

AMENDMENT #01

HEALTH CARE AUTHORITY

REQUEST FOR PROPOSALS (RFP)

New Mexico Crisis and Access Line Services



**HEALTH CARE
AUTHORITY**

RFP# 27-630-7901-0007

RFP Release Date: August 17, 2026

Proposal Due Date: **September 30, 2026**, by 3:00pm MST/MDT

ELECTRONIC-ONLY PROPOSAL SUBMISSION

This Amendment No. 01 serves to modify the following section on the specified pages of the RFP:

CHANGE ON PAGE 8

Update to due dates for Response to Written Questions.

Use the updated due dates table below.

Action	Responsible Party	Due Dates
1. Issue RFP	Agency	August 17, 2026
2. Acknowledgement of Receipt Form	Potential Offerors	September 10, 2026
3. Pre-Proposal Conference	Agency	September 10, 2026
4. Deadline to Submit Written Questions	Potential Offerors	September 14, 2026
5. Response to Written Questions	Procurement Manager	September 23, 2026
6. <i>Submission of Proposal</i>	<i>Potential Offerors</i>	September 30, 2026
7. Proposal Evaluation*	Evaluation Committee	September 30, 2026, to October 12, 2026
8. Selection of Finalists*	Evaluation Committee	October 12, 2026
9. Oral Presentation(s)*	Finalist Offerors	October 14, 2026
10. Best and Final Offers*	Finalist Offerors	October 21, 2026
11. Finalize Contractual Agreements*	Agency/Finalist Offerors	October 30, 2026
12. Contract Awards*	Agency/ Finalist Offerors	When signed by SPD/CRB
13. Protest Deadline*	Agency	15 Days after Contract Award
14. Effective Date of Contract (approximate)	Agency	December 1, 2026

* Dates indicated in Events 7 through 14 are estimates only and may be subject to change without necessitating an amendment to the RFP.

CHANGE ON PAGE 23

Clarification to page limit exclusions.

Title pages, table of contents, resumes, organizational charts, letters of support, references, financial information, and the seven required draft plans are excluded from page limits. The seven required draft plans may be submitted as attachments and are excluded from the 25-page limit. Offerors must address each applicable requirement within the Response to Specifications and clearly reference any supporting attachment or plan, as applicable.

CHANGE ON PAGE iii, 22, 24

Removal of references to Suspension and Debarment Requirement Form

The RFP does not have a separate Suspension and Debarment Form, referenced as Appendix G. Appendix G in the RFP refers to the New Mexico 988 Key Performance Indicators. References to the Suspension and Debarment Form in Section III.B.1.A.8 and III.B.10 are considered removed from this RFP. The reference to Suspension and Debarment in Appendix C, Draft Contract, is still valid.

CHANGE ON PAGE 76

Exhibit A: Scope of Work

Exhibit A, Scope of Work, has been amended to update the table on page 76. The requirements for the peer warmline change from eight (8) to a daily/minimum twelve (12) continuous hours per day after implementation date.

Peer Warmline	Deliver telephonic and SMS-based peer support services staffed by CPSWs for non-crisis emotional and recovery support.	• Operational within 30 days • Daily/minimum twelve (12) continuous hours per day after implementation date
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CHANGE ON PAGE 80

APPENDIX D COST RESPONSE FORM

Appendix D Cost Response Form has been amended to include a standardized cost response and instructions.

Please see updated Appendix D on pages 4-7 of this amendment.

APPENDIX D

COST RESPONSE FORM

Proposer Name: _____

RFP Title: New Mexico Crisis and Access Line Services

RFP Number: 27-630-7901-0007

Cost Proposal Requirements

Offerors shall submit a complete line-item Cost Proposal using this Appendix D. The Cost Proposal must include proposed costs for the initial one-year contract period and each of the three optional one-year renewal periods. All costs necessary to perform the Scope of Work must be included. Offerors shall include a Budget Narrative that clearly demonstrates that all costs necessary to perform the Scope of Work are included and that no costs have been duplicated across budget categories or deliverables.

- Costs must be reasonable, necessary, and directly related to performance of the Scope of Work.
- The Cost Proposal must include all staffing, technology, subcontractor, training, outreach, operating, administrative, and other costs necessary to meet RFP requirements.
- Offerors shall provide a detailed Budget Narrative explaining how each proposed amount was calculated, including assumptions, methodologies, rates, FTEs/level of effort, quantities, and applicable percentages.
- Costs may not be duplicated across budget categories or contract years.
- Any proposed annual cost adjustments for optional renewal years must be clearly identified and explained in the Budget Narrative.
- HCA reserves the right to request additional budget details or supporting documentation during evaluation or contract negotiations.

