	-	-	-
Operating Expenses		-		-
Property		-	-	-
Indirect Costs	-	-	-	-
<b>Total Expenses</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
[ X ] Estimated revenues not affected				
[ ] Estimated revenue impact				
Revenue from program				
Amount of Grant				
City Cash Match				
City Inkind Match				
City IDOH				
<b>Total Revenue</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>

These estimates do not include any adjustment for inflation.  
 \* Range if not easily quantifiable.

Number of Positions created

**COMMENTS:** To provide efficient management of services and funding of the established Department of Health, Housing, and Homelessness Substance Use Treatment System, Providing Addiction Treatment & Healing (PATH) Substance Use Treatment Network. . Funds for this project were appropriated in C/S R -22-91, LG Abatement Fund 201.

**COMMENTS ON NON-MONETARY IMPACTS TO COMMUNITY/CITY GOVERNMENT:**

PREPARED BY:

Signed by: Anna Marie Lujan  
 FISCAL ANALYST

APPROVED:

DocuSigned by: Gilbert Ramirez 2/27/2025 | 7:51 PM MST  
 DIRECTOR (date)

REVIEWED BY:

Signed by: Miller, Simon smiller@cabq.gov  
 EXECUTIVE BUDGET ANALYST

DocuSigned by: Donna Sandoval 3/9/2025 | 9:58 AM MDT  
 BUDGET OFFICER (date)

Signed by: Christine Boerner  
 CITY ECONOMIST



# City of Albuquerque

## Department of Finance and Administrative Services

Timothy M. Keller, Mayor

### Interoffice Memorandum

Date 11/20/2024 | 9:17 AM MST

**TO:** Carla Martinez, Associate Chief Administrative Officer

**FROM:** Gilbert Ramirez, Director, Department of Health, Housing and Homelessness

**SUBJECT:** **Recommendation of Award –**  
 RFP Number: RFP-2025-618-EV  
 RFP Name: PATH Voucher Database

DS  
GR

The Department of Finance and Administrative Services, Purchasing Division, issued the subject solicitation in conjunction with the Department of Health, Housing and Homelessness developed an RFP for PATH Voucher Database.

The solicitation was posted on the Purchasing website and advertised in the Albuquerque Journal. The number of responses received for evaluation were two (2).

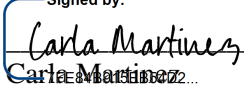
The Ad Hoc Evaluation Committee evaluated and scored the responses in accordance with the evaluation criteria published in the RFP and recommends award of contract to Real Time Solutions.

I concur with this recommendation. Listed below are the composite scores for the top two (2) responses received:

COMPANY NAME	SCORE
Real Time Solutions	963
Kinetech GovCloud	785

The Department that will be managing this contract is the Department of Health, Housing and Homelessness.

Approved:

Signed by:  
  
 Carla Martinez (Date)  
 Associate Chief Administrative Officer

Attachment: Scoring Summary

# City of Albuquerque

## Request for Proposals

**Solicitation Number: RFP-2025-618--EV**

**PATH Voucher database**  
**9/3/2024**



**Deadline for Receipt of Proposals: October 4, 2024: 4:00 p.m. (Mountain Time)**

**The City eProcurement System will not allow Proposals to be submitted after this date and time.**

**Pre-Proposal Conference: September 16, 2024 at 10:00am, MT**

**City of Albuquerque**  
**Department of Finance and Administrative Services**  
**Purchasing Division**  
**V2024.07.10 JLB**

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## **INTRODUCTION**

The City of Albuquerque is soliciting proposals from qualified organizations interested in the development of proprietary software capable of coordinating the electronic establishment and management of client-based substance use treatment vouchers administered by community-based providers actively enrolled as a City of Albuquerque Providing Addiction Treatment & Healing (PATH) Substance Use Treatment Provider. Client based vouchers provide funding support of substance use treatment based on the American Society of Addiction Medicine (ASAM) Patient Placement Criteria.

The City has a budget of \$300,000 for the implementation and the establishment of an PATH Provider System, as well as funding for the continued maintenance and oversight of the platform.



## PART 1

### INSTRUCTIONS TO OFFERORS

**1.1 RFP Number and Title: RFP-2025-618--EV, " PATH Voucher database "**

**1.2 Proposal Due Date: October 4, 2024, 4:00 PM (Local Time)**

The time and date Proposals are due shall be strictly observed.

**1.2.1 Non-Mandatory Pre-Proposal Conference:** This is not a mandatory pre-Proposal conference, but highly recommended. Those vendors who choose not to attend shall be solely responsible for obtaining any additional information, clarifications or addenda resulting from this meeting.

**Topic: PATH Voucher Database Pre-Proposal Meeting**

**Time: Sep 16, 2024 10:00 AM Mountain Time (US and Canada)**

**When: September 16, 2024**

**Where: Virtual via Zoom**

**Join Zoom Meeting**

**<https://cabq.zoom.us/j/88074020074>**

**Meeting ID: 880 7402 0074**

**One tap mobile**

**+13462487799,,88074020074# US (Houston)**

**+16694449171,,88074020074# US 1.2.2**

**Questions:** All questions shall be submitted in written format in the City's eProcurement system prior to the close date for questions and answers.

**1.3 Purchasing Division:** This Request for Proposals ("RFP") is issued on behalf of the City of Albuquerque by its Purchasing Division, which is the sole point of contact during the entire procurement process.

**1.4 Authority:** Chapter 5, Article 5 of the Revised Ordinances of the City of Albuquerque, 1994, ("Public Purchases Ordinance"). The City Council, pursuant to Article 1 of the Charter of the City of Albuquerque and Article X, Section 6 of the Constitution of New Mexico, has enacted this Public Purchases Ordinance as authorized by such provisions and for the purpose of providing maximum local self-government. To that end, it is intended that this Public Purchases Ordinance shall govern all purchasing transactions of the City and shall serve to exempt the City from all provisions of the New Mexico Procurement Code, as provided in Section 13-1-98K, NMSA 1978.

**1.5 Acceptance of Proposal:** Acceptance of Proposal is contingent upon Offeror's

certification and agreement by submittal of its Proposal, to comply and act in accordance with all provisions of the following:

**1.5.1 City Public Purchases Ordinance**

**1.5.2 City Purchasing Rules and Regulations:** These Rules and Regulations (“Regulations”) are written to clarify and implement the provisions of the Public Purchases Ordinance. These Regulations establish policies, procedures, and guidelines relating to the procurement, management, control, and disposal of goods, services, and construction, as applicable, under the authority of the Ordinance.

**1.5.3 Civil Rights Compliance:** Acceptance of Proposal is contingent upon the Offeror's certification and agreement by submittal of its Proposal, to comply and act in accordance with all provisions of the Albuquerque Human Rights Ordinance, the New Mexico Human Rights Act, Title VII of the U.S. Civil Rights Act of 1964, as amended, and all federal statutes and executive orders, New Mexico statutes and City of Albuquerque ordinances and resolutions relating to the enforcement of civil rights and affirmative action. Questions regarding civil rights or affirmative action compliance requirements should be directed to the City of Albuquerque Human Rights Office.

