



NOTICE OF SOLICITATION

REQUEST FOR PROPOSALS ISSUED THROUGH THE PASSPort SYSTEM

Emergency HIV PEP Telemedicine Line RFP

PIN: 27AE000700ROX00

EPIN: 81626P0012

In accordance with the New York City Department of Health and Mental Hygiene's (NYC Health Department) mission to protect and promote the health of all New Yorkers, the Bureau of Hepatitis, HIV, and Sexually Transmitted Infections (BHHS) aims to support timely access to emergency HIV post-exposure prophylaxis (PEP) medicine and appropriate linkage to care for emergency HIV PEP-eligible New Yorkers.

The NYC Health Department is seeking to award one (1) contract to operate and manage a 24-hour Emergency HIV PEP Telemedicine Line – On Call Clinical Service Program for NYC. Management of the program includes responding to and following up on calls to the NYC Health Department's telemedicine line to provide 24/7 (24 hours 7 days a week) telehealth access to health care providers, access to free emergency HIV PEP medicine for emergency PEP-eligible New Yorkers, and linkages to commercial pharmacies and clinical sites (including NYC Health Department-funded clinical providers) for the provision of continued emergency HIV PEP services.

The contract term is anticipated to be for six (6) years from July 1, 2026 to June 30, 2032, with no renewal options.

There will be a Pre-Proposal Conference on December 3, 2025, at 1:00 P.M. EST, via teleconference. Attendance by vendors is optional but strongly recommended. All those interested in attending the conference must RSVP for the conference to RFP@health.nyc.gov (subject "81626P0012-PPC") by 12/1/2025, 2:00 PM EST 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 12/1/2025, 2:00PM will be addressed at the pre-proposal teleconference. Answers to all questions received by the question deadline of 12/8/2025 will be provided in an addendum released through PASSPort. The Health Department cannot guarantee a response to written questions received after the question deadline.

The RFP can be accessed by visiting nyc.gov/passport, clicking on "[Procurement Navigator](#)", and searching for "81626P0012".

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 FAQ" and look for the topic "How can I submit the HHS Accelerator Prequalification (PQL) Application in PASSPort?".

Follow these instructions on how to submit your proposal in response to the RFP:
<https://www.nyc.gov/site/mocs/passport/articles/respond-opportunities.page>

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

Per Addendum #1 released on 12/11/2025, proposals are due on January 14, 2026, at 2:00 p.m. EST.