EC-26-192

CITY OF ALBUQUERQUE

Albuquerque, New Mexico

Office of the Mayor

Mayor Timothy M. Keller

INTER-OFFICE MEMORANDUM June 4, 2026

TO: Klarissa J. Peña, President, City Council

FROM: Timothy M. Keller, Mayor

SUBJECT: Mayors Recommendation of Award for Street Outreach Housing Services, RFP-2026-757-ACS-DV

The Department of Finance and Administrative Services, Purchasing Division, issued the subject solicitation in conjunction with the Albuquerque Community Safety Department and developed the RFP for Street Outreach Housing Services.

The solicitation was posted on the Purchasing website on March 17, 2026 and advertised on Social Media. The number of responses received for evaluation was three (3).

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

I concur with this recommendation. The Department that will be managing this contract is the Albuquerque Community Safety Department

Mayors Recommendation of Award for Street Outreach Housing Services, RFP-2026-757-ACS-DV

Approved:

Samantha Sengel 7/6/26

Samantha Sengel, EdD Date
Chief Administrative Officer

Approved as to Legal Form:

DocuSigned by:
Lauren Keefe
1A21D96D32C74EE...
6/8/2026 | 3:47 PM MDT
Date
City Attorney

Recommended:

DocuSigned by:
Jodie Esquibel
272F758C4E70452...
6/7/2026 | 1:45 PM MDT
Date
Director

Initial
TA

Initial
JH

Cover Analysis

1. **What is it?**

This is a request for approval of the Mayor's Recommendation of Award for RFP -2026-757-ACS-DV

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

This legislation will request approval of the Mayor's Recommendation of Award for RFP-2026-757-ACS-DV and authorize the Community Safety Department, Field Response Division to negotiate and enter into a contract for services outlined in the scope of RFP-2025-2026-757-ACS-DV

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

This project will allow for street outreach housing services to the unhoused or nearly unhoused individuals within Albuquerque, as referred by the Albuquerque Community Safety department.

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

$1,800,000 Fund 201-Opioid Settlement Dollars

5. **Is there a revenue source associated with this contract? If so, what level of income is projected?**

N/A

6. **What will happen if the project is not approved?**

If unawarded, the Department and it's Field Response Division will have its ability to prevent homelessness severely limited, and would directly contribute to an increase in the unhoused population. Further, the Department would have a very difficult time drawing down the opioid settlement dollars as required.

7. **Is this service already provided by another entity?**

No.

FISCAL IMPACT ANALYSIS

TITLE: Heading Home Services

R:____27-XX O:
FUND: 201

PT: ACS (Recovery Housing)

[X] 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	-	-	-	-
Total Expenses	$ -	$ -	$ -	$ -
[X] Estimated revenues not affected				
[ ] Estimated revenue impact				
Revenue from program				0
Amount form fund 201		-		
City Cash Match				
City Inkind Match				
City IDOH	-	-	-	-
Total Revenue	$ -	$ -	$ -	$ -

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

Number of Positions created

COMMENTS: This legislation will request approval of the Mayor's Recommendation of Award for the Heading Home RFP which will allow the Community Safety Department to provide Social and Behavioral Health services to its Street Outreach program. The contract will use the existing appropriation in fund 201 for 1430002 - RECOVERY HOUSING.

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

PREPARED BY:

Signed by:
Nadine Baca
FISCAL MANAGER

APPROVED:

DocuSigned by:
Jodie Esquibel 6/7/2026 | 1:45 PM MDT
DIRECTOR

REVIEWED BY:

DocuSigned by:
Haiyan Zhao
EXECUTIVE BUDGET ANALYST

Signed by:
Donna Sandoval 6/8/2026 | 3:17 PM MDT
BUDGET OFFICER

Signed by:
Christine Boerner
CITY ECONOMIST

City of Albuquerque

Department of Finance and Administrative Services

Timothy M. Keller, Mayor

Interoffice Memorandum

Date: 5/6/2026 | 2:44 PM MDT

TO: Dr. Samantha Sengel, Chief Administrative Officer

FROM: Jodie Esquibel, Director, Community Safety Department

SUBJECT: **Recommendation of Award –**
RFP Number: RFP-2026-757-ACS-DV
RFP Name: Street Outreach Housing Services

The Department of Finance and Administrative Services, Purchasing Division, issued the subject solicitation in conjunction with the Albuquerque Community Safety Department and developed an RFP for Street Outreach Housing Services.

The solicitation was posted on the Purchasing website on March 17, 2026 and advertised on Social Media. The number of responses received for evaluation was three (3).

The Ad Hoc Evaluation Committee evaluated and scored the responses in accordance with the evaluation criteria published in the RFP and recommends awarding a contract to Heading Home.

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

COMPANY NAME	SCORE
Heading Home	878.75 / 1000
Jan's Dreams	741.25 / 1000
Mesilla Recovery	702.50 / 1000

The Department that will be managing this contract is Albuquerque Community Safety.

Approved:

DocuSigned by:

5/8/2026 | 2:24 PM MDT

Dr. Samantha Sengel (Date)
Chief Administrative Officer

Attachment: Scoring Summary

RFP-2026-757-ACS-DV - Street Outreach Housing Services

Scoring Summary

Active Submissions

Supplier	Total / 1,000.00 pts	I agree to the required City of Albuquerque Terms and Conditions Pass/Fail	If awarded a contract I agree to provide the required insurances as stated in the RFP Pass/Fail	Signed/Completed Pay Equity Form (link to form shown in RFP section 1.24) Pass/Fail	Technical Proposal only. DO NOT COMBINE WITH COST PROPOSAL Pass/Fail	Cost Proposal Pass/Fail	I acknowledge receipt of Addendum #1. Pass/Fail	A - Technical Proposal Only / 900 pts	A-1 - General Approach / 255 pts	A-2 - Experience and Qualifications / 225 pts	A-3 - Project Management Structure / 220 pts	A-4 - Demonstrated Past Performance / 100 pts	A-5 - Project Completion / 100 pts	B - Cost Proposal Evaluation / 100 pts	B-1 - Appendix A / 100 pts
Heading Home	878.75	Pass	Pass	Pass	Pass	Pass	Pass	778.75	210	205	192.5	85	86.25	100	100
Jan's Dreams	741.25	Pass	Pass	Pass	Pass	Pass	Pass	646.25	182.5	161.25	187.5	58.75	56.25	95	95
Mesilla Recovery	702.5	Pass	Pass	Pass	Pass	Pass	Pass	607.5	192.5	140	155	52.5	67.5	95	95

City of Albuquerque

Request for Proposals

<u>Solicitation Number: RFP-2026-757-ACS-DV</u>

Street Outreach Housing Services

<u>Release date: March 17, 2026</u>

<u>Deadline for Receipt of Proposals: April 16, 2026, 4:00 p.m. (Mountain Time)</u>
<u>The City eProcurement System will not allow Proposals to be submitted after this date and time</u>**.**

Pre-Proposal Conference: March 26, 2026 - 2:00 PM

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

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INTRODUCTION

The City of Albuquerque Purchasing Division, on behalf of the Albuquerque Community Safety Department (ACS) is seeking proposals from qualified nonprofit or governmental entities to administer and manage City-directed housing stability and eviction prevention assistance on behalf of the ACS. The selected contractor(s) will serve in a fiscal and administrative capacity, supporting ACS's Street Outreach program by disbursing funds, maintaining financial accountability, and reporting on program activity as directed by the City.

Offeror will provide support to ACS and its Street Outreach program by facilitating and administering a housing stability subsidy and voucher program ($900,000), eviction prevention services to landlords ($600,000), and eviction prevention services for renters ($400,000).

The City of Albuquerque reserves the right to award to multiple Offferors if it is deemed to be in the best interest of the City.

ACS Background

ACS's mission is to provide Albuquerque with a holistic, empathetic, and informed response to behavioral and mental health-related 911 calls. Responses are personalized to the needs of the individual, family, and community so that ACS can bring the right response at the right time. Within the Field Division of ACS, the Street Outreach team responds to calls involving unsheltered individuals and encampments and directs eligible participants to housing stability and eviction prevention resources administered under this RFP.

The City of Albuquerque has established priorities for funding that include the following goals:

- **Goal 1:** Human and Family Development – People of all ages have the opportunity to participate in the community and economy and are well sheltered, safe, healthy, and educated.
- **Goal 2:** Public Safety – The public is safe and secure, and shares responsibility for maintaining a safe environment.

PART 1

INSTRUCTIONS TO OFFERORS

1.1 RFP Number and Title: RFP-2026-757-ACS-DV, "**Street Outreach Housing Services** "

1.2 Proposal Due Date: April 16, 2026 - NLT 4:00 PM (Local Time)

The time and date Proposals 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: Pre-Proposal Conference for Street Outreach Housing Services - RFP-2026-757-ACS-DV

Time: Mar 26, 2026 02:00 PM Mountain Time (US and Canada)

Join Zoom Meeting

https://cabq.zoom.us/j/84529131265

Meeting ID: 845 2913 1265

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.