**1.5.4 Americans with Disabilities Act Compliance:** The Offeror certifies and agrees, by submittal of its Proposal, to comply and act in accordance with all applicable provisions of the Americans With Disabilities Act of 1990 and federal regulations promulgated thereunder.

**1.5.5 Insurance and Bonding Compliance:** Acceptance of Proposal is contingent upon Offeror's ability to comply with the insurance requirements as stated herein. Please include a certificate or statement of compliance in your Proposal and bonds as required.

**1.5.6 Ethics:**

**1.5.6.1 Fair Dealing.** The Offeror warrants that its Proposal is submitted and entered into without collusion on the part of the Offeror with any person or firm, without fraud and in good faith. Offeror also warrants that no gratuities, in the form of entertainment, gifts or otherwise, were, or will be offered or given by the Offeror, or any agent or representative of the Offeror to any officer or employee of the City with a view toward securing a recommendation of award or subsequent contract or for securing more favorable treatment with respect to making a recommendation of award.

**1.5.6.2 Conflict of Interest.** The Offeror warrants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of services required under the contract resulting from this RFP. The Offeror also warrants that, to the best of its knowledge, no officer, agent or employee of the City who shall

participate in any decision relating to this RFP and the resulting contract, currently has, or will have in the future, a personal or pecuniary interest in the Offeror's business.

**1.5.7 Participation/Offeror Preparation:** The Offeror may not use the consultation or assistance of any person, firm company who has participated in whole or in part in the writing of these specifications or the Scope of Services, for the preparation of its Proposal or in the management of its business if awarded the contract resulting from this RFP.

**1.5.8 Debarment or Ineligibility Compliance:** By submitting its Proposal in response to this RFP, the Offeror certifies that (i) it has not been debarred or otherwise found ineligible to receive funds by any agency of the federal government, the State of New Mexico, any local public body of the State, or any state of the United States; and (ii) should any notice of debarment, suspension, ineligibility or exclusion be received by the Offeror, the Offeror will notify the City immediately.

Any Proposal received from an Offeror that is, at the time of submitting its Proposal or prior to receipt of award of a contract, debarred by or otherwise ineligible to receive funds from any agency of the federal government, the State of New Mexico, any local public body of the State, or any state of the United States, shall be rejected.

Upon receipt of notice of debarment of an Offeror awarded a contract as a result of this RFP ("Contractor"), or other ineligibility of the Contractor to receive funds from any agency of the federal government, the State of New Mexico, any local public body of the State, or any state of the United States, the City shall have the right to cancel the contract with the Contractor resulting from this RFP for cause in accordance with the terms of said contract.

**1.5.9 Goods Produced Under Decent Working Conditions:** It is the policy of the City not to purchase, lease, or rent goods for use or for resale at City owned enterprises that were produced under sweatshop conditions. The Offeror certifies, by submittal of its Proposal in response to this solicitation, that the goods offered to the City were produced under decent working conditions. The City defines "under decent working conditions" as production in a factory in which child labor and forced labor are not employed; in which adequate wages and benefits are paid to workers; in which workers are not required to work more than 48 hours per week (or less if a shorter workweek applies); in which employees are free from physical, sexual or verbal harassment; and in which employees can speak freely about working conditions and can participate in and form unions. [*Council Bill No. M-8, Enactment No. 9-1998*]

**1.5.10 Graffiti Free:** When required, the Contractor will be required to furnish equipment, facilities, or other items required to complete these services, that are graffiti-free. Failure of Contractor to comply with this requirement may result in

cancellation of the contract resulting from this RFP.

**1.6 City Contact:** The sole point of contact for this RFP is the City of Albuquerque Purchasing Division. Questions regarding this RFP should be directed to the following Purchasing representative unless otherwise specified in the solicitation. The City Contact will communicate with Offerors through its e-procurement system, Bonfire. Offerors will receive e-mail notifications from Bonfire to the e-mail that Offeror included in its Bonfire registration. Offerors are responsible for monitoring any communications sent through Bonfire and responding to any requests for information or directives within stated deadlines. Offerors who fail to abide by this instruction may be deemed nonresponsive.

- Kristen Hernandez, Senior Buyer, Department of Finance and Administrative Services, Purchasing Division
- Phone: (505) 768-4711 or E-Mail: krhernandez@cabq.gov
- Post Office Box 1293, Albuquerque, New Mexico 87103

**1.7 Contract Management:** The contract resulting from this RFP will be managed by the Health, Housing, and Homelessness Department, Behavioral Health and Wellness Division.

**1.8 Clarification:** Any explanation desired by an Offeror regarding the meaning or interpretation of this RFP must be requested in writing not less than ten (10) working days prior to the deadline for the receipt of Proposals to allow sufficient time for a reply to reach all Offerors before the submission of their Proposals. No extension of time will be granted based on submission of inquiries subsequent to the required date nor will such inquiries be answered. All inquiries must be directed to the Purchasing Division as stated herein and must be submitted through the City's eProcurement system Bonfire. **The City will not respond to questions that are submitted by any other means than electronically through the City's eProcurement system.** Oral explanations or instructions given before the award of the contract or at any time will not be binding. Purchasing shall prepare answers to questions in the form of Addenda to this RFP and shall post all such Addenda to the online eProcurement System.

**1.9 Submission of Proposals.** The Offeror's Proposal must be submitted **electronically** through the eProcurement system pursuant to the following requirements:

**1.9.1 Electronic Copy.** Submit your complete Proposal including all forms, attachments, exhibits, Technical Proposal, Cost Proposal, etc. using the eProcurement System at <https://cabq.bonfirehub.com/portal/?tab=openOpportunities>. Please allow a minimum of two (2) business days to submit your proposal. If you do not have a username and password, please register as this is the only method to submit electronically on the Bonfire portal. Please make sure to register on the system in order to receive notices and submit a response to a solicitation. For assistance, please contact [support@gobonfire.com](mailto:support@gobonfire.com) or 1-800-354-8010. **Failure to submit your proposal electronically through the City's eProcurement system shall result in your proposal being deemed nonresponsive.**

**1.9.2 Format.** Each file uploaded to the eProcurement System shall be in single PDF format unless otherwise indicated. The City's preferred format is Optical Character Recognition (OCR) searchable PDF format. Do not encrypt files and do not password protect the documents submitted.

**1.9.3 ALL PROPOSALS MUST BE RECEIVED BY THE CITY PURCHASING DIVISION AS SPECIFIED HEREIN. IF YOU FAIL TO COMPLY WITH THE SUBMISSION REQUIREMENTS IN THIS SECTION 1.9, THE CITY SHALL DEEM YOUR PROPOSAL NONRESPONSIVE.**

**1.9.4 No other methods of Proposal delivery.** Neither telephone, facsimile, nor telegraphic Proposals shall be accepted.

**1.9.5 Modification.** Proposals may be modified or withdrawn only by written notice, provided such notice is received prior to the Proposal Due Date.

