OCM(HRMD)-24-SERVICES-09378

TERMS OF REFERENCE (TOR)

QUEZON CITY GOVERNMENT MENTAL HEALTH SERVICES

I. RATIONALE

Mental health services are crucial for promoting well-being, preventing crises, reducing stigma, enhancing productivity, improving relationships, addressing systemic issues, promoting equity, and supporting recovery. Investing in mental health services benefits individuals, communities, and society at large. In alignment with the current administration's 14-point Executive Agenda to "Provide Better Health Care" to Quezon City citizens, the Quezon City Government intends to enter into an agreement for the provision of essential mental health care services for Quezon City Hall officials and employees until December 31, 2024.

II. PROJECT DESCRIPTION

This project is a comprehensive mental health support initiative designed to provide accessible, confidential, and compassionate assistance to Quezon City Government employees experiencing emotional distress or mental health challenges. It offers both chat-based and helpline services, staffed by trained mental health associates and responders, ensuring a safe space for individuals to express themselves, seek guidance, and receive the support necessary to enhance their mental well-being.

III. PROJECT SCOPE OF WORK

SERVICES AND BENEFITS

The proposed mental health services will include the following:

1. Access to a Mental Health Services Platform through the Human Resource Management Department Platform;
2. Quarterly Utilization Reports;
3. A One-time Comprehensive Report; and
4. Marketing Collaterals for promotion and infographics.

All employees are entitled to a Complimentary Benefit, with the first five thousand (5,000) employees also receiving a Basic Plan Benefit.

The benefits under the QCG Mental Health Services Program include:

The benefits under the QCG Mental Health Services Program shall include the following:

A. Complimentary Benefit

1. **Mental Health Screening**
   - Screening Tool for Stress, Anxiety, and Depression
   - Online test through the Mental Health Services Platform
   - 1-month testing period
   - 10-15 minutes test-taking time

- Individual Results sent immediately to the member's email after the test
- Comprehensive Report (Mental Health Baseline) will be provided 1 to 2 months after the last testing day
  **Note: Consent forms (including Data Privacy Act) are embedded in the testing tool.*

2. **Mental Health Assessment Tools**
   - Access to screening tools for stress, anxiety, and depression.
   - Available online through the platform.

3. **Mental Health Literacy Tools**
   - On-demand access to recorded Mental Health Webinar Videos and Well-being Tips
   - Mental Health Publication Materials and Infographics

4. **Psychoeducation**
   - Two (2) mental health webinars based on the needs identified through analytics.
   - Three (3) webinars specific to Mental Health Training. Suggested Topics:
     1. Psychological First Aid;
     2. Psychosocial Support Services; and
     3. Suicide Awareness and Prevention Techniques.

B. **Basic Plan Benefit**

1. 24/7 Chat Support
2. 24/7 Helpline

BASIC PLAN BENEFIT DESCRIPTIONS

Program Details	24/7 CHAT SUPPORT	24/7 HELPLINE
Program Description	24/7 Mental Health Call support	24/7 Mental Health Call support
Facilitator	Mental Health Associates (MHA) responsible for providing timely assistance and first aid to address personal, social, or psychological problems and difficulties ***via the chat facility***	Mental Health Responders (MHR) responsible for providing timely assistance and first aid to address personal, social, or psychological problems and difficulties ***via the audio facility***
Age Eligibility	18 years old and above	18 years old and above
Availment Access	Via Mental Health Services Platform (24/7 access)	Via Mental Health Services Platform (for call back) 24/7 access
Availment Method	Online Chat	MHR to facilitate call back through the platform's system

