

ADDENDUM #1
RFP# 21-01

Student Mental Health Resources & Services

September 24, 2020

QUESTIONS AND ANSWERS

This Addendum contains Three (3) pages.

- 1) We are not part of SBPP. Are we even eligible to submit a proposal?
 - a) **Yes**
- 2) Regarding a narrative for the application, what are HCC's expectations with respect to length, items addressed, etc?
 - a) **There is no narrative length requirement. It would be helpful for the committee to see comments on each of the areas outlined in the Evaluation Chart included in the RFP**
- 3) What would be the start date for the counseling services (i.e. when would the contract begin)?
 - a) **The college's goal is to implement the accepted proposal no later than the first week of December. However, the college realizes flexibility may be needed for both parties given the remote environment we are all experiencing.**
- 4) Regarding pricing, will there be coverage for a ramp-up period, such as one-month's compensation while referrals begin to be generated?
 - a) **No**
- 5) We were encouraged to apply even though our proposed model differed a bit from the specifications in the RFP in that we will be using staff, supervisors and graduate students. We want to double check, is this allowable under the conditions of the current contract?
 - a) **HCC will review every proposal submitted. Generally, decisions will be based on the submissions outlined in the Evaluation Chart included in the RFP.**
- 6) We wish to acknowledge that the RFP states that you will not accept late proposals. Because we found out only recently about the proposal, we can outline the key ideas and budget but may potentially need to submit some of the business forms you require late since we need the college to review and sign them and they are experiencing significant COVID-related delays. Would you be willing to make an exception to your process to review the proposal minus the signed business forms, if that becomes necessary? Will the proposal still be considered?
 - a) **No. All forms must be submitted with the proposal no later than the stated deadline.**
- 7) Students are currently remote. Is it fair to assume that services would be provided through telehealth until students are back on campus? Do you anticipate that they may be on campus this year? Would the "triage"

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person be required to be on campus if students were not?

a) HCC will be remote through the end of the calendar year. The expectation is for both the coordinator and the counselor to be fully operational in a remote environment using video and teleconferencing.

8) Would we be competitive for the RFP if we detail the job description/qualifications of who we would hire without identifying a specific person at this stage, or would it only make sense to apply with a specific staff person's name/resume?

a) The name and resume of the coordinator and counselor are not necessary during this stage of the process.

9) We know that you expect to have the services in place this Fall. Do you have a preferred time-line for implementation?

a) The college's goal is to implement the accepted proposal no later than the first week of December. However, the college realizes flexibility may be needed for both parties given the remote environment we are all experiencing.

10) Should the RFP also include support for staff around issues related to Mental Health? Do you envision that in the form of trainings, or in other ways, and approximately how many staff are you considering?

a) The expectation is for the coordinator to provide mental health related professional development to faculty and staff. The training for the HCC community should be a combination of workshops offered by the coordinator and by third-party providers scheduled by the coordinator. The college would be responsible for the third-party costs of any workshops scheduled in collaboration with college administration. Professional development opportunities are attended by faculty and staff on a voluntary basis. Workshops are typically limited to a manageable number of attendees.

11) What happens after the one-year contract?

a) There will be an option for renewal after a review of the partnership outcomes.

12) What does "a school-based pay for service insurance model and sliding scale based on student income" mean? Can you provide the rates used for the school-based insurance model and the sliding scale used?

a) The majority of HCC students are covered by MassHealth, the college-issued BCBS, or private insurance. The rates of service are set by the provider and should be in line with 101 CMR 306.00: Rates of Payment for Mental Health Services Provided in Community Health Centers and Mental Health Centers. <https://www.mass.gov/doc/101-cmr-306-rates-of-payment-for-mental-health-services-provided-in-community-health-centers/download>. Students without insurance should be assessed a fee

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aligned with an income-based sliding scale. This scale can be determined by the provider.

- 13) Is it acceptable to submit a cost proposal based on the average pay rate for a licensed, bi-lingual, clinician either part- or full-time, regardless of the billing and number of student sessions and factor in these off-sets in our reports?
a) The proposal requires a fixed cost in each area.
- 14) Are we allowed to include an administrative rate?
a) We recommend that you build administrative rates into the coordinator costs.
- 15) Are applicants required to submit costs for all four options on the Bid Pricing Sheet?
a) Applicants are not required to submit costs for all options. However, if some are not included, applicants risk the possibility of losing points in those areas (see Evaluation Chart included in the RFP)
- 16) Should we submit annual costs?
a) Yes. Please submit annual costs and not prorated costs based on a particular start date.
- 17) Are applicants required to provide all services on-site at HCC? What are the expectations about services during the pandemic? Is HCC operating fully on-site?
a) HCC will be remote through the end of the calendar year. The expectation is for both the coordinator and the counselor to be fully operational in a remote environment using video and teleconferencing.
- 18) Can we hand-deliver proposal packets?
a) No, since people cannot be on campus without prior approval submissions should be mailed and emailed as specified in the RFP documents.

***** END OF ADDENDUM #1 *****