- Dave Vale, Senior Buyer, Department of Finance and Administrative Services, Purchasing Division
- Phone: (505) 768-3340 or E-Mail: dvale@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 Albuquerque Community Safety Department, Street Outreach 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 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 Contact 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 an initial term of one (1) year with four (4) possible extensions of one (1) year each. The total contract term 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^{th}) 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:

Kathleen Oney, Chief Procurement Officer
koney@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 Automobile Liability Insurance. A comprehensive automobile liability insurance policy with liability limits in amounts not less than $1,000,000 combined single limit of liability for bodily injury, including death, and property damage in any one occurrence. The policy must include coverage for the use of all owned, non-owned, hired automobiles, vehicles and other equipment both on and off work.

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.

1.23.3.4 Professional Liability (Errors and Omissions) Insurance: Professional liability (errors and omissions) insurance in an amount not less than $1,000,000 combined single limit of liability per occurrence with a general aggregate of $1,000,000.

1.23.3.5 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.

1.23.4 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.

The Offeror shall submit its Technical Proposal in the City's e-procurement system, Bonfire, identifying the Sections below in the order requested. The sections will clearly identify the information that Offerors are required to provide in order for their proposals to be deemed responsive.

2.1 Technical Proposal Format, Section One

2.1.1 Offeror Identification: State name and address of your organization or office and nature of organization (individual, partnership or corporation, private or public, profit or non-profit). Subcontractors, if any, must be identified in a similar manner. Include name, email address and telephone number of person(s) in your organization authorized to execute the contract resulting from this RFP. Submit a statement of compliance with all laws stated herein. Submit a statement of agreement to the Required Contract Terms; state exceptions as directed in Section 1.11. Show receipt of Addenda if applicable. Provide a statement or show ability to carry the insurance specified.

2.1.2 Experience:

2.1.2.1 Offerors shall include a statement confirming they have ten-plus (10+) years operating as a fiscal administrator, fiscal agent, or similar role.

2.1.2.2 Current Experience. State the Offeror's relevant experience administering and managing City or State funded programs that involve fiscal oversight, fund disbursement, compliance monitoring, and reporting. Describe experience serving in a fiscal sponsor or fiscal agent capacity, if applicable, including the administration of housing stability subsidies, rental assistance, eviction prevention, or similar financial assistance programs.

Identify the key personnel who will be actively engaged in the fiscal and administrative management of the proposed project, including financial, compliance, and reporting functions. For each individual, describe their role, qualifications, and experience relevant to administering public funds and ensuring program accountability.

If subcontractors or partner agencies will be involved in fiscal or administrative functions under this project, describe their role and relevant experience.

Submit resumes for key personnel who will perform fiscal, financial, compliance, or program administration services under this contract. Resumes for direct service or clinical staff are not required unless such staff will have a defined role in the administration of funds or required reporting.

2.1.2.3 Past Experience: Describe a minimum of three (3) completed projects of similar scope and size that demonstrate the Offeror's experience administering public or philanthropic funds in a fiscal, administrative, or program management capacity. Projects should be comparable in dollar value, complexity, and accountability requirements to the services proposed under this RFP.

For each project, include:

2.1.2.3.1 Name of the funding entity or contracting agency.

2.1.2.3.2 Description of the Offeror's role.

2.1.2.3.3 Total dollar amount administered.

2.1.2.3.4 Service period and year completed.

2.1.2.3.5 Description of reporting, audit, or monitoring requirements satisfied.

2.1.2.3.6 Provide one (1) letter of reference for each project from the funding entity or contracting agency. References must be for work performed within the past three to five (3–5) years.

2.1.2.3.7 References shall not be City of Albuquerque employees or elected officials. The City will not contact and will not assign evaluation points for references from City employees or elected officials.

2.1.2.4 Offerors are encouraged to describe relevant experience administering programs for other municipalities, counties, states, or governmental entities, including experience coordinating with public agencies on housing stability, rental assistance, or eviction prevention initiatives.

2.1.3 Proposed Approach to Tasks: Describe the Offeror's proposed approach to carrying out the administrative and fiscal tasks described in Part 3, Scope of Services. The response should clearly demonstrate how the Offeror will manage City-directed housing stability and eviction prevention funds in a manner that ensures timely disbursement, financial accountability, compliance with applicable requirements, and accurate reporting.

Charts or tables may be used to identify the estimated level of effort associated with each major administrative task, including the staff position(s) responsible for performing each task. Staffing descriptions should focus on fiscal, financial, compliance, and administrative roles, rather than direct service delivery functions.

2.1.4 Management Summary: Describe the Offeror's management structure for administering the services under this RFP, including identification of key staff and any subcontractors responsible for fiscal oversight, financial management, compliance, reporting, and contract administration. The response shall clearly describe individual staff and subcontractor responsibilities, lines of authority and approval, and internal control processes, including identification of those authorized to approve disbursements and financial reports. The Offeror shall also explain how its management team will interface with designated City of Albuquerque and Albuquerque Community Safety Department staff, including primary points of contact and escalation procedures. In addition, the response shall describe the organizational, financial, and administrative resources that will be drawn upon to complete the required tasks, including accounting systems, internal controls, and reporting infrastructure. Organizational charts or management diagrams may be included to illustrate reporting relationships and lines of authority.

Cost Proposal Format, Section Two

2.2.1 Total Cost: Submit your Cost Proposal (Appendix A) separately from your Technical Proposal (upload Appendix A in the City's eProcurement system). Failure to submit your cost separately from your Technical Proposal shall result in your proposal being deemed non-responsive.

2.2.4 All Costs: 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.

2.2.5 An example of the preferred format is shown below. Your response to this section will be used in performing a cost/price analysis.

APPENDIX A – COST PROPOSAL FORM

RFP: RFP-2026-758-ACS-DV, Street Outreach Housing Services

Offeror: ____________________

Contract Period	Annual Administrative Fee Not to Exceed (NTE)
Year 1 – Initial Term	
Year 2 – Renewal Option	
Year 3 – Renewal Option	
Year 4 – Renewal Option	
Year 5 – Renewal Option	
TOTAL (All Years)	$0.00

PART 3
SCOPE OF SERVICES

The City of Albuquerque is focused on improving the well-being of all people and has identified racial equity as a priority goal to address longstanding, racially disparate economic and social outcomes.

3.1 Explanation of Outcomes

Offeror will provide support to the Department and its Street Outreach program by facilitating and administering a housing stability subsidy and voucher program ($900,000), eviction prevention services to landlords ($600,000), and eviction prevention services for renters ($400,000). These amounts may be adjusted based upon Departmental need.

3.2 Housing Stability Subsidies & Vouchers ($900,000)

3.2.1 Administer the distribution of rental subsidies and vouchers to eligible households in accordance with program guidelines and funding requirements.

3.2.2 Conduct thorough eligibility verification and ongoing compliance monitoring to ensure recipients maintain qualifications for assistance.

3.2.3 Collaborate closely with landlords and property managers to facilitate timely and accurate subsidy payments and address any concerns or disputes.

3.2.4 Provide individualized case management services to assist clients in maintaining housing stability and preventing displacement.

3.2.5 Maintain accurate records of subsidy disbursement, client status, and outcomes, submit regular reports, as required by city administration.

3.3 Eviction Prevention- For Landlords ($600,000)

3.3.1 Offer financial assistance and/or incentives to landlords that will prevent tenant evictions and maintaining stable rental occupancy.

3.3.2 Act as a mediator between landlords and tenants to resolve disputes through negotiation, reducing the need for formal eviction proceedings.

3.3.3 Provide education and training to landlords on applicable eviction laws, tenant rights, and best practices for tenant retention.

3.3.4 Implement rapid response protocols to promptly address cases at risk of eviction, coordinating with all relevant parties to stabilize tenancies.

3.3.5 Document interventions, track outcomes, and submit detailed reports on landlord engagement and eviction prevention effectiveness, as required, by city administration.

3.4 Eviction Prevention- For Individuals ($400,000)

3.4.1 Determine eligibility for eviction prevention assistance, including financial aid and case support.

3.4.2 Provide direct financial assistance to tenants facing imminent eviction to help cover rent arrears or other housing-related costs.

3.4.3 Deliver counseling services and legal referrals to inform tenants of their rights and available resources throughout the eviction process.

3.4.4 Assist tenants in negotiating payment plans or alternative housing solutions to avoid eviction.

3.4.5 Connect clients with additional community resources and support services to address underlying challenges threatening housing stability.

3.4.6 Maintain detailed client records, monitor case progress, and report outcomes, as required, by city administration.

3.5 Scopes of Work

The Contractor shall serve solely as a fiscal sponsor for the initiatives outlined below. The Contractor will not provide direct program services or education. In this role, the Contractor shall:

3.5.1 Administer and disburse funds in accordance with City guidelines, program requirements, and the billable services authorized by the City.

3.5.2 Provide fiduciary oversight and review all required documentation prior to approving disbursements.

3.5.3 Maintain accurate financial records, monitor expenditures, and submit required monthly reports to the City. Monthly reports must include a detailed accounting of funds disbursed for each program listed in this Scope of Work.

3.6 Program Areas

3.6.1 Housing Stability Subsidies & Vouchers

3.6.1.1 The Contractor shall:

3.6.1.1.1 Administer the distribution of rental subsidies and vouchers as submitted for payment by ACS.

3.6.1.1.2 Ensure all required documentation is complete prior to disbursement, including:

3.6.1.1.2.1 Completed check request form (template provided by Awarded Offeror(s)).

3.6.1.1.2.2 Pre-Lease Listing of amounts due for move-in, which may include application fees, administrative fees, deposits, first and last month's rent, utilities, and other allowable fees.

