

REQUEST FOR PROPOSALS “RFP” PS20210854
PROVISION OF MENTAL HEALTH SUPPORT SERVICES
QUESTIONS AND ANSWERS NO.3

ISSUED ON September 8, 2021

Q1	<p>In the initial summary, it is stated that: “...Services are to be provided in person unless a specific request is made for virtual or telephonic services”. We would like for further clarification on this statement:</p> <p>Does it mean that we need to be able to offer services in-person (on-site), unless an employee/team member requests for the service to be provided virtually?</p>
A1	<p>Successful Proponents will need to be able to offer services in-person, at any City site, if in-person services are requested and/or are determined to be the appropriate service modality. Please refer to A5 on QA 1 for further details on the criteria considered while determining appropriate service modality.</p>