

REQUEST FOR PROPOSALS “RFP” PS20210854
PROVISION OF MENTAL HEALTH SUPPORT SERVICES
QUESTIONS AND ANSWERS NO.4

ISSUED ON September 13, 2021

Q1	If the City selects multiple service providers, what is the hand off for collaboration between the providers?
A1	The designated City contact(s) will oversee and support the collaboration process. It is at the discretion of the City to determine which provider is selected to administer mental health support services on a case-by-case basis. If multiple service providers are selected and the current incumbent is unsuccessful, then the City will expect all providers to collaborate during handover from the incumbent to the new provider(s).
Q2	How is the City planning to initiate each request for support services? Is the City expecting to have a dedicated toll-free phone number or single point of contact? Is an online platform an acceptable tool to initiate support services?
A2	The designated City contact(s) will initiate service requests directly with the provider. For urgent service requests, the City requires a direct form of communication in order to contact providers in real-time, either via a direct contact number or a toll-free number. For less urgent services, the City can work with the provider via phone, email, online platform, or other preferred method of initiating service requests.