3.6.1.1.2.3 Participant documentation needed for program assistance.

3.6.1.1.2.4 Income verification or a "no income" statement to determine subsidy allocations using the 70/30 PSH standard.

3.6.1.2 Track all disbursements and provide a monthly report including:

3.6.1.2.1 Participant name.

3.6.1.2.2 Unit address.

3.6.1.2.3 Date of unit occupancy.

3.6.1.2.4 Date of departure (if applicable).

3.6.1.2.5 Dates and amounts of payments for deposits, rent, and utilities.

3.6.1.3 Maintain a monthly rent roll for all participants receiving multi-month subsidy assistance.

3.6.2 Eviction Prevention

3.6.2.1 The Contractor shall:

3.6.2.1.1 Administer financial assistance payments for tenants at risk of eviction, as submitted by the City.

3.6.2.1.2 Implement rapid response disbursement protocols in coordination with designated partners.

3.6.2.1.3 Ensure all required supporting documentation is complete prior to disbursement.

3.6.2.2 Track all disbursements and provide a monthly report including:

3.6.2.2.1 Participant name.

3.6.2.2.2 Unit address.

3.6.2.2.3 Amount disbursed.

3.6.2.2.4 Company or entity to whom funds were issued.

3.6.3 Landlord Incentives

3.6.3.1 The Contractor shall:

3.6.3.1.1 Administer landlord incentive funds to support housing quality standards, as authorized by the City.

3.6.3.1.2 Ensure incentive funds do not exceed $3,000 per client/landlord case.

3.6.3.1.3 Verify all documentation prior to disbursement.

3.6.3.1.4 Maintain detailed financial records and submit monthly reports documenting all incentive payments.

3.7 Service Provision Request

3.7.1 Housing Stability Continuum of Care for Individuals Experience Opioid Addiction & Housing Instability. The Department will allocate up to $1,900,000 for programs as outlined above. In order to effectively address these service needs, offerors must demonstrate a connection between the proposed activities and outputs to the identified outcomes, and define metrics and measurement tools to reliably assess progress toward achieving the identified outcomes.
Services must include, but not be limited to, the following:

3.7.1.1 Housing Stability Subsidies & Vouchers

3.7.1.2 Eviction Prevention for Landlords: Individuals

3.7.1.3 Eviction Prevention for Individuals

3.7.1.4 Nontraditional Hours of Operation: Programs will sustain nontraditional hours of operation to best accommodate needs of participants (at least up to 9pm) who are not available to meet during traditional working hours.

3.7.2 Offerors proposals shall demonstrate the evidence and/or logic of how proposed activities will lead to improved outcomes and describe the use of best practices. In addition to other information listed in the RFP, proposals must include:

3.7.2.1 Rationale for the population the project intends to serve and the methods used to identify and engage the participants,

3.7.2.2 Description/name/ and evidence basis of assessments the project will use to identify an individual participant's needs

3.7.2.3 Description of licensing and staff training specific to the identified populations to serve

3.7.2.4 A plan to partner with the City of Albuquerque's Street Outreach Program.

3.7.3 Proposals shall include a description of how services impact the outcomes described in 3.1, and suggest at least one measurable progress indicator per outcome.

3.7.4 The proposals shall include how the agency will leverage Medicaid Funds to cover the cost of eligible services when appropriate, detail how Medicaid is utilized, and how the City funds are used to bolster services for those clients who are Medicaid eligible. If not currently a Medicaid provider, the proposal shall detail the agency plans to become a Medicaid provider. Please note, these funds are not limited to Medicaid eligible clients, only that Medicaid reimbursements are expected to leverage City funds when allowable by service provision.

3.7.5 The proposal shall describe how the respondent will work with the community to be a good neighbor as services are provided.

3.7.6 Successful proposals shall summarize the full range of services to be offered and the role of collaborating agencies to provide complementary services. The proposal shall also detail the service gap focus that the Project will address.

3.7.7 Proposed Projects will be evaluated on the justification and evidence for the proposed services. Include a description of the service experience of the Project agency(s) in relation to the identified gaps and how the proposed Project would assist in closing the gap by adding a new service or extending the reach of an existing service.

3.7.8 The proposed project may be required to work collaboratively with other entities as identified and requested by the City.

3.8 Definitions:

3.8.1 Population: The population for this Request for Proposal is an individual and their family who is at highest risk of engaging in the cycles of homelessness and opioid addiction, both those currently experiencing homelessness and those critically near it. This population and the corresponding supports services will be referred and directed by ACS's Street Outreach program.

3.9 Referral sources:

3.9.1 The City of Albuquerque, Albuquerque Community Safety Department & it's Street Outreach division.

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:

255 -- The Offeror's general approach and plans to meet the requirements of the RFP.

225 -- Experience and qualifications of the Offeror and personnel as shown on staff resumes to perform tasks described in Part 3, Scope of Services.

220 -- Adequacy of proposed project management and resources to be utilized by the Offeror.

100 --The Offeror's past performance on projects of similar scope and size.

100 -- The overall ability of the Offeror, as judged by the evaluation committee, to successfully complete the project. This judgment will be based upon factors such as the project management plan and availability of staff and resources.

100 -- Cost Proposal – The costs proposed by the Contractor as described in Section 2.2 of this RFP to perform the tasks listed in Part 3, Scope of Services. The evaluation of this section will occur after the technical evaluation, based on a cost/price analysis.

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.

Technical Proposal:

2.1.1 Identification

Heading Home
PO Box 27636
Albuquerque, NM 87125

Authorized persons:
Connie Chavez, CEO
connie@headinghome.org; 505-321-2844

Ken Jones, President of the Board
kenejones57@gmail.com, 505-463-2420

Tony Weaver, Vice President of the Board
HenryAWeaver@gmail.com; 212-920-6836

Heading Home is a 501c3 providing street outreach, shelter, housing, employment assistance, and support services to unhoused and precariously housed individuals and families in Albuquerque.

2.1.2 Experience

2.1.2.1:
Heading Home has ten plus (10+) years of experience operating as a fiscal administrator of government funding awarded through grants and contracts at the city, county, state and federal levels.

2.1.2.2
Heading Home administers nine (9) City of Albuquerque contracts in the current fiscal year that included general funds and federal ESG funds and one state funded contract. The administration of city contracts adhered to the city's Administrative Requirements related to fund disbursement, compliance monitoring and reporting. The agency submits reimbursement requests on a monthly basis by the 10th of the preceding month as required. The annual monitoring by the city was conducted in January 2026 resulting in no fiscal findings. Quarterly reports are submitted timely by the 15th of the preceding quarter. The agency is currently serving as fiscal agent for ACS pilot program with similar responsibilities as outlined in the proposed project.

The agency administers three housing voucher programs with a combined operating budget of just over $4 million serving approximately 225 households. The agency administers additional programs that provide leasing assistance, motel vouchers, and other direct service assistance related to housing stability.

Each of the following individuals will be involved in oversight and/or administration of funds of the proposed project.

The Heading Home accounting team is led by Debbie Brickman, CFO. Debbie joined Heading Home in December 2023 following a 20-year career as Finance Manager at S.A.F.E. House in Albuquerque. Her extensive experience managing federal, state, and local funding sources has strengthened the agency's financial operations during program and organizational restructuring, providing positive fiscal outcomes.

Josephine "Josey" Obregon, Finance Manager, joined the agency in 2025 after four years of experience as a financial consultant. In 2024, she served as a consultant for Heading Home, responsible for preparing city reimbursement requests and supporting the coordination of annual fiscal audit materials and financial summaries.

Connie Chavez, CEO, has led Heading Home since May 2023, guiding the agency through a successful reorganization that resulted in growth and improved outcomes. She brings more than 30 years of experience in homeless services, community development, and direct service, with prior senior leadership roles at Carrie Tingley Hospital Foundation, Barrett Foundation, and Sawmill Community Land Trust. Mrs. Chavez has served on the Bernalillo County Planning Commission since 2014 and currently serves on the New Mexico Housing Trust Fund Advisory Committee, and the Middle Rio Grande Housing Collaborative.

Melissa Kaminsky, MSW, Director of Operations, joined Heading Home in June 2023 and has worked with leadership to realign operations, funding, and development support of the agency's renewed mission focus. Responsibilities include oversight of contract compliance. Her background includes overseeing data analysis and funding at a large metropolitan housing authority, along with 20 years of project management experience in the technology and manufacturing sectors.

2.1.2.3
Heading Home has extensive experience administering public and philanthropic funds, supported by the following examples. The agency has been administering programs providing financial assistance for housing stability and rental assistance for the past several years under various contracts and grants at the city, county, and federal level.

