



NOTICE OF CONCEPT REPORT

NYC 988 – Behavioral Health Crisis Intervention and Response System EPIN: 81626Y0765

In accordance with Section 3-16(j) of the New York City Procurement Policy Board (PPB) Rules, the New York City Department of Health and Mental Hygiene (“the NYC Health Department” or “the Health Department”) will be releasing a Concept Report in advance of issuing a Request for Proposals for a new client services program.

Specifically, the Health Department is planning to issue an RFP for a vendor to operate the NYC-specific suicide prevention, crisis counseling, emotional and peer support, information and referral hotline, known as NYC 988. NYC 988 will be part of the national 988 Lifeline Network operated by Vibrant Emotional Health (formerly the Mental Health Association of New York City), through a grant from the U.S. Substance Abuse and Mental Health Services Administration (SAMHSA). It will be an integral part of the NYC behavioral health crisis intervention and response system, as well as provider of non-crisis emotional and peer support, information and referral to ongoing behavioral health services and services that address the social determinants of behavioral health.

The Concept Report with additional details will be posted on the Health Department's website from **December 15, 2025** through **January 29, 2026**, for access visit [Business Opportunities - NYC Health](#). The Concept Paper will also be available through PASSPort during the same time and can be found on the PASSPort procurement navigator website, by visiting nyc.gov/businessopportunities and searching for “**81626Y0765**”.

The Health Department invites written comments on this Concept Report, please submit all comments by **January 29, 2026 at 5:00PM**. Comments may be submitted by email to RFP@health.nyc.gov (indicate “*988 Concept Paper Comments*” in the Subject line of the email), or through PASSPort.