RFP2023-0003-ACCS Q&A

1. How will questions be answered (amendment? direct response?)?

   The answers to all questions received regarding RFP2023-0003-ACCS will be posted on the ACCS website at https://www.accs.edu/vendors/ .

2. So we can model costs, can you provide the estimated number of students and estimated number of employees to be served? How does this number change or fluctuate between Fall, Spring and Summer semesters/sessions?

   Below you will find the approximate student headcount/FTE for the 2022-2023 school year.

Term	Headcount	FTE
Fall 2022	78,522	45,962
Spring 2023	72,202	41,203
Summer 2023	46,472	22,001

   The ACCS System and ACCS Colleges employee approximately 9,700 employees.

3. Are there any overlaps where faculty are also students?

   Yes, there could be instances where an employee would also be a student.

4. How many full-time students vs. part-time students will have access to services?

   It is our intent that all students, no matter their enrollment status (full-time or part-time), will have the same access.

5. How many dual enrollment students?

Term	Headcount
Fall 2022	21,491
Spring 2023	20,153
Summer 2023	4787

6. Pg. 4, #5: There is a mention of notarized documents. Which, if any, documents need to be notarized?

   Documents which require notarization are/will be duly noted.

7. Will ACCS be purchasing for all schools, or will this be an approved vendor agreement and schools will make their own selection of a provider of mental health services?

   The goal of this RFP is to select one vendor that will be used by all ACCS institutions.

8. What is the planned length of the agreement? Is there a provision for renewals?

    Currently, there is no required agreement length. Commonly, depending on the types of services provided, we like to see 3-to-5-year agreements, with renewal options to include discounted pricing and the ability to adjust services as needed.

9. What will be the process for schools currently using a mental health provider?

    We will work with each school individually to review their current contract. With the setup of the OneACCS System, all schools have been encouraged to include an opt-out clause in all contracts they enter, in the case that the ACCS System Office enters into a system-wide agreement. It is our ultimate goal for all ACCS colleges to utilize a common vendor.

10. Can you share scoring criteria/weighting/rubric?

    All referenced criteria in the RFP will be considered and any award will be based on the ACCS' determination of which offeror's services best meet the needs and interest of the ACCS.

11. Can you provide clarity on the per use price model? Is this per session, block, or minimum session per student?

    Given the nature of our system's student body, we feel we would be best served by a vendor who charges based on usage of the services rather than a model based on headcount. It is up to the vendor to determine the minimum/maximum number of sessions per student and what constitutes usage.

12. Do you desire system-level (aggregated) reporting in addition to individual school reporting?

    Yes, we would like to have the ability to run system level reports as well as individual school reports.

13. When is the planned timeline for a vendor award? Desired timeline to bring services to students?

    It is our desire to have a vendor selected by the end of the year. We would like to have services available to students as quickly as possible, but we understand that implementations will vary.

14. I see in the RFP Q&A you are looking for services by the end of this year. I just wanted to clarify if that meant end of 2023 or end of the academic year 23-24.

    Yes, by the end of 2023.

15. How will the contract resulting from this RFP impact any existing agreements that one of the 23 community or technical colleges may have with a current Teletherapy or Telehealth vendor?

    We will work with each school individually to review their current contract. With the setup of the OneACCS System, all schools have been encouraged to include an opt-out clause in all

contracts they enter, in the case that the ACCS System Office enters into a system-wide agreement. It is our ultimate goal for all ACCS colleges to utilize a common vendor.

16. Can ACCS clarify what is meant by "multi-party visits"?

The term "mulit-party visits" is referring to same model as group counseling sessions.

17. Does ACCS have an expected or desired start date?

It is our desire to have a vendor selected by the end of the year. We would like to have services available to students as quickly as possible, but we understand that implementations will vary.

18. Can ACCS share student headcounts by institution?

Below you will find the approximate student headcount/FTE for the 2022-2023 school year.