Contracting agency/Funder	Offeror's role	Total dollars administered	Service period	Description of requirements
City of Albuquerque (HHH)	Administer a permanent supportive housing voucher program for up to 140 households.	$2,693,924	FY26	Per city monitoring in January 2026, there were no fiscal or programmatic findings specific to this program. There were three findings related to HQS inspections that are in the process of being corrected and cleared. Quarterly reports are submitted timely. Anticipate the full budget will be expended.
City of Albuquerque (BH)	Administer a permanent supportive housing voucher program for up to 30 households.	$626,000	FY25	Per city monitoring in March 2025, there was one finding related to missing documentation in client files. All missing documentation was provided, and the finding cleared. Quarterly reports were timely. No fiscal findings related to this program.
City of Albuquerque	Administer shelter operations for 400 plus clients at the Gateway Housing Navigation Center.	$1,800,000	FY25	Per city monitoring in March 2025, there were not programmatic findings. Quarterly reports were timely. No fiscal findings related to this program.

2.1.2.4
In addition to city contracts, the agency administers a $333,000 state contract for SOAR (SSDI/SSI, Outreach, Access, Recovery) services; a $248,000 contract with University of New Mexico Hospital for Street Connect client support services, and manages five contracts exceeding $800,000 annually with healthcare organizations, including the Veteran's

Administration, to provide respite services at the agency's Albuquerque Opportunity Center (AOC) shelter.

2.1.3 Proposed Approach to Tasks

As directed, this proposal provides response to the roles and responsibilities as a fiscal administrator of funds, and will not provide direct client services.

All funding requests will be processed through a structured system of checks and balances prior to disbursement. ACS will complete a standardized request form that captures all required details, including the type of support (Housing Stability, Eviction Prevention – Landlords, or Eviction Prevention – Individuals), the amount requested, the due date, the authorized recipient of funds, and the individual or household being served. The completed form, along with all required supporting documentation, will be submitted to Heading Home. ACS is responsible for ensuring that all documentation is accurate and complete in accordance with its internal procedures prior to submission.

Upon receipt, Heading Home management will review the request and supporting documentation to confirm completeness and alignment with program requirements. If any information is incomplete or unclear, agency staff will follow up promptly with ACS to resolve discrepancies. Once verified, requests are approved by agency management and forwarded to the accounting department for processing. Heading Home is able to process same day requests as needed to support same day move-in calculation amounts as well as application fees, deposits, and other immediate need funds to support housing and eviction prevention.

The accounting team will coordinate directly with designated ACS staff to arrange disbursement of funds, either by mail or in-person pickup. For in-person pickups, ACS staff are required to sign the request form to document receipt. For mailed payments, copies of all issued checks are retained and included with the request documentation.

Approved disbursements are recorded in the agency's accounting system, with complete files maintained for each request, including supporting documentation and any related correspondence. Monthly financial reports will be generated and shared with ACS to ensure transparency and accountability. Invoices will be submitted to the city monthly for reimbursement.

2.1.4 Management Summary

The agency's Chief Executive Officer, with support from the Chief Financial Officer and Director of Operations, provides overall fiscal oversight, financial management, compliance monitoring, reporting, and contract administration for this project. The CEO holds ultimate responsibility for authorizing the disbursement of project funds and ensuring that financial activities are carried out in accordance with agency policy and contract requirements.

The CFO, reporting directly to the CEO, manages day-to-day agency fiscal oversight, contract compliance, and fund distribution. This position supervises the Finance Manager and Bookkeeper, who are responsible for reviewing funding requests and supporting documentation, processing payments, and coordinating with appropriate ACS staff to ensure timely delivery of funds.

The Director of Operations, who also reports to the CEO, serves as an additional layer of financial and administrative oversight. If the CEO is unavailable, the Director of Operations will review and approve ACS funding requests to avoid delays in client services. This position also oversees contract administration and compliance, prepares quarterly reports as required, reviews reimbursements monthly, and works directly with ACS to address and resolve issues. The Director of Operations is also authorized to sign checks and approve transactions when necessary.

To prevent disruptions in client services, the CEO or Director of Operations will communicate directly and promptly with designated ACS staff to resolve concerns as they arise.

The agency demonstrates strong financial stability and a proven ability to manage public funds responsibly. It maintains diversified revenue sources, including federal, state, local, and private funding, along with sufficient cash reserves to support uninterrupted operations and timely program implementation. The agency's financial management systems are well established and align with city administrative requirements, including policies for internal controls, cost allocation, procurement, and financial reporting.

An integrated accounting system supports accurate tracking of expenditures by funding source, real-time budget monitoring, and reconciliation of program costs to approved budgets. Regular financial reviews, independent audits, and ongoing management oversight help ensure compliance with applicable cost principles and allow for prompt corrective action when needed.

NOTE: Since this RFP is for fiscal administration services only, the sections 3.7.2 – 3.7.8 related to client services is not addressed in this proposal.

CITY OF ALBUQUERQUE

Department of Health, Housing & Homelessness
Gilbert Ramirez, Director

Timothy M. Keller, Mayor

April 14, 2026

To Whom It May Concern:

On behalf of the City of Albuquerque, Department of Health, Housing and Homelessness, I am pleased to submit this letter of reference in support of Heading Home's application to the City of Albuquerque's ACS Street Outreach Services proposal to provide fiscal administration in support of housing stability. Heading Home administered a $646,000 supportive housing voucher program for the city in FY25.

We are appreciative of our ongoing partnership with Heading Home and the working relationship we have established to serve the most vulnerable in our community. Heading Home administers several city contracts that provide street outreach, shelter, and housing programs to individuals and families experiencing homelessness. Heading Home continues to be a strong partner with the city and we encourage the ongoing relationships the agency has at the city, county, and state levels to provide resources for this challenging population. Please let me know if I can provide any additional information about our longstanding partnership. I can be reached at 505.768.2788 or ebraden@cabq.gov.

Respectfully,

Ellen Braden

Ellen Braden
Executive Administrator
Department of Health, Housing and Homelessness

PO Box 1293

Albuquerque

NM 87103

www.cabq.gov

CITY OF ALBUQUERQUE

Department of Health, Housing & Homelessness
Gilbert Ramirez, Director

Timothy M. Keller, Mayor

April 14, 2026

To Whom It May Concern:

On behalf of the City of Albuquerque, Department of Health, Housing and Homelessness, I am pleased to submit this letter of reference in support of Heading Home's application to the City of Albuquerque's ACS Street Outreach Services proposal to provide fiscal administration in support of housing stability. Heading Home currently administers a $2.7 million supportive housing voucher program for the city.

We are appreciative of our ongoing partnership with Heading Home and the working relationship we have established to serve the most vulnerable in our community. Heading Home administers several city contracts that provide street outreach, shelter, and housing programs to individuals and families experiencing homelessness.

Heading Home continues to be a strong partner with the city and we encourage the ongoing relationships the agency has at the city, county, and state levels to provide resources for this challenging population. Please let me know if I can provide any additional information about our longstanding partnership. I can be reached at 505.768.2788 or ebraden@cabq.gov.

Respectfully,

Ellen Braden

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April 14, 2026

To Whom It May Concern:

On behalf of the City of Albuquerque, Department of Health, Housing and Homelessness, I am pleased to submit this letter of reference in support of Heading Home's application to the City of Albuquerque's ACS Street Outreach Services proposal to provide fiscal administration in support of housing stability. Heading Home administered a $1.8 million contract providing operational and case management support at the Gateway Housing Navigation Center in FY25.

We are appreciative of our ongoing partnership with Heading Home and the working relationship we have established to serve the most vulnerable in our community. Heading Home administers several city contracts that provide street outreach, shelter, and housing programs to individuals and families experiencing homelessness.

Heading Home continues to be a strong partner with the city and we encourage the ongoing relationships the agency has at the city, county, and state levels to provide resources for this challenging population. Please let me know if I can provide any additional information about our longstanding partnership. I can be reached at 505.768.2788 or ebraden@cabq.gov.

Respectfully,

Ellen Braden

Ellen Braden
Executive Administrator
Department of Health, Housing and Homelessness

PO Box 1293

Albuquerque

NM 87103

www.cabq.gov

CONNIE M. CHAVEZ
10728 Chilili Drive NW ♦ Albuquerque, NM 87114
Cell No. (505) 321 2844 ♦ E-mail: chavezconnie@comcast.net

PROFESSIONAL SUMMARY:

An experienced professional with an extensive background in non-profit management, homeless services, affordable housing development, commercial development, commercial lending, community development, organizational development, strategic planning, event planning, financial management, government/private grants management, capacity building, policy/advocacy work, and housing technical assistance provider.

CORE COMPETENCIES:

♦ Critical thinking ♦ Effective communicator ♦ Consensus builder ♦ Staff management ♦ Spanish speaker ♦ Creative ♦ Effective leader ♦ Proficient in Microsoft Office Products

PROFESSIONAL EXPERIENCE:

Heading Home
Chief Executive Officer [May 2023 – Present]

Heading Home is a New Mexico non-profit that provides shelter, housing, street outreach and supportive services to people experiencing homelessness.
Chief Executive Officer - Responsible for the management and operations of 18MM organization, including 172 employees, 100+ volunteers, six shelters serving 1000+ individuals nightly, seven housing programs (300 households), street outreach/motel voucher (200 individuals), Job Connect (100 individuals), and SSI/SSDI Outreach, Access, and Recovery (SOAR) (60 individuals). Provide oversight and direction to Human Resource Director, Operations Director, Chief Financial Officer, and Development Director. Financial oversight, budgeting, strategic planning, staff development, training, advocacy, Standard Operating Procedures for all programs, program evaluation/restructure/implementation, board development, contract compliance, and presentations.

