



Request for Proposals

Pediatric Virtual Care

Issue Date: May 8, 2026

Background and Purpose

The Mohawk Council of Akwesasne Department of Health provides a wide range of community-based health services to the residents within the jurisdiction of the Mohawk Council of Akwesasne.

The community is home to a diverse and growing population, including a significant number of children and youth. Families in Akwesasne often face barriers to timely pediatric care, including long wait times for specialist services, travel requirements to urban centers, and jurisdictional differences in healthcare coverage between **RAMQ (Resident of Akwesasne -Quebec Members)** and **OHIP-insured clients**.

The Department of Health is committed to delivering care that is culturally safe, community-driven, and responsive to the needs of Akwesasne families. This includes recognizing the importance of holistic wellness, family involvement, and culturally grounded approaches to care that align with Mohawk values and traditions.

In addition, and in compliment of in person pediatric care, we believe that 24/7 virtual care will address existing service gaps and improve access to pediatric care, the Department is seeking proposals from qualified vendors to deliver **virtual pediatric services**. These services will enhance access to timely assessments, reduce the need for travel, and support local primary care teams in providing coordinated, high-quality care to children and youth in the community.

Scope of Work

Scope of Work (Refined – Virtual Pediatric Services)

The selected proponent will provide **accessible, team-based virtual pediatric care** to children and families in Akwesasne, supporting both RAMQ and OHIP clients.

Access and Triage

- Provide timely access to care through secure virtual platforms (video, phone, or messaging)
- Initial triage and support by qualified healthcare professionals

Clinical Care

- Assessment and management of common pediatric conditions
- Support for chronic conditions, developmental concerns, and pediatric mental health
- Provision of parental guidance and health education

Escalation and Specialist Access

- Ability to escalate care to Nurse Practitioners and Pediatricians as needed
- Referral to in-person services, specialists, or diagnostics when appropriate

Prescribing and Diagnostics

- Ability to prescribe medications where appropriate
- Ability to order laboratory tests and diagnostic imaging

Care Coordination

- Collaboration with local primary care providers and Department of Health teams
- Timely documentation and communication to ensure continuity of care

Technology and Privacy

- Use of secure, privacy-compliant virtual care platforms
- Compliance with applicable health information regulations in Ontario and Quebec

Cultural Safety

- Delivery of culturally safe, respectful care aligned with the values of the Akwesasne community

Location

- Virtual, for community members with RAMQ and OHIP.

Timeframe and Deliverables

Milestone	Date/Period
RFP Issued	May 8, 2026
Proposal Submission Deadline	May 29, 2026 at 5:00 p.m.
Services Commence	July 1, 2026 (tentative)

Proposal Requirements

Interested parties must submit the following:

Budget

Proposals must include a clear **budget breakdown** detailing:

Proponents must provide a clear and comprehensive budget outlining all costs associated with delivering virtual pediatric services.

Service Fees

- Monthly and annual cost options for service delivery
- All-inclusive pricing models preferred

Equipment and Technology

- Costs related to virtual care medical equipment (if required)

Additional Fees

- Any other applicable costs not included in the comprehensive service fee

All prices must be quoted in **Canadian dollars (CAD)** and include all applicable taxes and fees. **NOTE:** MCA assumes no obligation, no responsibility, and no liability for costs incurred by responding to consultants prior to the issuance of a contract. MCA reserves the right to negotiate a lower or different fee structure with any RFP selected. All costs and fees must be clearly described in the proposal.

Evaluation of Proposals

The Mohawk Council of Akwesasne reserves the right to select a consultant of its choice and will not necessarily award the contract to the lowest priced proposal. The cons.

Criteria	Weight
Experience and Qualifications Demonstrated experience in delivering pediatric and/or virtual healthcare services	25%
Service Model and Accessibility Ability to provide timely, accessible, and comprehensive virtual care	25%
Cultural Safety and Community Fit Understanding of and commitment to culturally safe care aligned with the Akwesasne community	20%
Cost and Value Overall cost-effectiveness and clarity of proposed pricing model	20%
Technology and Implementation Readiness Use of secure, reliable virtual platforms and readiness to deliver services	10%

Inquiries and Proposal Submissions

Inquiries may be made to:

Brigitte Pulice, Associate Director of Clinic Care

Department of Health

Mohawk Council of Akwesasne

Email: brigitte.pulice@akweasasne.ca

Proposals must be submitted electronically by email to:

Cindy Francis-Mitchell, Assistant Director of Health

Department of Health

Mohawk Council of Akwesasne

Email: proposals@akweasasne.ca

Proposals will be accepted until **Friday, May 29 @ 5:00 p.m. ONLY**. Items submitted after the deadline will NOT be reviewed.