

REQUEST FOR PROPOSALS “RFP” PS20210854
PROVISION OF MENTAL HEALTH SUPPORT SERVICES
QUESTIONS AND ANSWERS NO. 1

ISSUED ON September 7, 2021

Q1	What are the different groups in the scope of work? Employees only? Or their family as well?
A1	Employees only, with services possibly extending to employees at all levels and within all City departments, including management and leadership. This RFP does not include services for family members and dependents.
Q2	Page A-1, summary: The City seeks one or multiple service providers, what are the criteria to select more than one service provider?
A2	Proponents will be selected based on the City’s determined evaluation criteria, as cited on page A-4, using quantitative and qualitative tools and assessments, as appropriate, to determine which Proposal or Proposals offer the overall best value to the City.
Q3	Page A-1, summary: What are the differences with an EAP service?
A3	The City’s Employee Family Assistance Program is a confidential service for employees and their dependent family members that offers support for a wide range of issues, including those that are not work related. Any eligible City employee or dependent can contact the City’s EFAP provider directly at any time, without intervention from the City. In contrast, the scope of work within this RFP pertains to work-place and work-site issues only and service requests and provision will be overseen by designated City contacts. This RFP does not include services for family members and dependents.
Q4	Page A-1, summary, section 2: What are the SLA around the “Respond dynamically, and in a timely manner” requirements?
A4	As indicated on page C-9, crisis management service providers must be able to offer crisis management services (CMS) outside of core business hours (8:30 am - 5:00 pm, PST; Monday to Friday) when necessary, in-person or virtually. Whenever possible, CMS are to be provided within 24 hours of the critical incident. Depending on the nature of the critical incident, CMS may need to be provided both in-person and/or virtually at any City site(s) and may require a variety of support approaches to appropriately address mental health concerns following the incident. A non-exhaustive list of CMS approaches be found on page B-3.

Q5	Page A-1, summary, section 3: What is the expected ratio between City site, in-person and virtually? What are the criteria to make the decision between City site, in-person and virtually?
A5	The service modality (in-person, virtually) will be selected based on the specifics brought forward by the requester, the nature of the mental health support service needed, the potential existence of health and safety measures in keeping with the City's Communicable Disease Plan, and the logistic and/or administrative requirements of the work-site and working group. Due to the multi-factorial nature of the aforementioned decision criteria the City is unable to provide an expected ratio of in-personal and virtual service provision that may occur throughout the course of the three-year contract.
Q6	Page C-15, section transition: Who is the incumbent provider?
A6	The City's current mental health support service provider is confidential.