Carrie Tingley Hospital Foundation
Executive Director [June 2020 – May 2023]

Carrie Tingley Hospital Foundation is a statewide agency dedicated to providing support and direct assistance to Carrie Tingley Hospital and Carrie Tingley Hospital patients with permanent disabilities.
Executive Director - Initially responsible for organizational analysis of existing systems, programs, financial resources, and compliance with organizational legal documents. Responsible for redesign/implementation and streamlining policies, procedures, and diversification of fundraising activities. Ongoing organizational management, including events, strategic direction, board management, financial management, program management, events, fundraising, and strengthening relationships with partner agencies and communities located throughout the State of New Mexico.

CONNIE M. CHAVEZ

Barrett Foundation, Inc

Executive Director	[November 2015 – June 2020]
Associate Executive for Programs	[January 2015 – November 2015]
Associate Executive for Operations	[July 2014 – December 2014]
Housing Manager	[March 2014 – June 2014]
Housing Case Manager	[September 2013 – June 2014]

Barrett Foundation is a 501c3 organization committed to ending the experience of homelessness for women, children, and families in Albuquerque by providing shelter, housing, and supportive services.

Executive Director - Responsible for the management and operations of all aspects of the organization, including its 24 employees, and 100+ volunteers. Provide oversight and direction to Program Director for shelter operations (300+ shelter residents 365 days, 24/7), two Rapid Rehousing Programs, two Permanent Supportive Housing programs, Motel voucher program (100+ vouchers per year), and management of the Foundation's rental properties. Provide oversight and direction to Development Director in all aspects of fundraising activities and grant management for all programs including administrative costs. Financial oversight, strategic planning, staff development, training, advocacy, housing placement, housing policies and procedures as well as review and revision of financial and personnel policies. Developed and streamlined case management activities, updated program delivery to maintain compliance with all federal, state, city, and county funding.

Barrett Foundation, Associate Executive for Programs – Responsible for all housing delivery programs, including supervision of all housing case managers, shelter staff, kitchen staff, agency owned apartments, and program compliance for all public and private grants. Duties also included evaluation and approval of housing stability plans for shelter residents, housing clients, and referrals to other housing programs throughout the city of Albuquerque. Verify that housing clients met all criteria for housing assistance through one of the housing programs. Work with Accounting staff to generate reimbursement requests, monthly reports, quarterly reports, and annual reports as required. Ensure program staff had proper training in housing compliance, Trauma Informed Care, de-escalation, harm reduction, and culture sensitivity training. Conduct HQS inspections and ensure that all information was documented correctly, and data entered timely and properly in the Homeless Management Information System (HMIS) system.

Barrett Foundation, Associate Executive for Operations – Responsible for both the Administrative and Program Operations as it related to supplies, building maintenance, equipment maintenance, grant compliance, financial reporting, HR onboarding, audits, monitoring's, zoning, insurance, request for proposals, contracts/contractors, and budgeting. Provided direct supervision for HMIS and administrative staff.

Barrett Foundation, Housing Manager – While carrying a Rapid Rehousing caseload, I provided direct support to five housing case managers, serve as backup and "buddy" support when necessary.

Barrett Foundation, Housing Case Manager – Served as the Rapid Rehousing (RRH) Case Manager with a caseload of 25. Ensure compliance with RRH federal and participating jurisdiction regulations, as well as agency regulations. Conduct intake and eligibility review with potential program participants. Once accepted into the RRH program worked with program participants to secure appropriate housing for family size, income, budgeting, and developing exit plan. Conducted home visits and provided additional resources such as food pantry's, job fairs, and transportation options.

CONNIE M. CHAVEZ

Sawmill Community Land Trust
Executive Director [January 2005 – March 2013]
Associate Director [August 2004 – January 2005]
Office Manager [April 2003 – August 2004]

Sawmill Community Land Trust is a permanent affordable housing development agency. The method of delivery of permanent units is through the Community Land Trust model.
Executive Director - Responsible for the management and operations of all aspects of the organization including development of a 27-acre brownfield site and assembling funds (public/private) to advance the development. The site required extensive remediation, realignment of a rail spur, land entitlements, and intense community engagement. The development has 93 homeownership units, 200+ rental units, parks, plaza, community garden, and community meeting space. Other activities included fundraising for general operations, strategic planning, home sales, grant management, and advocacy for additional housing resources.

Sawmill Community Land Trust, Associate Director – Responsible for the oversight and management of grant activities, homeowner engagement, public relations, fundraising, community events, evaluate potential homebuyer eligibility, and provide support to the Executive Director as requested.

Sawmill Community Land Trust, Office Manager – Responsible for office management including supplies, equipment purchase, equipment maintenance, grounds maintenance, accounts payable, accounts receivable, contract management, payroll, and provide direct support to all staff.

New Mexico Community Development Loan Fund
Portfolio Manager [July 1999 – September 2002]
Loan Officer [September 1998 – June 1999]
Office Manager [May 1996 – August 1998]

New Mexico Community Development Loan Fund is a non-profit organization providing technical assistance and funding to start up and small businesses in the State of New Mexico.

Portfolio Manager - I was responsible for managing the $10 million-dollar commercial loan portfolio. Ensured that loans were adequately collateralized, collateral documentation was properly filed, loss mitigation, loan loss reserve management, and collections.

New Mexico Community Development Loan Fund, Loan Officer - As a Loan Office, I conducted financial analysis on new loan applications and prepared for committee review and approval. Monitored existing loans for financial health and evaluated for new loan products or modifications. Reviewed and revised business development plans and provided technical assistance to existing clients.

New Mexico Community Development Loan Fund, Office Manager - As the Office Manager, I was responsible for the day-to-day operations of the organization including accounts receivable, accounts payable, payroll, supplies, equipment purchase, equipment maintenance, schedule loan closings, provide organizational information to potential funders.

CONNIE M. CHAVEZ

PROFESSIONAL CERTIFICATIONS/TRAININGS:

♦ Community Development Block Grant Management ♦ HOME Fund Administration ♦ Continuum of Care ♦ Emergency Solutions Grants ♦ Environmental Remediation ♦ Project Management ♦ Foreclosure Prevention ♦ Business Credit Analysis ♦ Contract Negotiation ♦ Asset Management ♦ Trauma Informed Care ♦ Hazardous Materials ♦ Business Credit Analysis ♦ Low Income Housing Tax Credits ♦ Land Use ♦ Asset Management ♦ Affordable Housing Development ♦ CPR ♦ Hazardous Materials ♦ De-escalation ♦ Crisis Intervention

ASSISTANCE PROVIDER (LOCAL AND NATIONAL):

Housing Development ♦ Community Development ♦ Community Engagement ♦ Non-profit Board Development ♦ Community Land Trust Affordable Housing Development ♦ Non-profit Board Governance ♦ Homeless Services ♦ Housing Vouchers

VOLUNTEER ACTIVITIES:

Bernalillo County Planning Commission – 2013 - Present
City of Albuquerque/Bernalillo County Air Quality Board Liaison – March 2021 – Present
Menaul School Board of Trustees - May 2019 – May 2023
Chair – Strategic Planning & Governance Committee

EDUCATION:

University of Phoenix, 2006 - Bachelor of Science, Human Services Management

DEBORAH D. BRICKMAN, CFO **Telephone: 505 980-7724**

I am a resourceful, self-motivated accountant with a strong background in finance management, general ledger accounting, communication and organizational skills.

ACCOUNTING SKILLS include:

Financial Reporting (Departmentalized, Consolidated and Trended)
General Ledger Accounting (Cash or Accrual Basis)
Accounts Payable, Accounts Receivable, Collections
Inventory, Fixed Assets, Capitalized Leases, Inter-Company
Payroll Processing, Payroll Tax Reporting, Payroll Maintenance
Financial Analysis, Statistical Reporting, Account Analysis
Sales/Use Tax Reporting, Quarterly and Annual Reporting
Budgets, Auditing, Account Reconciliation, Internal Controls
Contracts: proposal submissions, maintenance, billing, and compliance

COMPUTER SKILLS include:

Operating Systems: Windows, DOS, CPM, MPM
Word Processing: Word, Works, WordStar, WordPerfect
Electronic Spreadsheets: Excel, Lotus 1-2-3, CalcStar
Data Bases: Access, DBaseIII, InfoStar
Accounting Software: QuickBooks, Quicken, FRP, Great Plains, PeachTree
Payroll Software: QuickBooks, ABC, CPC, SPS,ADP, PayChex, WFPS, ADP
Asset Management Software: BNA/FA (Aardvark), Condor
Specialty Software: Tvalue, TurboTax, LaCert

OTHER RELATED SKILLS include:

Customer Service, Human Resources, Distributor Litigations,
Computer Technical Support & Training, Procedure Development/Documentation
Alpha and Beta Testing during Product Reseach and Development
Thrift Store and Kitchen management

CAREER SUMMARY (Detailed Profile Attached):

Have held accounting related positions since 1980
Have held management positions since 1992
Served 2 years in computer/technical positions
Served 4 years in customer service and litigation positions
Served 5 years in clerical positions
Concurrently served 12 years as the proprietor of two bookkeeping services
Also have unrelated experience in Banking, Retail, Bowling Center, Food Service

EDUCATION:

Bachelor of Arts Degree / Accounting – University of Phoenix, Phoenix, AZ
Associate of Arts Degree / Accounting – Moorpark College, Moorpark, CA

REFERENCES: Excellent personal and professional references available upon request.

