

RFP2024-0001-ACCS- Mental Health Q&A

1. Is it a requirement to be considered for the contract, for the company's pricing model to be based on a per usage payment structure? Or is the System open to considering other pricing model options?

- Yes, a per usage model is required to be considered for the contract.

2. At first glance, I see three (3) glaring changes - removal of employees, usage model (previous RFP this was a preference and is now a requirement), and system point of contact has changed to a finance roll vs student success.

- Yes, this RFP only includes students and requires a per-usage pricing model to be considered. As far as the point of contact, it is still me. Robin is just the individual at ACCS who will accept the submitted proposals.

3. In reading the RFP, I'm trying to get a clearer picture as to the number of unique students "at any given time" who would have full access to the services. I see the total number of serving 116,000 students (with the full time breakdown). Should I interpret this as at any given time, ~116,000 students should have access to the system? I just want to make sure I'm able to organize a clear, fixed proposal re: pricing, and this info would be immensely helpful.

- Yes, that is correct.

4. I thoroughly reviewed this RFP against the former and found that the only difference between each one is that the new scope of services no longer includes your faculty and staff, is that correct?

- Yes, you are correct regarding the differences. The other main change is that now we are only looking for a per-usage pricing model.

5. Additionally, are you able to provide us with any notes about what might strengthen our partnership proposal this time around?

- As far as ways to strengthen your partnership, there is not much I can share. Like last time, this will be a committee decision.

6. Did you award RFP2023-0003-ACCS in 2023?

- No, we had to close the RFP due to reasons out of our control.

7. Can you please disclose to whom you awarded?

- No award was made.

8. Can you please provide the scoring criteria for the winning bid?

- No award was made.

9. In the terms and conditions - #4 - it states:

The successful proposer shall be required to complete a State of Alabama Disclosure Statement. Alabama Act# 2001-955 requires the disclosure statement to be completed and filed with all proposals, responses, contracts, or grant proposals to the State of Alabama in excess of \$5,000. Any changes to the status of the information on this form will require the submission of an updated form to the ACCS. Is this something you are requiring with our proposal submission? If so, is this a form that you are able to provide? Or can you provide more direction/clarification?

- No, the State of Alabama Disclosure Statement is not required when submitting a proposal.

10. Is the Vendor Setup and Payment Authorization Form on your website required to be filled out for this opportunity?

- This form will be required if awarded the contract.

11. Do we need to submit a W-9?

- A W-9 will be required if awarded the contract.

12. Are there any other documents that are required to be submitted with our proposal?

- There are no ACCS specific documents required to be submitted with a proposal. Please note that a certificate of insurance to include professional liability coverage is required. Please see number 10 under proposal requirements for additional details.

13. Will ACCS require each institution to have their own customized platform (i.e. unique access code and customized features specific to that institution etc.)?

- This is not a requirement of the RFP.

14. Will each individual institution own and manage their own data, or does ACCS require centralized access to all data from all 24 institutions?

- We would like to have the ability to run system level reports as well as individual school reports.

15. Please clarify what you mean by multi-party visits. For example, does that mean multiple individuals in a single group meeting, is that an audio meeting, video or both?

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

16. Is there currently a program in use?

- No, we currently do not offer system wide mental heath services.

17. If so, do you have utilization rates for the last two years?

- N/A

18. What is the current rate?

- N/A

19. Is the current rate based on usage as well or, is it a Per Student Per Month model?

- N/A

20. Does ACCS require work/life services as well (legal, financial, concierge, childcare, etc.)?

- In the RFP, Section III: Scope of Services, you can find a list of the types of services that must be provided to all eligible students from within the ACCS.

21. What specifically requires a notary?

- Currently, there are not any documents that require a notary. If awarded the contract, there will be specific forms that will need to be notarized.

22. Does ACCS require trainings and critical incident response services?

- In the RFP, Section III: Scope of Services, you can find a list of the types of services that must be provided to all eligible students from within the ACCS.

23. Does ACCS want to provide access to scheduled counseling appointments 24/7/365, or is the preference to limit the hours a student can see a provider?

- The times and availability of scheduled counseling appointments should be outlined in the proposal submitted by the vendor.

24. Does ACCS only want to provide 24-hour access to crisis not counseling?

- The times and availability of the crisis line provided by the vendor should be outlined in the proposal submitted.

25. Will this be a single System-wide purchase of services for all schools? In other words, will each campus sign their own contract and accept the invoicing, or will contracting be with the System office for the campuses and invoicing and payment be with the system office?

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

26. Will ACCS own the master agreement and schools participate off the master?

- Yes, it is our expectation to have to one master agreement for all 24 colleges.

27. What will be the term length of the contract award?

- 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.

28. What are the selection criteria and weighted percentages ACCS is using to evaluate the vendor responses?

- 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 interests of the ACCS.

29. What is the ACCS (and if not ACCS, whose) budget for these services?

- The ACCS recommends that vendors submit their best offer in their proposal.

30. How will you handle existing contracts that ACCS schools have today? Is the System going to require schools to cancel existing contracts? How will the System manage the gap in contracted services (if any) existing schools have?

- 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.

31. What are the anticipated dates for committee review; committee meetings with vendors; committee recommendation; vendor(s) award; contracting; go live for campuses who choose to partner with their vendor of choice?

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

32. Please provide a list of schools who have and/ or will be involved in the selection process.

- The RFP review committee will be comprised of no more than 10 representatives made up of individuals from the colleges and the System Office.

33. How did ACCS determine the needs of its 24 campuses (the stated reason for cancellation of the previous RFP)?

- Usage data from the colleges who currently provide mental health services have been evaluated to determine need. The cancellation occurred due to circumstances beyond the system or its college's control.

34. All services in one platform, please expand on what you mean by all services (we understand the RFP/ RFQ/ IFP is for teletherapy only). Does this mean the services and care providers should be provided by the vendor, not outsourced to a 3rd party?

- While we understand that companies may partner with third parties to provide a suite of services, it is not required, but our desire would be that all services are available in a single platform that would not require the student to have multiple accounts to access the different services.

35. Why and what data would be needed to connect to Banner? What Banner module(s) is the vendor expected to integrate to?

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

36. How much weight is placed on Canvas integration? What if a vendor does not have a proven integration?

- 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 interests of the ACCS.

37. How does ACCS want the vendor to bid with regard to enrollment? Is ACCS intending to provide coverage to all enrolled (~116,000) or FTE (~43,583)? What is the breakdown of these by each campus?

- The purpose of this RFP is to identify companies that provide mental health services to students with a pricing model that is based on a per usage payment structure.

38. How does ACCS feel about outsourcing care to a third-party?

- This RFP does not restrict a company from using a third-party. The scope of services and any third-party companies used by the vendor should be outlined in the proposal submitted by the vendor.

39. In terms of measuring quality of care, how will ACCS rate vendors' provider care network?

- 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 interests of the ACCS.