**1.9.6 Receipt of Proposals.** The only acceptable evidence to establish the time of receipt of Proposals by City Purchasing Office is the time-date stamp of the eProcurement System.

**1.9.7 Acknowledgment of Addenda to the Request for Proposals.** Receipt of Addenda to this RFP by an Offeror must be acknowledged in the City's eProcurement system. Failure to acknowledge an Addendum may result in your response being deemed non-responsive.

**1.10 Modifications to Scope of Services:** In the event that sufficient funds do not become available to complete each task in the Scope of Services, the Scope of Services may be amended, based upon the cost breakdown required in the Cost Proposal.

**1.11 Required Contract Terms:** The Required Contract Terms can be accessed at this link <https://www.cabq.gov/dfa/purchasing-division/vendor-services/terms-and-conditions>, click on "Request for Proposals Required Contract Terms". The Offeror certifies that it accepts the Required Contract Terms, or has uploaded its exceptions to the Required Contract Terms in the City's e-Procurement system, under "Requested Information" "Exceptions to Section 1.11 Required Contract Terms." Any exceptions shall be identified by the RFP Section, Subsection, and must state the specific exception the Offeror has, as well as any alternative language. The City's receipt of exceptions in a response is not an acceptance of any requested changes to the Required Contract Terms. The Required Contract Terms may differ from the terms in the final contract awarded under this RFP.

**1.12 Contract Term:** The contract resulting from this solicitation is anticipated to have a term of three (3) years with two (2) possible extensions of one (1) year. Contract shall not exceed five (5) years.

**1.13 Evaluation Period:** The City reserves the right to analyze, examine and interpret any Proposal for a period of ninety (90) days after the hour and date specified for the receipt of Proposals. The City reserves the right to extend the evaluation period if it feels, in its sole discretion, such an extension would be in the best interest of the City.

**1.14 Evaluation Assistance:** The City, in evaluating Proposals, reserves the right to use any assistance deemed advisable, including City contractors and consultants.

**1.15 Rejection and Waiver:** The City reserves the right to reject any or all Proposals and to waive informalities and minor irregularities in Proposals received.

**1.16 Award of Contract:**

**1.16.1 When Award Occurs:** Award of contract occurs when a Purchase Order is issued or other evidence of acceptance by the City is provided to the Offeror. A Recommendation of Award does not constitute award of contract.

**1.16.2 Award:** If a contract is awarded, it shall be awarded to the responsive and responsible Offeror whose Proposal conforming to this RFP will be most advantageous to the City as set forth in the Evaluation Criteria.

**1.17 Cancellation:** This RFP may be canceled for any reasons and any and all Proposals may be rejected in whole or in part when it is in the best interests of the City.

**1.18 Negotiations:** Negotiations may be conducted with the Offeror(s) recommended for award of contract.

**1.19 City-Furnished Property:** No material, labor, or facilities will be furnished by the City unless otherwise provided for in this RFP.

**1.20 Public Records:**

**1.20.1** The Purchasing Division's procurement file and any documents relating to this RFP, including the Proposals submitted by Offerors, shall be open to public inspection in accordance with applicable law after the recommendation of award of a contract has been approved by the Mayor or the Mayor's designee.

**1.20.2** An Offeror who chooses to submit material they consider a "Trade Secret" must do so in a segregated file clearly designated as containing trade secrets both in the file name and within the contents of the file itself. These segregated files are to be used by the City for reference only. An Offeror's failure to segregate such materials constitutes a failure to reasonably, under the circumstances, maintain the materials' secrecy and Offeror indemnifies and holds the City harmless for any and all liability resulting from the disclosure of any materials not segregated as described above.

**1.20.3** If an Offeror submits with a proposal material required by law to be kept confidential, the Offeror must segregate such material in a separate file. Such a file should be clearly designated as "Legally Confidential" in both the file name and within the contents of the file. The contents of the file must include a description and citation to the legal basis for why the material must be kept confidential. Failure to segregate the material and describe the legal basis for why it is to be kept confidential may result in the information being disclosed. Designating the entire proposal confidential is not acceptable without providing the legal basis and may

result in the information being disclosed. Offeror indemnifies and holds the City harmless for any and all liability resulting from such disclosure resulting from information not segregated as described above.

**1.20.4 Pricing, makes and models or catalog numbers of items offered, delivery terms, and terms of payment shall not be designated as trade secrets or required to be kept confidential by law.**

**1.20.5** The City will endeavor to restrict the release of material segregated and designated as "Trade Secret" or "Legally Confidential" to only those individuals involved in the review and analysis of the Proposals, and to any other party as required by law or court order. Under the New Mexico Inspection of Public Records Act (Sections 14-2-1 et seq, NMSA 1978) ("Act") the City may redact trade secrets and other material required to be kept confidential by law, but may not redact proprietary or confidential information. Any Proprietary or Confidential Data provided as part of a Proposal is subject to public inspection under the Act. **Notwithstanding any provision of this RFP, the City shall not be responsible or liable to the Offeror for any disclosure of records required by the Act or an order of a court or other tribunal with jurisdiction over the City.**

**1.21 Procurement Preferences:** A Pay Equity Preference as provided in Section 5-5-31 R.O.A. 1994 (as amended by C/S O-17-33) and the State Preferences as provided in 13-1-21 NMSA 1978 are applicable to this solicitation. To request the application of a preference, as applicable, Offeror shall submit with its Proposal a City Pay Equity Preference Form or the New Mexico State Certification for the requested preference.

**1.22 Request for Proposals Protest Process:**

**1.22.1 RFP Documents:** If the protest concerns the specifications for the RFP or other matters pertaining to the solicitation documents, the protest must be filed with the Chief Procurement Officer no later than 5:00 p.m., ten (10) business days prior to the deadline for the receipt of Proposals.

**1.22.2 Recommendation of Award:** If the protest concerns the Recommendation of Award, the protest must be filed with the Chief Procurement Officer no later than 5:00 p.m. of the tenth (10<sup>th</sup>) business day after the receipt of notice of the Recommendation of Award.

**1.22.3 Timely Protests:** Protests must be received by the Chief Procurement Officer prior to the appropriate deadline as set out herein, or they will be rejected. The Chief Procurement Officer may waive the deadline for good cause, including a delay caused by the fault of the City. Late delivery by the U.S. Postal Service or other carrier shall not be considered good cause.

**1.22.4 How to File a Protest:** Any Offeror who is aggrieved in connection with a competitive solicitation or recommendation of award of a contract may protest to the

City Chief Procurement Officer. The protest shall be addressed to the Chief Procurement Officer, must be submitted in written form and must be legible. Protests may be electronically delivered via email or mailed. Facsimile, telephonic, telegraphic or any other type of electronic protests will not be accepted.