CAREER PROFILE:

December 2024 – Present — Heading Home — Albuquerque, NM
Chief Financial Officer

October 2004 – July 2023 — S.A.F.E. House, Inc. — Albuquerque, NM
Finance Manager

August 2008 – March 2010 — Legal FACS — Albuquerque, NM
Bookkeeper

January 2005 – October 2006 — Mt. Taylor Homes, Inc. — Grants, NM
Bookkeeper

July 2000 – October 2004 — Seaton Consulting, LLC — Corrales, NM
Administrative Assistant

June 1995 – July 2000 — Thunderbird Supply Co. — Gallup, NM
Accounting and Office Manager (Oct ’98 – Jul ’00)
Office Manager (Jun ’97 – Oct ’98)
Office Clerk (Jun ’95 – Jun ’97)

January 1995 – June 1995 — La Rae Business Systems — Gallup, NM
General Accounting Manager

June 1980 – January 1995 — Safeguard Business Systems — Tustin, CA
General Accounting Manager (Jun ’92 – Jan ’95)
Staff Accountant (Nov ’89 – Jun ’92)
Payroll / Accounts Payable Clerk (Dec ’88 – Nov ’89)
Payroll Conversion Analyst (Jan ’88 – Dec ’88)
Contract Administration Clerk (Oct ’85 – Dec ’87)
Order Administration / Accounting Clerk (Feb ’85 – Oct ’85)
Microcomputer Installation / Training Specialist (May ’83 – Feb ’85)
Microcomputer Support Specialist (Feb ’83 – May ’83)
Customer Service Representative (Nov ’81 – Feb ’83)
House Account Edit Clerk (Feb ’81 – Nov ’81)
Edit Clerk (Jun ’80 – Feb ’81)

May 2011 – March 2014 — Bookkeeping Service — Rio Rancho, NM
Proprietor

May 1982 – August 1991 — Bookkeeping Service — Lake Elsinore, CA
Proprietor

MELISSA KAMINSKY, MSW

(330) 618-2921 mkaminskysw@gmail.com

EXPERIENCE

Heading Home – Albuquerque, NM **6/2023 – present**
Director of Operations

- As part of the senior management team, responsible for redeveloping and refining processes, procedures, funding streams, and structure of agency.
- Oversees contract process, compliance, and reporting processes for private, city, county, and state funding of $9 million to support shelters, housing programs, and support services.
- In charge of data analytics and reporting.
- Manage development and marketing efforts on behalf of the agency and all programs.

Carrie Tingley Hospital Foundation – Albuquerque, NM **4/2022-5/2023**
Director of Development

- Oversaw funding efforts including securing private and government grants, donor engagement/retention, and fundraising events.
- Secured six new funders within 12 months for a total of $56,500.
- Revitalized and rebranded annual community-based fundraiser resulting in net revenues of $30,000.
- Marketing projects including building new website, social media, graphic design, and annual appeal.
- Cleaned donor database, resulting in net savings of $1500/year in addition to building a more targeted donor dataset.

Sawmill Community Land Trust – Albuquerque, NM **8/2021 – 4/2022**
Interim Executive Director
Provided operational, administrative, financial management to the organization during a period of transition.

- Managed the HUD funded home buying program for the agency; sold five homes within six months. Developed processes to ensure adherence to funding requirements.
- Secured funding for current home buying program, increased funding for future programming. Secured capital outlay funds to address ongoing maintenance and revitalization needs of community areas.
- Retooled website, newsletter, info sharing processes to promote homes sales and awareness of agency.

US Consulate – Hyderabad, India **2/2021 – 6/2021**
Regional Security Office - Office Management Asst
(Interim Top-Secret Clearance)

- Assist the Regional Security Officer and department comprised of US and local staff with administrative duties related to safety of consulate staff, visitors, and VIP's.
- Unescorted access to Control Access to perform background checks related to staff, contractors and contractors building the new consulate.

Barrett Foundation, Inc. – Albuquerque, NM **8/2017 – 9/2020**
Operates Barrett House Shelter for women and children experiencing homelessness; administers five housing programs.
Interim Executive Director/Director of Development (6/2020 – 9/2020)

- Operations of agency including the Barrett House Shelter, five housing programs, and related programming.
- Oversaw implementation and execution of initial lease up of 12-unit HOME funded property
- Supervision of housing case managers for HUD programming/housing, shelter staff, and administrative staff.

- Fiscal oversight related to adherence to government contracts and private funding.
- Marketing focused on fund development, community awareness and recognition.
- Donor management, retention and cultivation.

Director of Development (8/2017 – 6/2020)
Create, implement and oversee the strategic approach to fundraising and marketing of the organization including:

- Grant Writing (Federal, regional, city, local). Secured new sources and maintained or increased repeat funding sources.
- Annual Appeal, marketing campaigns, and social media resulting in an increase of new donors and donor retention for both fiscal donations and in-kind resources.
- Marketing focused on fund development, community awareness and recognition.
- Donor management, retention and cultivation
- Special Events – secured new corporate and community partners and sponsors.

Akron Metropolitan Housing Authority (AMHA) – Akron, OH **11/2015 – 6/2017**
Data & Program Evaluation Manager
AMHA provides subsidized housing to over 20,000 low-income residents, including senior and disabled.

- Oversee data metrics and compliance related to federal HUD grants, funding sources, and departmental goals and strategic plan. Specifically, social service grants focused on self-sufficiency, independent living/quality of life and employment.
- Budgeting, forecasting, and fiscal tracking of government and foundation sourced revenue streams.
- Management and fiscal oversight of AMHA's non-profit organization, Building for Tomorrow.
- Grant writing; wrote $2 million HUD workforce development grant request.
- Marketing and communications/special projects related to services and community collaboration.

United Way Summit County –Akron, OH **5/2013 – 9/2015**
Community Impact Resource Manager

- Grant writing and financial management of agency supported community initiatives. Two year results of $700,000+ to include securing grants in support of annual campaign.

EDUCATION

Master of Social Work, University of Akron – Akron, OH **-** MSW, LSW/LMSW
BS, Organizational Communications, Ohio University – Athens, OH

Josephine Obregon

ACCOUNTANT

Coming from an impoverished community and seeing firsthand the results for children and adults, I grew a deep sense of responsibility for my community and passion to help my community thrive in the most effective ways possible.

EXPERIENCE

FINANCE MANAGER- Heading Home
May 2025-Current
Manages and oversees accounting functions while ensuring compliance and sound financial health. Works directly with the CFO to manage staff and coordinate with independent auditors to ensure timely completion of fiscal audits and additional funder monitoring. Performs regular testing for compliance and internal controls within business operations and the finance department.

STAFF ACCOUNTANT III SJT GROUP
Jan 2023 – May 2025

Began employment directly after graduation, started as an Accountant I and continued to distinguish myself earning continual increases in responsibility and title. Served in a plethora of short-term roles ranging from payroll/HR to Director of Finance. Provided support with a personal touch while overseeing over 15 clients at a time in various levels of responsibility. Led teams performing audit preparatory services, accounting services, 990 preparation and all manner of contract grant billings.

FREELANCE ACCOUNTANT
Dec 2020 – Jan 2023

Independently led companies towards legal, effective and sustainable accounting and bookkeeping practices. Provided insight and guidance regarding tax filings, day-to-day operations and established long-term business goals and practices to achieve these goals. Occasionally worked with a team of bookkeepers for larger clients in order to effectively provide wrap-around support.

OBJECTIVE

Achieved a dual major degree cum laude from the University of New Mexico with an emphasis on marginalized and under-served communities, continued this trajectory by joining a public accounting firm and specializing in non-profit and tribal entities.

CONTACT

- Josey.obregon@gmail.com
- (505)485-9669
- Moriarty, NM

EDUCATION

UNIVERSITY OF NEW MEXICO
BA, Economics/Political Science
2023

SKILLS

- Excel
- QuickBooks including Enterprise, Online and Desktop
- Project Management
- Communication

APPENDIX A – COST PROPOSAL FORM

RFP: RFP-2026-758-ACS-DZ, Street Outreach Housing Services

Offeror: Heading Home

Contract Period	Annual Administrative Fee Not to Exceed (NTE)
Year 1 – Initial Term	$190,000.00
Year 2 – Renewal Option	$190,000.00
Year 3 – Renewal Option	$190,000.00
Year 4 – Renewal Option	$190,000.00
Year 5 – Renewal Option	$190,000.00
TOTAL (All Years)	$950,000.00

AGREEMENT

THIS AGREEMENT ("Agreement") is made and entered into by and between the City of Albuquerque, New Mexico, a municipal corporation ("City"), and HEADING HOME Non-Profit, ("Contractor").

