

REQUEST FOR PROPOSALS “RFP” PS20210854  
PROVISION OF MENTAL HEALTH SUPPORT SERVICES  
QUESTIONS AND ANSWERS NO.5

ISSUED ON September 15, 2021

Q1	Can the City describe your existing EFAP? Is it an entitlement model, e.g., ten hours per person per year? What has been your EFAP utilization over the past three years?
A1	The City’s current EFAP provider is Homewood Health. The City’s EFAP services will remain separate from the mental health services provided by successful Proponents of this RFP.
Q2	For the purposes of this RFP, the City has stated an estimated amount of 600 hours. This would appear to be an assess and refer model. Can the City clarify whether the expectation is for the successful proponent to refer into your existing EFAP? Or would your existing EFAP be referring into the Mental Health Support Services we would provide?
A2	As stated on page B-2: Successful Proponents will be required to refer employees requiring ongoing emotional or mental health support to the City’s Employee Family Assistance Program provider. The City’s EFAP provider will not be making any direct referrals to successful Proponents of this RFP.
Q3	Can the City provide the anticipated utilization rate of these Mental Health Support Services? What percentage of your population do you anticipate will engage in this specialized support?
A3	As stated on page B-2: The City estimates an approximate annual need of 275 hours of crisis management services and 600 hours of mental health support services and related programming. 100% of City employees will be eligible to receive mental health support services through successful Proponents if the services are deemed necessary and appropriate.
Q4	Under 3.0 City Requirements, item 3 states the successful proponent will: Provide mental health support services and mental health related programming at any City site, in-person or virtually. Can you clarify how you define the nature of these services?
A4	View page B-4 for definitions of what may be included in mental health support services and related programming. Specifics related to content, approach, duration, location, and modality will be determined on a case-by-case basis.

Q5	How many critical incidents has the City had each of the past three years? Do you anticipate the successful proponent will support the City through all of your critical incidents, or only those identified by the City as requiring Mental Health Support Services provision?
A5	The City has internal critical incident and crisis management processes. Not all critical incidents or crisis will require additional mental health support from external providers. From 1 January 2019 to 31 August 2021, the City utilized the following hours of external crisis management services: 175.25 hours in 2019, 263 hours in 2020, and 177.75 hours 2021 year-to-date.
Q6	Is there a preference for applications that are offering to meet one of the three priorities or is there a preference for a one-stop shop for all three?
A6	The City will consider all applicants; an award decision will be based on who will bring the best value to the City.
Q7	Confirm that there can be only one contract holder (rather than co-leads) for proposals that leverage existing network strengths.
A7	If successful proponents will be using subcontractors, they must be sure to complete Appendix 8.