**1.22.5 Required Information:** The protest shall contain at a minimum the following:

**1.22.5.1** The name and address of the protesting party;

**1.22.5.2** The number of the competitive solicitation;

**1.22.5.3** A clear statement of the reason(s) for the protest detailing the provisions believed to have been violated;

**1.22.5.4** Details concerning the facts, which support the protest;

**1.22.5.5** Attachments of any written evidence available to substantiate the claims of the protest; and

**1.22.5.6** A statement specifying the ruling requested.

**1.22.6 Delivery of Protests:**

**1.22.6.1 By Mail:** Protests may be mailed in an envelope marked "PROTEST" with the solicitation number. Protests which are mailed should be addressed as follows:

Chief Procurement Officer  
City of Albuquerque, Purchasing Division  
P.O. Box 1293  
Albuquerque, NM 87103  
PROTEST, RFP Number

**1.22.6.2 By Electronic Mail:** Protests may be emailed to:

Donna Sandoval, Interim Chief Procurement Officer  
[donnasandoval@cabq.gov](mailto:donnasandoval@cabq.gov)

The message should clearly indicate "PROTEST" and the RFP number in the subject line.

**1.22.7 Protest Response by Chief Procurement Officer:** The Chief Procurement Officer will, after evaluation of a protest, issue a response. Only the issues outlined in the written protest will be considered by the Chief Procurement Officer.

**1.22.8 Protest Hearing:** If a hearing is requested, the request must be included in the protest and received within the time limit. Only the issues outlined in the protest will be considered by the Chief Procurement Officer, or may be raised at a protest hearing. The granting of a hearing shall be at the discretion of the Chief Procurement Officer following review of the request.



**1.23 Insurance:**

**1.23.1 General Conditions:** The City will require the successful Offeror, referred to as the Contractor, to procure and maintain at its expense during the term of the contract resulting from the RFP, insurance in the kinds and amounts hereinafter provided with insurance companies authorized to do business in the State of New Mexico, covering all operations of the Contractor under the contract. Upon execution of the contract and on the renewal of all coverages, the Contractor shall furnish to the City a certificate or certificates in form satisfactory to the City as well as the rider or endorsement showing that it has complied with these insurance requirements. All certificates of insurance shall provide that thirty (30) days written notice be given to the Risk Manager, Department of Finance and Administrative Services, City of Albuquerque, P.O. Box 470, Albuquerque, New Mexico, 87103, before a policy is canceled, materially changed, or not renewed. Various types of required insurance may be written in one or more policies. With respect to all coverages required other than professional liability or workers' compensation, the City shall be named an additional insured. All coverages afforded shall be primary with respect to operations provided.

**1.23.2 Approval of Insurance:** Even though the Contractor may have been given notice to proceed, it shall not begin any work under the contract resulting from this RFP until the required insurance has been obtained and the proper certificates (or policies) are filed with the City. Neither approval nor failure to disapprove certificates, policies, or the insurance by the City shall relieve the Contractor of full responsibility to maintain the required insurance in full force and effect. If part of the contract is sublet, the Contractor shall include any or all subcontractors in its insurance policies, or require the subcontractor to secure insurance to protect itself against all hazards enumerated herein, which are not covered by the Contractor's insurance policies.

**1.23.3 Coverage Required:** The kinds and amounts of insurance required are as follows:

**1.23.3.1 Commercial General Liability Insurance.** A commercial general liability insurance policy with combined limits of liability for bodily injury or property damage as follows:

\$2,000,000	Per Occurrence
\$2,000,000	Policy Aggregate
\$1,000,000	Products Liability/Completed Operations
\$1,000,000	Personal and Advertising Injury
\$ 5,000	Medical Payments

Said policy of insurance must include coverage for all operations performed

for the City by the Contractor and contractual liability coverage shall specifically insure the hold harmless provisions of the contract resulting from this RFP.

**1.23.3.2 Cyber Liability Coverage.** Cyber liability insurance in an amount not less than \$2,000,000 combined single limit of liability per occurrence with a general aggregate of \$2,000,000. This coverage should be required, unless specific circumstances that eliminate potential risks indicate otherwise, if the vendor/contractor may have cybernetic access to the City's confidential information, taxpayer data, information technology, personnel, healthcare, accounting, or finance systems.

**1.23.3.3 Workers' Compensation Insurance.** Workers' compensation insurance policy for the Contractor's employees, in accordance with the provisions of the Workers' Compensation Act of the State of New Mexico, (the "Act"). If the Contractor employs fewer than three employees and has determined that it is not subject to the Act, it will certify, in a signed statement, that it is not subject to the Act. The Contractor will notify the City and comply with the Act should it employ three or more persons during the term of the contract resulting from this RFP.

**1.23.4 Increased Limits:** During the life of the contract the City may require the Contractor to increase the maximum limits of any insurance required herein. In the event that the Contractor is so required to increase the limits of such insurance, an appropriate adjustment in the contract amount will be made.

**1.23.5 Additional Insurance:** The City may, as a condition of award of a contract, require a successful Offeror to carry additional types of insurance. The type and limit of additional insurance is dependent upon the type of services provided via the contract by the successful Offeror.

**1.24 Pay Equity Documentation.** All Proposals shall include a Pay Equity Reporting Form that can be accessed at <https://www.cabq.gov/gender-pay-equity-initiative>. Offerors who believe they are exempt because they are an out-of-state contractor (meaning that you have no facilities and no employees working in New Mexico) are not required to report data, but must still submit a Pay Equity Reporting Form with the box verifying the exempt status checked. **Any Proposal that does not include a Pay Equity Reporting Form shall be deemed nonresponsive, as stated in the Public Purchases Ordinance, 5-5-31.** A Pay Equity Reporting Form will be automatically issued within two (2) business days of completing your information at the link above. To ensure you have your form before the deadline for solicitation close, please access the link at least three (3) business days prior to the solicitation deadline. Please contact the "City Contact" identified above in Section 1.6 with any questions about the Pay Equity Reporting Form.

## PART 2 PROPOSAL FORMAT

**A “Proposal” consists of two distinct sections—a “Technical Proposal” and a “Cost Proposal”—that are submitted separately in Bonfire. Failure to submit the Technical Proposal and Cost proposal separate, shall result in the City deeming your submission non-responsive.**

### **2.1 Technical Proposal Format, Section One (200 Points)**

#### **2.1.1 Proposal Format**

Proposals shall address all required areas listed in this section, in the following order: 2.1.2 Project Narrative which includes items A., B., C., and 2.1.3 as indicated below.

#### **2.1.2 Project Narrative**

The project narrative, not including attachments, shall not exceed five (5) typed, single spaced, 8 1/2" x 11" pages, with 12-point font. Attachments including the response to 2.1.3, Project Implementation Timeline and the PATH Substance Use Treatment Provider Platform Requirements List (Section 2.2) shall not be counted in the 5-page limit.

**Project Narrative must be organized according to sections numbered as indicated in this section.**

**A. Comprehensive Explanation of Proposed Project Design**, to include Proposed System capability to:

- i. Establish and manage of end-user licenses for City Administration and City established community-based providers which will include social service organizations and governmental entities that are contracted to provide substance use treatment services and associated referrals.
  - a. Please describe end-user licenses types and variations, if any, to determine various level user licenses based on established capabilities.
  - b. Ability to provide client-level, identifiable data to providers in the established Network on a monthly cadence via Secure File Transfer Protocol, to be implemented on a mutually agreed timeline.
- ii. Determine eligibility for PATH Client based voucher program participation based on City established eligibility requirements.
- iii. Ability to obtain the client legal consent to participate in PATH Client based voucher program.
- iv. Send to and accept referrals from other Network providers.
- v. Share identifiable data with the City subject to 42 CFR Part 2 and HIPAA.

