

COUNTY OF ALBANY

RECOVERY SUPPORT APP

2025-085

ADDENDUM # 1

June 20, 2025

The following Addendum No. 1 consisting of three (3) pages (including this cover page) is hereby issued on the 20th day of June 2025, in connection with the Request for Proposal number 2025-085 as requested by the Albany County Department of Mental Health.

COUNTY OF ALBANY
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The following information is provided as a result of a question(s) posed by vendor(s):

ITEM #1: Approximately how many licenses or patients are expected to use the platform?

RESPONSE # 1: That is unknown at this point, but we would expect a baseline of up to 250 users for Albany County and up to 100 users per Community Provider over the two years of this contract.

ITEM #2: What is meant by "5 Community Providers"? Does this refer to five organizations, or five individual clinicians?

RESPONSE #2: Five Community Providers refers to five community-based organizations (treatment providers and/or recovery centers). These may have several programs (outreach, inpatient treatment, outpatient treatment, residential treatment, recovery support) with clients who would use the app.

ITEM #3: Is there an estimated budget or not-to-exceed number that vendors should use as a reference for pricing?

RESPONSE #3: Proposals should provide a budget that would show the cost of licenses for Albany County and five organization. For budgeting, use the estimated numbers in Question 1.

ITEM #4: Can any required features be delivered during the initial contract period (ie within 90 days) if they are not live at go-live, or must all features listed in Section 4.2 be live at launch?

RESPONSE #4: So long as the majority of the required features are available at launch and that the remainder would be in place within 3 months, that would be acceptable.

ITEM #5: Is a web-based admin dashboard acceptable for managing events, or must calendar updates be made directly within the app?

RESPONSE #5: Provided that that app includes a link to the web-based admin dashboard that providers can update on their own (post meetings, social events, etc.), that would be acceptable.

ITEM #6: Would the County be open to a tiered pricing model based on number of users or licenses, or do you prefer a flat all-inclusive annual fee?

RESPONSE #6: A tiered pricing model would be acceptable, but should be clear as to what the cost would be at each tier.

ITEM #7: Are you seeking a single shared app experience for all agencies/providers, or a multi-tenant model where each organization has some autonomy over their own content and data?

RESPONSE #7: Each organization should have some autonomy over their own content, data and features. They should be able to include their own logos, contact information, calendar and resources. If there is a feature that they don't feel is needed, it would be preferred that it could be turned off for them.

ITEM #8: Is there an incumbent vendor currently providing these services, or would this be a new implementation for Albany County?

RESPONSE #8: This would be a new implementation for Albany County.

ITEM #9: Could you share which community provider organizations are expected to participate in the implementation, and approximately how many patients or clients each organization would include on the platform?

RESPONSE #9: We do not have this information at this point. While we have received interest from a number of community providers, we have not set up a process yet to determine who will receive one of the five organization licenses.

End of Addendum #1