ESCALATION

Scope of Service	Service Level Agreement	Descriptions / Details	Process Owner
Service-Related Incidents	Acknowledgement within 24 business hours upon receipt of formal escalation.	Verbal/ Written response	Quezon City Government and Provider's Team
	Medical side: **Simple Cases** are those that do not endanger the client's mental health and that of others, such as simple miscommunication between the Mental Health Associate and the client. **Complex Cases** are those that endanger the client's mental health and that of others, such as malpractice or unattended suicidal clients.	Written initial investigation result **Simple Cases:** Within 1 to 2 business days from initial result **Complex Cases:** Within 4- business days from result and/or update every 2-business days until its closed.	Provider's Team
	Information Technology (IT) side: **Simple cases** are those that do not impede the process flow of delivering mental health services and include technology-related issues that do not pose a serious risk of psychological harm to the client. Examples include: Simple logging-in issues in the Mental Health Services Portal for non-urgent cases. Simple registration issues, such as missing requirements like OTP, email, or forgotten passwords. **Complicated cases** are those cases that are detrimental to the process flow of delivering mental health services. Furthermore, this includes those technology-related issues, which may lead to serious psychological harm to the client.		Provider's Team
Customer Satisfaction	Quarterly consolidation of customer satisfaction reports.	Service feedback forms being answered by Clients	Provider's Team

IV. PROJECT STANDARDS AND REQUIREMENTS

A. TRACK RECORD

1. The service provider should have implemented or maintained a similar project within the past three (3) years, valued at least fifty percent (50%) of the Approved Budget for the Contract (ABC).
2. The service provider must demonstrate a good track record and submit documentation of corporate structure, manpower schedule, functions, duties, and certifications.

B. ORGANIZATION

1. The service provider must use a server-side web-application framework designed for web development and compatible with the Human Resource Management Department Platform.
2. The service provider must hold certification as a mental health service provider.
3. The service provider must present a statement ensuring non-disclosure of the agency's data.
4. The service provider must have personnel available to handle calls and chats 24/7, with the following qualifications:
   - Nine (9) Mental Health Associates (MHA) or Mental Health Responders (MHR) who are college graduates (preferably in Psychology-related fields);
   - Licensed Psychometricians; and
   - Trained in managing various mental health concerns.

V. PROJECT DURATION

The program will be effective **until December 31, 2024.**

VI. APPROVED BUDGET FOR THE CONTRACT

Section 1. The mental health services fee shall be paid on a per individual basis in Pesos: **Eighty-Nine Pesos and Sixty Centavos Only (P89.60)** or a total of Pesos: **Four Hundred Forty-Eight Thousand Pesos Only (P448,000.00)** for five thousand (5,000) Quezon City Government employees. The premium herein stated is inclusive of all applicable taxes.

Section 2. The Procuring Entity shall not be made to pay more than the contract price, notwithstanding the amount of actual utilization of the entire group.

Section 3. Should the number of employees exceed the indicated quantity specified in this Agreement, the Procuring Entity shall pay the corresponding mental health services fee for any additional enrollment pursuant to Section 2 of the Terms of Payment.

VII. TERMS OF PAYMENT

Section 1. The Procuring Entity shall pay the Provider monthly upon receipt of the invoice, based on the actual number of enrolled members.

Section 2. Payment for new or additional employees shall be billed as submitted by the Provider.

VIII. GUARANTEE FOR COMPLIANCE AND PENALTIES FOR BREACH OF CONTRACT

The mental health services provider shall guarantee the full and faithful delivery of the contracted services herein and shall post a performance security as required by Republic Act (RA) 9184. Failure to deliver the services according to the standards and requirements set by the City shall constitute an offense and shall subject the Contractor to penalties and/or liquidated damages pursuant to RA 9184 and its revised Implementing Rules and Regulations (IRR).

IX. CANCELLATION OR TERMINATION OF CONTRACT

The guidelines in Republic Act (R.A.) No. 9184 and its revised IRR shall be followed in the termination of the service contract. If the City terminated the Contract due to default, insolvency, or cause, it may enter into negotiated procurement pursuant to Section 53 (d) of RA 9184 and its IRR.

The pertinent provisions of RA No. 9184, known as the Government Procurement Reform Act, and its Implementing Rules and Regulations, are deemed incorporated into this Terms of Reference. In case of any conflict between the provisions herein and those of RA 9184 and its IRR, the latter shall prevail.

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