- vi. Determine previous enrollment of clients and their activity in the program.
- vii. Ability to develop a a systems based client assessment to determine level of care based on City established criteria.
- viii. Develop a substance use vouchers with associated City established funding based on client-based assessment.
- ix. Ability to generate and submit provider specific invoices inclusive of eligible services provided based on a City established fee schedule, which:
  - a. requests eligibility review and authorization from the City’s internal approvers;
  - b. tracks services provided and invoice amounts at the individual, provider, and network level in order to manage invoices and make payments;
  - c. Ability to create alerts notify providers when nearing predetermined monetary thresholds per voucher.

**B. Measuring Progress:**

- i. Describe the process to accurately collect, analyze and report the data of activities, outputs, indicators of progress and outcomes and ability for Customizable reporting mechanism, if any.
- ii. Describe the process and schedule for monitoring the quality of data collection activities, and how continuous systems-based quality improvement will be incorporated.
- iii. Describe reporting ability to include aggregate and by provider or user data.
- iv. Describe ability to develop a system based dashboard with filtering capabilities.

**C. Organizational Capacity: Service Delivery Capabilities and Collaboration**

Describe the agency’s resources, not limited to dollars requested in this proposal, dedicated to the project to ensure successful implementation of proposed project, and reach output and outcome goals including alignment with current program operation and proposed budget.

- i. Identify the job title and role of agency staff/contractors that will conduct key activities.
- ii. Describe ability to provide new user training upon implementation and periodically as determined by the awardee and City.
- iii. As applicable, describe how the proposed system will engage with major systems such as Medicaid, and other Electronic Health Systems etc.

- iv. Describe, if any, how the agency delivered services and activities similar to those contained in the RFP.
- v. The successful Offeror may be required to work collaboratively with other entities as identified and requested by the City. Should agencies submit a letter of collaboration or Memorandum of Understanding with their proposal, the narrative should also include a brief description of previous successful partnerships with partner agencies.

### **2.1.3 Project Implementation Timeline**

Offerors shall provide a high-level timeline inclusive of key milestones and tasks of the proposed project implementation. Implementation Timeline will not be counted in the Project Narrative page limit.

### **2.2. PATH Substance Use Treatment Provider Platform Requirements (600 Points)**

Offerors shall complete and upload Appendix B PATH Substance Use Treatment Provider Platform Requirements which includes a list of required system attributes as determined by the City.

### **2.3 Cost Proposal (200 Points)**

#### **2.3.1 The Cost Proposal should, at a minimum, contain the following information:**

- A.** The cost for the entire project broken down by the items listed in Appendix A, Cost Proposal Form.
- B.** Cost associated with implementation, annual licensing fees, technical and/or training support, reporting/data delivery costs, and other items as needed.
- C.** Estimated periodic billing to the City based on the cost of the deliverable items.
- D.** Cost or pricing details should be shown Appendix A, Cost Proposal Form.

This might include, but is not limited to:

- i. Purchased materials, unit costs, and quantities.
- ii. Travel, lodging, and other direct expenses.
- iii. Subcontract costs if applicable, and additional consulting beyond the scope of the described tasks (if requested).

**2.3.3 All Costs:** All costs to be incurred and billed to the City should be described by the Offeror for each item, to allow for a clear evaluation and comparison, relative to other Proposals received. All costs should include any applicable gross receipts taxes. The Offeror should understand that the City will not pay for any amounts not included in the cost Proposal -- for example, insurance or taxes -- and that liability for items not included

remains with the Offeror.

**2.3.4** An example of the preferred format is attached to this RFP and is labeled "Appendix A, Cost Proposal Form". Your response to this section will be used in performing a cost/price analysis.

### **PART 3 OUTCOME MEASURES AND SCOPE OF SERVICES**

1. Final system shall establish and manage of end-user licenses for City Administration and City established community-based providers which will include social service organizations and governmental entities that are contracted to provide substance use treatment services and associated referrals
2. Successful Offeror shall determine eligibility for program participation based on City established eligibility requirements.
3. Successful Offeror shall obtain the client's consent to participate in program.
4. Successful Offeror shall send to and accept referrals from other Network providers.
5. Successful Offeror shall share identifiable data with the City subject to 42 CFR Part 2 and HIPAA.
6. Successful Offeror shall demonstrate the ability to determine previous enrollment of clients and their activity within the platform .
7. Successful Offeror shall have the ability to develop a a systems based client assessment to determine level of care based on City established criteria.
8. Successful Offeror shall develop a substance use vouchers with associated City established funding based on client-based assessment.
9. Successful Offeror shall have ability to generate and submit provider specific invoices inclusive of eligible services provided based on a City established fee schedule, which shall:
  - a. requests eligibility review and authorization from the City's internal approvers;
  - b. tracks services provided and invoice amounts at the individual, provider, and network level in order to manage invoices and make payments;
  - c. Ability to create alerts notify providers when nearing predetermined monetary threshold per voucher.
10. Successful Offeror's final system shall process to accurately collect, analyze and report the data of activities, outputs, indicators of progress and outcomes and ability for Customizable reporting mechanism
11. Successful Offeror's final system shall process and schedule for monitoring the quality of data collection activities, and how continuous systems-based quality improvement will be incorporated.
12. Successful Offeror's final system shall provide reporting ability to include aggregate and by provider or user data.

13. Successful Offeror's final system shall have the ability to develop a system based dashboard with filtering capabilities.
14. The Successful Offeror shall adhere to their agency's resources, not limited to dollars, as stated in their response to this proposal, including but not limited to, dedicated staff and hours to the project to ensure successful implementation of system creation, and shall reach output and outcome goals including alignment with current program operation and proposed budget.
15. Successful Offeror system shall comply with applicable laws and regulations.
16. Successful Offeror shall allocate Staff as stated in their response to the RFP, specifically Part 2, C, ii.
17. Any and all Staff changes, deviations from what was stated in their response to the RFP, shall be brought to the City for review and approval. Changes in staff and resources without approval by the City, can result in termination of the contract.
18. The successful Offeror work collaboratively with other entities as identified and requested by the City.
19. Successful Offeror shall demonstrate the ability to deliver services as provided in their response to the PATH Substance Use Treatment Provider Platform (Requirements) Appendix B.



**PART 4**

**EVALUATION OF PROPOSALS**

**4.1 Selection Process.** The Mayor of Albuquerque shall name, for the purpose of evaluating the Proposals, an Ad Hoc Advisory Committee. On the basis of the evaluation criteria established in this RFP, the committee shall submit to the Mayor a list of qualified firms in the order in which they are recommended. Proposal documentation requirements set forth in this RFP are designed to provide guidance to the Offeror concerning the type of documentation that will be used by the Ad Hoc Advisory Committee. Offerors should be prepared to respond to requests by the Purchasing Office on behalf of the Ad Hoc Advisory Committee for oral presentations, facility surveys, demonstrations or other areas deemed necessary to assist in the detailed evaluation process. Offerors are advised that the City, at its option, may award this request on the basis of the initial Proposals.

