



NOTICE OF SOLICITATION

REQUEST FOR PROPOSALS ISSUED THROUGH THE PASSPort SYSTEM

On-Call Public Health Emergency Call Center Services

PIN: 25DA001900R0X00

EPIN: 81625P0011

The New York City Department of Health and Mental Hygiene (the “Health Department”) is seeking at least one (1) qualified vendor with the technological and staffing capacity needed to implement and manage a public health emergency call center. The call center may provide services by telephone, video conference (i.e., Zoom, MS Teams, Google Meet), text messaging, email, and other communications channels (hereafter referred to as “calls”) depending on the emergency response type, advances in technology, and the needs of New Yorkers.

At the Health Department’s request, the contractor will provide a call center staffed with clinicians (e.g., registered nurses (RNs), nurse practitioners (NPs), medical doctors (MDs, DOs), physicians’ assistants (PAs)) and non-clinical customer service staff to handle inquiries and questions about infectious disease health matters from the public and healthcare providers, and, by scaling services based on need, participate in NYC public health-related initiatives and emergencies. The contractor must also provide any technological systems required to operate the call center.

The call center services procured through this solicitation will only be activated as needed but primarily in response to public health emergencies. There will be no minimum or maximum guarantee of work under any contract.

The contract term is anticipated to be for six (6) years from January 01, 2026 to December 31, 2031, with no renewal options.

There will be a Pre-Proposal Conference on January 23, 2025, at 2:00 P.M. EST, via teleconference. Attendance by vendors is optional, but strongly recommended. Please RSVP for the conference by 2:00 P.M. EST, on January 21, 2025, by emailing RFP@health.nyc.gov (include “**81625P0011-PPC**” in the subject) to receive the link to attend.

All questions must be submitted in writing to the Authorized Agency Contact person at RFP@health.nyc.gov. Questions submitted by 2:00 P.M., on January 21, 2025, will be addressed at the Pre-Proposal Conference. Answers to all questions received by the question deadline of January 30, 2025, will be provided in an addendum released through PASSPort (include “**81625P0011-Question**” in the subject).

The RFP can be accessed by visiting nyc.gov/passport, clicking on “[Procurement Navigator](#)”, and searching for “81625P0011”.

To respond to this RFP and all other Human/Client Services RFPs, organizations must have an account and an Approved PASSPort Health and Human Services (HHS) PQL qualification status in PASSPort. If you do not already have a PASSPort account, visit nyc.gov/passport and click on “Register NYC.ID” to get started. **if you are not approved in any HHS PQL categories**, go to “PASSPort FAQs” and look for the topic “How can I submit the HHS Accelerator Prequalification (PQL) Application in PASSPort?”.

For assistance with technical issues relating to the PASSPort system, please contact the Mayor’s Office of Contract Services (MOCS) via [MOCS Service Desk](#) using the Contact MOCS button.

Proposals are due on February 24, 2024, at 2:00 p.m. EST