RECITALS

WHEREAS, the City has sustained a Field Response Division within the Albuquerque Community Safety Department;

WHEREAS, the City seeks to provide Street Outreach Housing Services for clients of the Department and Field Response Division;

WHEREAS, the Contractor has the expertise and capacity to administer the desired services;

WHEREAS, there was a delay in the execution of this Agreement, and the Parties intend to ratify actions taken pursuant thereto up to the execution of this Agreement; and

WHEREAS, this contract is for professional/technical services in an amount over than $100,000 and thus required competition under ROA 1994, § 5-5-27 and 5-5-28; and

WHEREAS, the City desires to engage the Contractor to render certain services in connection therewith and the Contractor is willing to provide such services.

NOW THEREFORE, in consideration of the premises and mutual obligations herein, the parties hereto mutually agree as follows:

1. **Scope of Services.** The Contractor shall perform the services set out in Exhibit A ("Services") in a satisfactory and proper manner as determined by the City and within the financial resources provided.

2. **Term of Agreement.** Services of the Contractor shall commence upon execution of the Agreement, and shall be completed by TO ADD, unless otherwise agreed to, in writing, by the parties in accordance with Section 6 of this Agreement. This Agreement may be extended, for up to a total of three years, depending on the availability of funds and the performance of the Contractor, as follows:

A. Year 1: Date of Execution-June 30, 2027
B. Year 2: July 1, 2027-June 30, 2028
C. Year 3: July 1, 2028-June 30, 2029
D. Year 4: July 1, 2029-June 30, 2030

3. **Compensation and Method of Payment.**

A. **Compensation.** For performing the Services specified in Section 1, the City agrees to pay the Contractor up to the amount of not-to-exceed ONE MILLION EIGHT HUNDRED THOUSAND and NO/100 DOLLARS ($**1,800,000.00)**, which amount excludes any applicable gross receipts tax. This amount shall constitute complete compensation for the Contractor's Services, including all expenditures made and expenses incurred by the Contractor in performing the Services.

B. **Method of Payment.** Payments shall be made to the Contractor upon the City's receipt of properly documented requisitions for payment, as determined by the budgetary and fiscal guidelines of the City, and on the condition that the Contractor has accomplished the Services to the satisfaction of the City. Payments shall not exceed ONE HUNDRED FIFTY THOUSAND AND NO/100 DOLLARS ($150,000) monthly unless otherwise approved by City.

C. **Appropriations.** Notwithstanding any other provision in this Agreement, the terms of this Agreement are contingent upon the City Council of the City of Albuquerque making the appropriations necessary for the performance of this Agreement. If sufficient appropriations and authorizations are not made by the City Council, or if the City Council un-appropriates or deauthorizes funds during a fiscal year, this Agreement may be terminated upon thirty (30) days' written notice given by the City to all other parties to this Agreement. Such event shall not constitute an event of default. All payment obligations of the City and all of its interest in this Agreement will cease upon the date of termination. The City's determination as to whether sufficient appropriations are available or have been made shall be accepted by all parties and shall be final.

D. **Responsibility to Monitor Contract.** The Contractor is responsible for ensuring that the Contractor does not bill for Services in an amount that exceeds the total contract amount. With each invoice submitted to the City, the Contractor shall include a ledger report that identifies the total amount the Contractor has billed for Services under this Agreement and any Supplements to this Agreement. If at any time the Contractor determines that payment for Services may or will exceed the total amount provided in this Agreement and any Supplements to this Agreement, the Contractor shall notify the City in writing, as soon as possible after making that determination. If the Contractor's billing exceeds the amount of this Agreement and any Supplements, the City may stop or delay payment, or the Services may be ceased or delayed at the City's request.

4. **Independent Contractor.** Neither the Contractor nor its employees are considered to be employees of the City of Albuquerque for any purpose whatsoever. The Contractor is considered as an independent contractor at all times in the performance of the Services described in Section 1. The Contractor further agrees that neither it nor its employees are entitled to any benefits from the City under the provisions of the Workers' Compensation Act of the State of New Mexico, or to any of the benefits granted to employees of the City under the provisions of the Merit System Ordinance as now enacted or hereafter amended.

5. **Personnel.**

A. The Contractor represents that it has, or will secure at its own expense, all personnel required in performing all of the Services required under this Agreement. Such personnel shall not be employees of or have any contractual relationships with the City.

B. All the Services required hereunder will be performed by the Contractor or under its supervision and all personnel engaged in the work shall be fully qualified and shall be authorized or permitted under state and local law to perform such Services.

C. None of the work or the Services covered by this Agreement shall be subcontracted without the prior written approval of the City. Any work or Services subcontracted hereunder shall be specified by written contract or Agreement and shall be subject to each provision of this Agreement.

6. Indemnity. The Contractor agrees to defend, indemnify, and hold harmless the City and its officials, agents, and employees from and against any and all claims, suits, demands, actions, or proceedings of any kind brought against any of those persons because of any injury or damage received or sustained by any person, persons, or property, which injury is arising out of or resulting from the Contractor's provision of goods or Services under this Agreement, or by reason of any asserted act or omission, neglect, or misconduct of the Contractor or Contractor's agents, employees or subcontractors, or the agents or employees of any subcontractor of Contractor, whether direct or indirect. The defense and indemnity required hereunder shall not be limited by reason of the specification of any particular insurance coverage in this Agreement.

7. Insurance. The Contractor shall procure and maintain at its expense until final payment by the City for Services covered by this Agreement, insurance policies in the kinds and amounts provided below, written with insurance companies authorized to do business in the State of New Mexico, which policies cover all operations under this Agreement, whether Services or operations are performed by Contractor or its agents. Before commencing the Services, and upon renewal of all coverages, the Contractor shall furnish to the City a certificate or certificates of insurance, in form satisfactory to the City, showing that Contractor has complied with this Section. All certificates of insurance shall be provided upon execution of this Agreement and upon any cancellation or change in the policy, and the certificates shall provide that thirty (30) days' prior written notice of any cancellation, material change to, or non-renewal of a policy be given to:

Risk Manager
Department of Finance and Administrative Services
City of Albuquerque
P.O. Box 470
Albuquerque, New Mexico 87103

Various types of required insurance may be written in one or more policies. With respect to all applicable coverages, the City shall be named an additional insured by endorsement onto the policy. Proof of this additional insured relationship shall be evidenced on the Certificate of Insurance (COI) and on the insurance endorsement. All coverages afforded shall be primary with respect to operations provided. If, during the term of this Agreement, the City requires the Contractor to increase the maximum limits of any insurance required herein, an appropriate adjustment in the Contractor's compensation will be made. Kinds and amounts of insurance required are as follows:

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

$1,000,000.00 **Per Occurrence**

$3,000,000.00 **Policy Aggregate**

$3,000,000.00 Products Liability/Completed Operations

$1,000,000.00 Personal and Advertising Injury

$20,000.00 Medical Payments

The 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 this Agreement.

B. Commercial Automobile Liability Insurance ("CAL"): A CAL policy with not less than a $1,000,000.00 combined single limit of liability for bodily injury, including death, and property damage in any one occurrence. The CAL policy must include coverage for the use of all owned, non-owned, and hired automobiles, vehicles and other equipment both on and off work. This CAL policy cannot be a personal automobile liability insurance policy as most personal automobile liability policies exclude coverage for work related losses.

C. Workers' Compensation Insurance: Workers' Compensation Insurance for the Contractor's employees when required by, and in accordance with, the provisions of the Workers' Compensation Act of the State of New Mexico ("Act"). The Contractor acknowledges that it is responsible for complying and agrees to comply with the Act and related rules in performing under this Agreement. The Contractor agrees to provide proof to the City of any Workers' Compensation coverage the Contractor is required to carry at any point during the term of this Agreement. The City may terminate this Agreement if the Contractor fails to comply with this provision.

D. Professional Liability (Errors and Omissions) Insurance: Professional liability (errors and omissions) insurance in an amount not less than $1,000,000.00 combined single limit of liability per occurrence with a general aggregate of $3,000,000.00.

E. Sexual Abuse Molestation Coverage: Sexual abuse molestation insurance in an amount not less than $1,000,000.00 combined single limit of liability per occurrence with a general aggregate of $1,000,000.00.

F. Increased Limits. If, during the term of this Agreement, the City requires the Contractor to increase the maximum limits of any insurance required herein, an appropriate adjustment in the Contractor's compensation will be made.

8. <u>Discrimination Prohibited, Civil Rights Compliance</u>. In performing the Services required hereunder, the parties hereto shall not discriminate against any person on the basis of race, color, religion, sex, gender, gender identity, sexual orientation, pregnancy, childbirth or condition related to pregnancy or childbirth, spousal affiliation, national origin, ancestry, age, physical or mental handicap or serious medical condition, or disability as defined in the Americans With Disabilities Act of 1990, as now enacted or hereafter amended, and as defined in the New Mexico

Human Rights Act. The Contractor agrees to comply and act in accordance with all provisions of the Albuquerque Human Rights Ordinance, the New Mexico Human Rights Act, the New Mexico Equal Pay for Women Act, Titles VI and VII of the U.S. Civil Rights Act of 1964, as amended, the Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973, the Pregnant Workers Fairness Act, and all federal, New Mexico and City laws and rules related to the enforcement of civil rights. Questions regarding civil rights or affirmative action compliance requirements should be directed to the City's Office of Civil Rights.