**4.1.1 Selection of Finalist Offerors (If Applicable).** The Ad Hoc Advisory Committee may select Finalist Offerors (also known as the “short list”). The Purchasing Office will notify the Finalist Offerors. Only Finalist Offerors will be invited to participate in the subsequent steps of the procurement if this Finalist process is used.

**4.1. 2. Oral Presentation or Demonstrations by Finalists (If Applicable).** Finalist Offerors may be required to present their proposals to the Ad Hoc Advisory Committee (“Oral Presentation”). The Purchasing Office will schedule the time for each Finalist Offeror’s presentation. All Finalist Offeror Oral Presentations will be held remotely via Zoom unless notified otherwise. Each Oral Presentation will be limited to one (1) hour in duration unless notified otherwise. NOTE: The scores from the initial proposal evaluation will only carry over to the Oral Presentation evaluation in the case of a tie score after Oral Presentations.

**4.2 Evaluation Criteria.** The following general criteria, not listed in order of significance, will be used by the Ad Hoc Advisory Committee in recommending contract award to the Mayor. The Proposal factors will be rated on a scale of **0-1000** with weight relationships as stated below.

**4.2.1 Evaluation Factors:**

<b>POINTS</b>	<b>EVALUATION FACTORS</b>	<b>REFERENCE IN PART 2</b>
200 POINTS	<b>Project Narrative</b>	2.1
600 POINTS	<b>PATH Substance Use Treatment Provider Platform (Requirements)</b>	2.2
200 POINTS	<b>Cost Proposal</b>	2.3

**4.2.2 Cost/Price Factors:** The evaluation of cost factors in the selection will be determined by a cost/price analysis using your proposed figures. Please note that the lowest cost is not the sole criterion for recommending contract award.

**4.2.3 Cost Evaluation.** The cost/price evaluation will be performed by the City Purchasing Division or designee. A preliminary cost review will ensure that each Offeror has complied with all cost instructions and requirements. In addition, Proposals will be examined to ensure that all proposed elements are priced and clearly presented. Cost Proposals that are incomplete or reflect significant inconsistencies or inaccuracies will be scored accordingly or may be rejected by the Ad Hoc Advisory Committee if lacking in information to determine the value/price/cost relative to the services proposed.

PROPOSAL:

# **CITY OF ALBUQUERQUE**

# **PATH VOUCHER DATABASE**

# **RFP-2025-618-EV**

*Submitted: 10/04/2024*

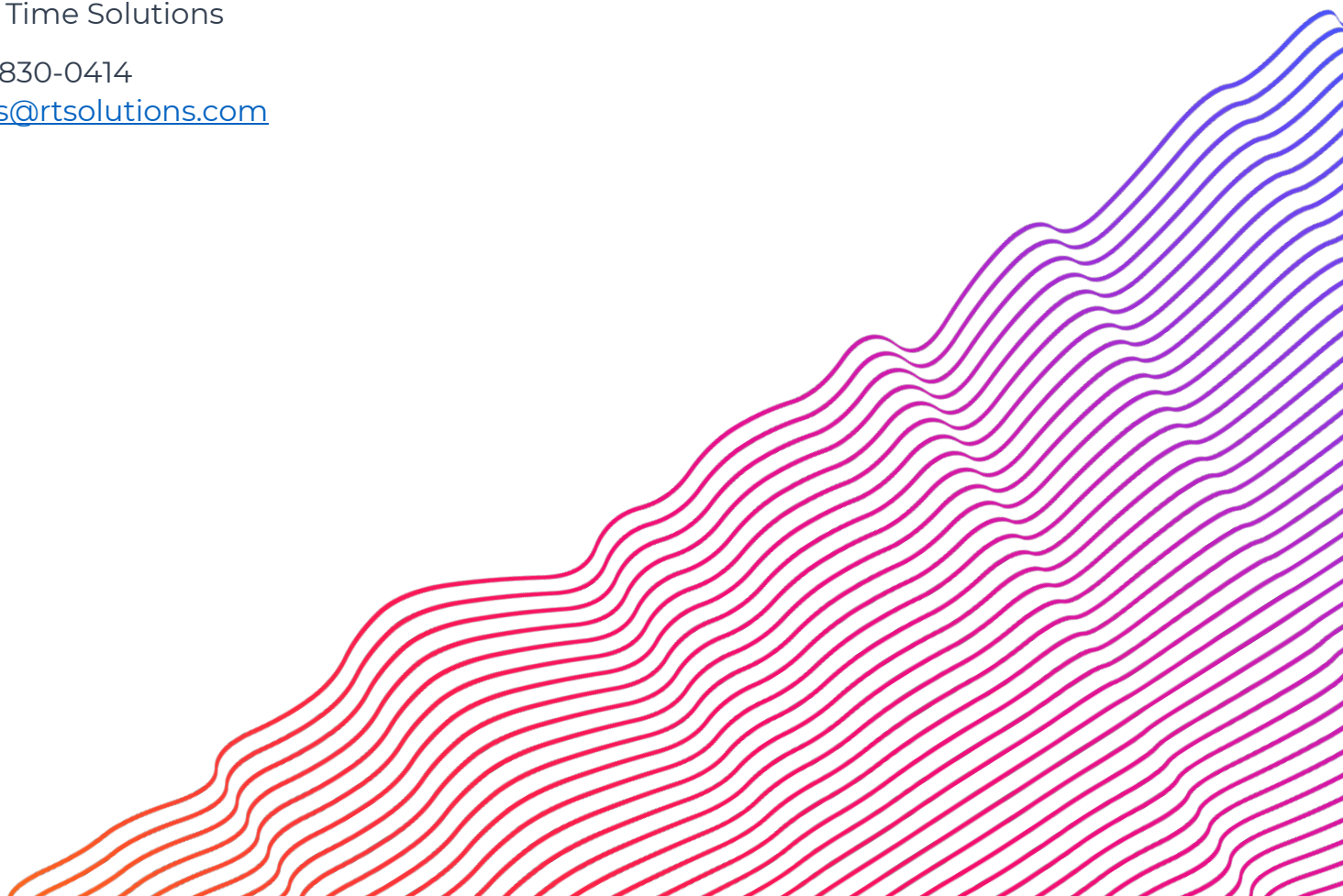
**SUBMITTED TO:**

City of Albuquerque  
Department of Finance and Administrative Services  
Purchasing Division  
V2024.07.10 JLB

**SUBMITTED BY:**

Chris Schroeder  
Chief Executive Officer  
Real Time Solutions

505-830-0414  
[Chris@rtsolutions.com](mailto:Chris@rtsolutions.com)