College	Headcount	FTE	Dual Enrollment Headcount
Bevill State	5211	2099	1828
Bishop State	4222	1659	3459
Calhoun CC	12,591	5025	3164
Central Alabama CC	2463	920	1607
Chattahoochee Valley CC	2285	937	939
Coastal Alabama CC	9215	4333	4039
Drake State	1392	540	561
Enterprise State	2844	1332	1448
Gadsden State	5883	2829	1690
Ingram State	1561	873	0
Jefferson State	12,438	4401	5642
Lawson State	4537	1973	815
Lurleen B. Wallace CC	2689	1164	1914
Marion Military Institute	339	297	0
Northeast Alabama CC	3580	1567	2395
Northwest-Shoals CC	5494	1859	4406
Reid State	639	330	277
Shelton State	7099	2807	2032
Snead State	6444	2114	1281
Southern Union State CC	6120	3127	992
Trenholm State CC	2773	1290	659
Wallace Dothan	5260	2338	1712
Wallace Hanceville	8168	3615	3282
Wallace Selma	2744	1060	2289

*Dual enrollment headcount numbers are not unduplicated

19. Will all students have access to services resulting from this contact or will it be limited to fully enrolled students? Will dually enrolled eligible students have access to services resulting from this contract?

    It is our intent that all students, no matter their enrollment status (full-time or part-time), will have the same access.

20. Will all ACCS community and technical colleges be required to implement services resulting from this contract or will each institution be required to "opt in" to services?

    The goal of this RFP is to select one vendor that will be used by all ACCS institutions.

21. Is ACCS intending to put any limits on the volume of therapy session students and employees have access to; either at the individual level or in the aggregate? For example, 8 sessions per student/employee per year.

    All referenced criteria in the RFP will be considered. It is up to the vendor to determine the minimum/maximum number of sessions per student.

22. Section V, item 5 indicates that "An authorized officer of the proposer must sign all proposals in ink and obtain proper notarization." As no additional forms were supplied with the RFP, please indicate what documents require notarization. If ACCS has specific forms requiring notarization, please provide these forms.

    Documents which require notarization are/will be duly noted.

23. The purpose of the RFP is "To seek a company to provide mental health services to the students and employees of the Alabama Community College System (ACCS)." Would ACCS be interested in a solution that primarily serves students' behavioral health needs and supports employees in seeking help for students in need?

    While ACCS is not opposed to companies that provide behavioral health needs and supports employees in seeking help for students in need, this RFP is looking specifically for a company to provide mental health services to the students and employees of the Alabama Community College System (ACCS).

24. Section III, item 4 requests an "all-in-one platform that integrates with Banner, Blackboard, and Canvas." Please describe the information and data that should be integrated with these education ERPs.

    The specific fields and integration set-up capabilities with Banner, Blackboard, and Canvas, should be outlined in the proposal submitted by the vendor.

25. Section III, item 5 requests "Accommodation of multi-party visits." Please further describe the request for multi-party visits, or provide an example of a multi-party visit.

    The term "mulit-party visits" is referring to same model as group counseling sessions.

26. What is the desired effective/launch date?

It is our desire to have a vendor selected by the end of the year. We would like to have services available to students as quickly as possible, but we understand that implementations will vary.

27. How many total eligible students are across ACCS?

Below you will find the approximate student headcount/FTE for the 2022-2023 school year.

Term	Headcount	FTE
Fall 2022	78,522	45,962
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Wallace Hanceville	8168	3615	3282
Wallace Selma	2744	1060	2289

28. How many total eligible employees are across ACCS?

The ACCS System and ACCS Colleges employee approximately 9,700 employees.

29. Will all ACCS schools offer the proposed program, or will each institution determine if they choose to offer the program?

> The goal of this RFP is to select one vendor that will be used by all ACCS institutions.

30. Will ACCS be purchasing for all schools, or will this be an approved vendor agreement and schools will make their own selection of a provider of mental health services?

> At present, the intent is that the ACCS will enter into one contract for services to all ACCS colleges.