Annual Cost Summary

Initial Contract Year	Optional Year 2	Optional Year 3	Optional Year 4	Four-Year Total
\$	\$	\$	\$	\$

Line-Item Budget

Enter the total proposed amount for each budget category by contract year. Provide the supporting detail requested in the Budget Narrative section below. Additional line items may be included as sub-line items for each budget category to provide sufficient budget detail response to this RFP.

Budget Category	Year 1	Year 2	Year 3	Year 4	4-Year Total
Personnel & Fringe Benefits	\$	\$	\$	\$	\$
Professional Services / Subcontractors	\$	\$	\$	\$	\$
Information Technology	\$	\$	\$	\$	\$
Travel	\$	\$	\$	\$	\$
Outreach & Communications	\$	\$	\$	\$	\$
Training & Professional Development	\$	\$	\$	\$	\$
Equipment & Supplies	\$	\$	\$	\$	\$
Facilities Expenses	\$	\$	\$	\$	\$
Operating Expenses	\$	\$	\$	\$	\$
Administrative / Indirect Costs	\$	\$	\$	\$	\$
Other Direct Costs	\$	\$	\$	\$	\$
TOTAL COST PROPOSAL	\$	\$	\$	\$	\$

Budget Narrative Requirements

The Budget Narrative shall provide sufficient detail for HCA to understand the basis of the proposed costs and confirm that all resources necessary to perform the Scope of Work are included. At a minimum, address the following:

1. Personnel & Fringe Benefits

- a. List each proposed position assigned to the contract, including title, annual salary or hourly rate, FTE or percentage of effort, and total annual cost.
- b. Identify the fringe benefit rate or methodology and describe the benefits included.

2. Professional Services / Subcontractors

- a. Identify each proposed subcontractor or consultant, the services to be provided, and why the service is necessary.
- b. Describe how each proposed cost was calculated and identify the contract function supported.

3. Information Technology

- a. Describe all technology costs necessary to support contract performance, including contact center technology, call management, chat/SMS, mobile crisis dispatch and GPS tracking, mobile responder communication, interoperability/data exchange, reporting and analytics, website/NM 5-Actions hosting, cybersecurity, business continuity, disaster recovery, and other relevant costs.
- b. Identify one-time implementation costs separately from recurring annual technology costs and explain the basis for each amount.

4. Travel

- a. Describe anticipated travel, including purpose, estimated frequency, destinations or geographic assumptions, mileage, lodging, per diem, registration fees, and other travel-related costs.

5. Outreach & Communications

- a. Describe costs associated with statewide public awareness, community and Tribal outreach, stakeholder engagement, educational materials, printing, and communications activities required by the RFP.
- b. Identify assumptions used to estimate the volume and frequency of outreach activities.

6. Training & Professional Development

- a. Describe initial and ongoing staff training and professional development costs, as applicable.

7. Equipment & Supplies

- a. Identify equipment and supplies not included under Information Technology, explain why each is necessary, and provide the basis for the proposed cost.

8. Facilities Expenses

- a. Describe office, operational, meeting, or other facility-related expenses and explain how the costs were estimated.

9. Operating Expenses

- a. Describe telecommunications, internet, insurance, accreditation, licenses, permits, postage/shipping, accounting, and other operational costs not included elsewhere.

10. Administrative / Indirect Costs

- a. Identify the indirect cost rate or methodology used and describe the expenses included in the calculation.
- b. If no indirect costs are proposed, indicate “Not Applicable.”

11. Other Direct Costs

- a. Itemize each proposed cost, explain why it is necessary, and describe how the amount was calculated. Costs may not duplicate amounts included elsewhere.

12. Optional Renewal-Year Adjustments

- a. Clearly identify and explain any changes in cost between contract years, including staffing changes, technology changes, or other assumptions affecting Years 2 through 4.

Certification

By signing below, the Offeror certifies that:

- The proposed costs are complete and accurate.
- All costs necessary to perform the Scope of Work are included.
- Costs are not duplicated across budget categories.
- The Offeror understands reimbursement is limited to approved contract amounts.

Authorized Representative:

Title: _____

Signature: _____

Date: _____