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## Proposal Summary

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Real Time Solutions (RTS) is pleased to present a proposal in response to the PATH Voucher Database RFP from the City of Albuquerque. Our organization is well-positioned to develop and implement proprietary software that meets the City's needs for coordinating the electronic establishment and management of client-based substance use treatment vouchers. We understand the Scope of Services to be as follows:

### Scope of Services:

- **Software Development:** We will develop a customized software platform designed to streamline the process of creating, managing, and tracking client-based substance use treatment vouchers. With integration to existing systems and comply with the American Society of Addiction Medicine (ASAM) Patient Placement Criteria ensuring effective management of treatment resources.
- **Provider Integration:** Our solution will enable seamless integration of community-based substance use treatment providers into the platform, facilitating easier coordination and communication between providers and the City. Enhancing the efficiency of voucher administration and improving the effectiveness of the PATH program.
- **Data Management & Reporting:** The software will include advanced data management and reporting capabilities to monitor voucher distribution, treatment outcomes, and program effectiveness. Helping the City make data-driven decisions and ensure accountability across all participating providers.
- **Training and Support:** We will provide comprehensive training to all stakeholders, to ensure effective use of the software.

### Benefits to the City of Albuquerque:

- **Improved Coordination:** By utilizing a centralized electronic system, the City will experience enhanced coordination and management of the PATH program, ensuring timely distribution and utilization of treatment vouchers.
- **Increased Efficiency:** The software will streamline administrative processes, reducing paperwork and manual errors, and enabling a more efficient workflow for City personnel and providers.
- **Data-Driven Insights:** The integrated reporting tools will allow the stakeholders to assess the impact and performance of the substance use treatment program, offering insights that can inform future policy decisions and improve service delivery.

RTS is committed to supporting the City of Albuquerque in its efforts to address substance use through the PATH program. With our expertise in software development, we are confident in our ability to deliver a solution that meets the City's requirements.

Thank you,

A handwritten signature in black ink, appearing to read "Chris Schroeder", written over a horizontal line.

Chris Schroeder, CEO



## 2.1.2 Project Narrative

### A. COMPREHENSIVE EXPLANATION OF PROPOSED PROJECT DESIGN *to include Proposed System ability to:*

- i) *Establish and manage of end-user licenses for City Administration and City established community-based providers which will include social service organizations and governmental entities that are contracted to provide substance use treatment services and associated referrals.*
  - (1) *Please describe end-user licenses types and variations, if any, to determine various level user licenses based on established capabilities.*
  - (2) *Ability to provide client-level, identifiable data to providers in the established Network on a monthly cadence via Secure File Transfer Protocol, to be implemented on a mutually agreed timeline.*

Our system offers customizable end-user licenses with varying levels of access based on user roles and responsibilities. These license types can be classified into the following categories or others based on the Cities needs:

- **City Administrator License:** Full access to manage, oversee, and report on the entire system. This license includes access to all provider data, reporting features, and voucher management.
- **Provider License:** Tailored for community-based providers, social service organizations, and governmental entities contracted by the City. These users have access to their client data, the ability to manage referrals, and can input services rendered for invoicing.
- **Support Staff License:** A more limited license for users involved in administrative or technical support roles, allowing them to assist in system management without full access to client-level data.

These levels of access ensure secure handling of data while providing appropriate functionality for each role within the PATH program.

Our system provides the capability to securely transfer client-level identifiable data via Secure File Transfer Protocol (SFTP) to established Network providers on a mutually agreed timeline. This ensures that providers receive the necessary data in a secure and timely manner while complying with all data protection requirements.

- ii) *Determine eligibility for PATH Client based voucher program participation based on City established eligibility requirements.*

The system includes a comprehensive eligibility engine that automatically verifies client eligibility for the PATH program based on City-established requirements. This eligibility verification is embedded into the client registration and assessment process, streamlining voucher issuance and reducing manual effort.



*iii) Ability to obtain the client legal consent to participate in PATH Client based voucher program.*

We will implement an electronic consent feature where clients can provide legal consent to participate in the PATH Client-based voucher program during their initial registration. This consent will be captured and stored in compliance with 42 CFR Part 2 and HIPAA regulations to ensure legal protection and data privacy.

*iv) Send to and accept referrals from other Network providers.*

The system will support a robust referral mechanism that allows providers to send and receive referrals within the established Network. This will enable seamless communication between community-based providers and ensure that clients are directed to the appropriate service providers based on their needs.

*v) Share identifiable data with the City subject to 42 CFR Part 2 and HIPAA.*

The system is designed to handle sensitive client data in full compliance with both 42 CFR Part 2 and HIPAA regulations. This includes strict access control measures, encrypted data storage, and secure sharing of identifiable client data with the City and authorized providers within the Network.

*vi) Determine previous enrollment of clients and their activity in the program.*

Our system includes an enrollment tracking feature that logs all client interactions with the program. This includes previous enrollments, services received, and program activities. This history is easily accessible to providers and the City, ensuring continuity of care and program monitoring.

*vii) Ability to develop a systems-based client assessment to determine level of care based on City established criteria.*

We will develop an integrated client assessment tool that determines the appropriate level of care based on City-established criteria. This tool will assess client needs during the registration process and ensure they are matched with the right services and providers within the PATH program.

*viii) Develop a substance use vouchers with associated City established funding based on client-based assessment.*

The system will generate substance use vouchers based on the client's assessment results, applying the appropriate City-established funding limits. These vouchers will be fully customizable and linked to specific services, enabling providers to track usage and ensure funds are allocated correctly.

*ix) Ability to generate and submit provider specific invoices inclusive of eligible services provided based on a City established fee schedule, which:*

- (1) requests eligibility review and authorization from the City's internal approvers;*
- (2) tracks services provided and invoice amounts at the individual, provider, and network level in order to manage invoices and make payments;*
- (3) Ability to create alerts notify providers when nearing predetermined monetary thresholds per voucher.*



## Provider-Specific Invoicing and Payment Management

### 1. Eligibility Review and Authorization:

- a. Our system includes an automated invoice generation process that tracks all services provided by each provider and ensures that they align with the City's fee schedule. Invoices are submitted for eligibility review and authorization by the City's internal approvers before payments are made.

### 2. Invoice Tracking and Payment Management:

- a. The system tracks service provision and invoicing at the individual, provider, and network levels, allowing for detailed reporting and payment management. This ensures transparency in voucher utilization and helps manage City funding efficiently.

### 3. Alerts for Monetary Thresholds:

- a. Our system can generate alerts to notify providers when they are nearing predefined monetary thresholds per voucher. This helps providers manage their funding allocations and avoid overspending, ensuring fiscal responsibility across the Network.

Our extensive experience in building scalable, secure, and compliant systems like VaccineNM.org gives us confidence in delivering a highly effective solution that meets the City's requirements for managing the PATH voucher program

## B. MEASURING PROGRESS:

- i) *Describe the process to accurately collect, analyze and report the data of activities, outputs, indicators of progress and outcomes and ability for Customizable reporting mechanism, if any.*

For the COVID-19 Vaccine application for VaccineNM.org, we have developed a comprehensive system for collecting, analyzing, and reporting data across various metrics. The system was designed to handle the collection of activities, outputs, indicators of progress, and outcomes in real time, ensuring that data from multiple sources is aggregated and easily accessible. The reporting module can be customized to meet specific client needs, providing insights on user activity, service delivery, and performance indicators. Our experience working with New Mexico's Department of Health demonstrates our ability to build systems that report to both state entities and federal partners such as the CDC.