9. **ADA Compliance**. In performing the Services required under the Agreement, the Contractor agrees to meet all the requirements of the Americans With Disabilities Act of 1990, the Pregnant Workers Fairness Act, the New Mexico Human Rights Act, and all applicable rules and regulations (the "ADA") that are imposed directly on the Contractor or that would be imposed on the City as a public entity. The Contractor agrees to be responsible for knowing all applicable requirements of the ADA and to defend, indemnify, and hold harmless the City, its officials, agents, and employees from and against any and all claims, actions, suits, or proceedings of any kind brought against any of those parties as a result of any act or omission of the Contractor or its agents in violation of the ADA.

10. **Conflict of Interest.** No officer, agent or employee of the City will participate in any decision relating to this Agreement which affects that person's financial interest, the financial interest of his or her spouse or minor child or the financial interest of any business in which he or she has a direct or indirect financial interest.

11. **Interest of Contractor.** The Contractor agrees that it presently does not have, and shall acquire no direct or indirect interest which conflicts in any manner or degree with the performance of the terms of this Agreement. The Contractor will not employ any person who has any such conflict of interest to assist the Contractor in performing the Services.

12. **No Collusion.** The Contractor represents that this Agreement is entered into by the Contractor without collusion on the part of the Contractor with any person or firm, without fraud, and in good faith. The Contractor also represents that no gratuities, in the form of entertainment, gifts or otherwise, were, or will be, offered or given by the Contractor or any agent or representative of the Contractor, to any officer or employee of the City for the purpose or with the intention of securing: this Agreement; a subsequent Agreement; more favorable treatment with respect to this Agreement; or more favorable treatment with respect to making any determinations regarding performance under this Agreement.

13. **Debarment, Suspension, Ineligibility and Exclusion Compliance.** The Contractor certifies that it has not been debarred, suspended or otherwise found ineligible to receive funds by any agency of the executive branch of the federal government, the State of New Mexico, any local public body of the State, or any state of the United States. The Contractor agrees that should any notice of debarment, suspension, ineligibility or exclusion be received by the Contractor, the Contractor will notify the City immediately.

14. **Reports and Information.** At such times and in such forms as the City may require, there shall be furnished to the City such statements, records, reports, data and information, as the City may request pertaining to matters covered by this Agreement. Unless otherwise authorized by the City, the Contractor will not release any information concerning the work product including any reports or other documents prepared pursuant to this Agreement until the final product is submitted to the City.

15. Open Meetings Requirements. Any nonprofit organization in the City which receives funds appropriated by the City, or which has as a member of its governing body an elected official, or appointed administrative official, as a representative of the City, is subject to the requirements of § 2-5-1 et seq., R.O.A. 1994, Public Interest Organizations. The Contractor agrees to comply with all such requirements, if applicable.

16. Public Records. The parties acknowledge that the City is a government entity subject to the New Mexico Inspection of Public Records Act (Sections 14-2-1 et seq., NMSA 1978). Notwithstanding any other provision of this Agreement, the City shall not be responsible to Contractor for any disclosure of Confidential Information pursuant to that Act or pursuant to the City's public records act laws, rules, regulations, instructions or any other legal requirement.

17. Establishment and Maintenance of Records. Records shall be maintained by the Contractor in accordance with applicable laws and requirements prescribed by the City with respect to all matters covered by this Agreement. Except as otherwise authorized by the City, such records shall be maintained for a period of four (4) years after receipt of final payment under this Agreement.

18. Audits and Inspections. At any time during normal business hours and as often as the City may deem necessary, Contractor shall make all of the Contractor's records with respect to all matters covered by this Agreement available to the City for examination. The Contractor shall allow the City to audit, examine, and make excerpts or transcripts from such records, and to make audits of all contracts, invoices, materials, payrolls, records of personnel, conditions of employment, and other data related to all matters covered by this Agreement. The Contractor understands and will comply with the City's Accountability in Government Ordinance, §2-10-1 et seq. and Inspector General Ordinance, §2-17-1 et seq. R.O.A. 1994, and also agrees to provide requested information and records and to appear as a witness in hearings for the City's Board of Ethics and Campaign Practices pursuant to Article XII, Section 9 of the Albuquerque City Charter.

19. Ownership, Publication, Reproduction and Use of Material. No material produced in whole or in part under this Agreement shall be subject to copyright in the United States or in any other country. The City shall have unrestricted authority to publish, disclose, distribute and otherwise use, in whole or in part, any reports, data or other materials prepared under this Agreement.

20. Compliance With Laws. In performing the Services required hereunder, the Contractor shall comply with all applicable laws, ordinances, and codes of the federal, state and local governments.

21. Changes. The City may, from time to time, request changes in the Services to be performed hereunder. Such changes, including any increase or decrease in the amount of the Contractor's compensation, which are mutually agreed upon by and between the City and the Contractor, shall be incorporated in written amendments to this Agreement.

22. **Assignability.** The Contractor shall not assign or transfer any interest in this Agreement, whether by assignment or novation, without the prior written consent of the City.

23. **Termination for Cause.** If, for any reason, the Contractor fails to fulfill its obligations under this Agreement in a timely and proper manner, or if the Contractor violates any provision of this Agreement, the City has the right to terminate this Agreement by giving written notice of the termination to the Contractor and specifying a termination effective date at least five (5) days after notice is provided. In such event, all finished or unfinished documents, data, maps, studies, surveys, drawings, models, photographs, and reports prepared by the Contractor under this Agreement shall, at the option of the City, become the City's property, and the Contractor shall be entitled to receive just and equitable compensation for any work satisfactorily completed under the Agreement. Notwithstanding any other provision of this section, the Contractor shall not be relieved of liability to the City for damages sustained by the City by virtue of any breach of this Agreement by the Contractor, and the City may withhold any payments to the Contractor for the purposes of set-off until such time as the exact amount of damages due the City from the Contractor is determined.

24. **Termination for Convenience of City.** The City may terminate this Agreement at any time by giving at least fifteen (15) days' notice of the termination in writing to the Contractor. If the Contract is terminated as provided herein, the Contractor will be paid an amount that bears the same ratio to the total compensation provided for under the Agreement as the Services actually performed bear to the total Services required under the Agreement, less payments of compensation previously made. If this Agreement is terminated due to the fault of the Contractor, the Termination for Cause provision shall apply.

25. **Construction and Severability.** If any part of this Agreement is held to be invalid or unenforceable, such holding will not affect the validity or enforceability of any other part of this Agreement so long as the remainder of the Agreement is reasonably capable of completion.

26. **Enforcement.** The Contractor agrees to pay to the City all costs and expenses, including reasonable attorneys' fees, incurred by the City in exercising any of its rights or remedies in connection with the enforcement of this Agreement.

27. **Entire Agreement**. This Agreement, including any explicitly stated and attached exhibits, constitutes the full, final, and entire agreement of the parties and incorporates all of the conditions, agreements, understandings and negotiations between the parties concerning the subject matter of this contract, and all such agreements, conditions, understandings and negotiations have been merged into this written Agreement. No prior condition, agreement, understanding, or negotiation, verbal or otherwise, of the parties or their agents shall be valid or enforceable unless embodied in writing in this Agreement.

28. **Applicable Law and Venue.** This Agreement is governed by and construed and enforced in accordance with the laws of the State of New Mexico and the City of Albuquerque. The venue for actions arising in connection with this Agreement is Bernalillo County, New Mexico.

29. **Force Majeure.** The City shall not be liable for failure to perform its obligations under this Agreement, for any loss or damage of any kind, or for any consequences resulting from delay or inability to perform, due to causes beyond the reasonable control and without the fault or negligence of the City. Such causes ("Force Majeure Events") include, but are not restricted to: acts of God or the public enemy; acts of State, Federal or local governments; shortage or inability to obtain materials; breakdowns or delays of carriers, manufacturers, or suppliers; freight embargoes; theft; fire; flood; epidemics or pandemics; quarantine restrictions; strikes; lockouts; unusually severe weather; and defaults of subcontractors due to any of the above. If a Force Majeure Event causes any failure to perform, the City shall promptly inform the Contractor in writing of such event, indicating the expected duration thereof and the period for which suspension in performance is requested. The parties shall consult with each other in good faith with respect to modification of this Agreement to reflect such suspension or other changes (if any) desired by the City as a result thereof. The rights and remedies of the City provided in this paragraph shall not be exclusive and are in addition to any other rights now being provided by law or under this Agreement.

30. **Electronic Signatures.** Authenticated electronic signatures are legally acceptable pursuant to Section 14-16-7 NMSA 1978. The parties agree that this Agreement may be electronically signed and that the electronic signatures appearing on this Agreement are the same as handwritten signatures for the purposes of validity, enforceability, and admissibility.

31. **Approval Required.** This Agreement shall not become binding upon the City until approved by the highest required City approval authority.

[SIGNATURES ON NEXT PAGE]

IN WITNESS WHEREOF, the City and the Contractor have executed this Agreement upon the date of the last signature below.

CONTRACTOR:

Company: Heading Home

Approved By: ______________________ Date: ______________________

Name: ______________________ Title: ______________________

CITY OF ALBUQUERQUE:

Approved By: ______________________ Date: ______________________

Name: ______________________ Title: ______________________

Approved By: ______________________ Date: ______________________

Name: ______________________ Title: ______________________

Approved By: ______________________ Date: ______________________

Name: ______________________ Title: ______________________