- ii) *Describe the process and schedule for monitoring the quality of data collection activities, and how continuous systems-based quality improvement will be incorporated.*

Quality monitoring was a key component in the VaccineNM.org system, where we implemented continuous systems-based quality checks to ensure the integrity of data collection and reporting. We establish a robust process that includes regular audits of the data collection procedures, ensuring compliance with state and federal standards. Continuous improvement is built into the system through feedback loops from users and providers, allowing us to update and optimize the system as needed. The schedule for these quality checks is adaptable, but we typically recommend





weekly or bi-weekly reviews to maintain high standards of accuracy and system performance.

*iii) Describe reporting ability to include aggregate and by provider or user data.*

Our system allows for flexible reporting capabilities, both in aggregate form and broken down by individual providers or users. In the case of VaccineNM.org, we provided healthcare providers across the state with specific metrics to help them analyze their own performance while contributing to the overall dataset. This granular reporting allows each provider to assess their progress, while the state gains a comprehensive view of vaccine distribution and administration at all levels, from individual providers to state-wide trends.

*iv) Describe ability to develop a system based dashboard with filtering capabilities.*

The VaccineNM.org system included a dashboard that provided key stakeholders with real-time insights into vaccine administration. This dashboard was equipped with multiple filtering options, allowing users to view data by region, provider, or user demographic. Our team is experienced in developing customizable dashboards that not only provide real-time data but also include advanced filtering capabilities to help users focus on the most relevant metrics. The flexibility of the system allows for ongoing enhancements, ensuring it remains responsive to changing needs.

Our work on VaccineNM.org demonstrates our ability to develop robust, adaptable systems that meet public health needs while maintaining a focus on data integrity, quality, and continuous improvement. This approach can be easily applied to other areas of healthcare and service delivery, ensuring a scalable, user-friendly solution that drives results.

## **C. ORGANIZATIONAL CAPACITY: SERVICE DELIVERY CAPABILITIES AND COLLABORATION**

*Describe the agency's resources, not limited to dollars requested in this proposal, dedicated to the project to ensure successful implementation of proposed project, and reach output and outcome goals including alignment with current program operation and proposed budget.*

Real Time Solutions (RTS) has extensive experience in successfully developing and implementing large-scale systems, as demonstrated by our work on projects such as VaccineNM.org and other high-impact public health initiatives. Our agency brings significant resources beyond the dollars requested in this proposal to ensure the successful implementation of the proposed project and achievement of the output and outcome goals. Our alignment with current program operations and proposed budget ensures a seamless integration of new systems with existing frameworks.

*i) Identify the job title and role of agency staff/contractors that will conduct key activities.*

**Chris Schroeder, CEO:** Translates customer objectives into effective solutions and ensures collaboration between stakeholders. Chris has led several state-level public health projects and will ensure that the City's objectives are met.



**Lee Jensen, CTO:** Leads the technical architecture, system design, and integration efforts, ensuring the solution is scalable, secure, and meets performance requirements.

**Corey Purcella, Deputy CTO:** Oversees the development of the user-facing components and ensures that user experience and technical functionality align with the City's needs.

**Tania Nunez, COO:** Ensures that the project remains on budget and that contractual obligations are fulfilled, providing financial oversight.

**Jane Betterton, PMP, Project Manager:** Manages project timelines, stakeholder communication, and deliverables, ensuring the project progresses according to schedule.

This team, supported by additional technical, design, and administrative staff, will work collaboratively to implement the proposed system, drawing on their extensive experience with large-scale health and social service systems.

*ii) Describe ability to provide new user training upon implementation and periodically as determined by the awardee and City.*

Real Time Solutions is well-versed in providing comprehensive new user training upon system implementation. Our approach involves initial onboarding sessions tailored to the specific roles of City administrators and community-based providers. Additionally, we will offer periodic training refreshers as determined by the awardee and the City, ensuring that all users remain proficient in using the system. Our team will also provide training materials, including documentation and tutorial videos, to facilitate independent learning and user support.

*iii) As applicable, describe how the proposed system will engage with major systems such as Medicaid, and other Electronic Health Systems etc.*

Our system design will allow for seamless integration with major systems such as Medicaid and other Electronic Health Record (EHR) systems. Leveraging our experience from the New Mexico Department of Health COVID-19 portals, we have developed expertise in integrating with various health data platforms to ensure efficient data exchange and interoperability. We will ensure that the proposed system complies with all data-sharing protocols, including the use of APIs or secure data transfer mechanisms, to ensure timely and accurate data exchange between systems.



## 2.1.3 Project Implementation Schedule

Real Time Solutions (RTS) has provided a sample high-level timeline below, which outlines key milestones and tasks for the proposed project implementation. Please note that this is a preliminary timeline, and a finalized, detailed timeline will be developed in collaboration with the City of Albuquerque upon award of the contract.

RTS estimates that this project will take approximately 5-6 months.

We are committed to working closely with all stakeholders to ensure timely delivery and successful project execution.

Task Name	Duration
<b>Deliverable 1 - Application Development</b>	<b>137 days</b>
<b>1.1 Requirements</b>	<b>10 days</b>
Kick-off Meeting	
Identify Specifications & Design Criteria	
Finalize Project Schedule	
<b>1.2 Screens Development</b>	<b>9 days</b>
Develop/ Create Screens	
Screens Review	
Update Screens	
Finalize Screens	
<b>1.3 Creating Functional Specifications</b>	<b>21 days</b>
Create Functional Specifications	
Finalize Functional Specifications	
<b>1.4 Application Development</b>	<b>68 days</b>
Backend setup	
Frontend Setup	
Login Page	
Public Dashboard	
Admin Dashboard	



Users Tab	
Reports	
<b>1.5 Testing</b>	<b>28 days</b>
RTS to test the Application	
Client Testing	
<b>1.6 Training</b>	<b>1 day</b>
Provide Training to Client	
<b>1.7 Deployment and Monitoring</b>	
Final Testing Before Deployment (Deployment Checklist)	
Deploy Application	
Monitoring Application after Deployment	

**APPENDIX A**

**Cost Proposal**

Description	Unit of Measure (UOM)
Licensing (Year 1, after implementation)	Annual
Licensing (Year 2)	Annual
Licensing (Year 3)	Annual
Implementation	One-Time
Integration	One-Time
Training	Per Training
Customer/Tech Support (Annual)	Annual
Data Migration/Reporting	Per Instance
Custom Screening/Assessment	Per Instance
Other (identify below)	
<b>TOTAL ESTIMATED SYSTEM COST</b>	

*\* Rates shall be fully loaded and inclusive of all overhead, tax, insurance, etc.*

