

Addendum No. 4

Date: **July 25th, 2024**

Re: **Student Teletherapy**

RFQ No.: **224-137-7-10**

The following information becomes part and parcel of Request for Proposals (RFP) #224-137-7-10 effective this date. Firms must acknowledge receipt of this addendum in their solicitation response.

The listed items add to, modify, or otherwise alter the specifications and become part of the solicitation documents. Where a portion of the original specifications are added to, modified, or also altered, the portion not so affected shall remain. Firms may have the right to protest this addendum.

Inquiries/ District Responses

Before the solicitation inquiry deadline of June 26th, 2024, the District received inquiries regarding this solicitation. The District's response to each question follows in **bold** font.

1. The scope of this RFP Solicitation (page 8) does not seem to fully match the questions being asked (page 9). In looking at RFP Number 324-141-7-9 for Digital Student Safety, also published on Greenville's procurement site, some of the language is the same and relates to a student monitoring software rather than student teletherapy. For example, Questions #1 and #4 of Section IV. on page 9 of the RFP are related to student monitoring, and not teletherapy. Any clarification you are able to provide is most appreciated.
The scope should state, 'The proposed solution should provide, at a minimum, a way for Greenville County Schools to support student mental health through ongoing teletherapy sessions.'
2. Do you plan to refer students to teletherapy, or will these services be open to all students within Greenville County Schools? Please advise.
School counselors will refer students on an as needed basis if teletherapy is an appropriate option for the student.
3. If all Greenville County students will be offered teletherapy services, how many sessions would you like to provide for each student?
Usage of teletherapy sessions will vary based on need.

4. What age range of students do you anticipate offering teletherapy services? For example, will teletherapy be offered to elementary school students, or just middle and high school students? Please advise.

Mental health challenges affect students of all ages, K through 12, and the solution should be flexible.

5. What contract agencies do you currently use, or have used in the past, for the following services?
- a. Speech Language Pathologists
 - b. Physical Therapists (PT)
 - c. Occupational Therapists (OT)
 - d. School Psychologists
 - e. School Audiologists
 - f. Orientation and Mobility Specialists
 - g. Teachers of the Deaf and Hard of Hearing
 - h. Teachers of the Blind and Visually Impaired
 - i. Sign Language Interpreters
 - j. Translation services
 - k. Special Education Teachers
 - l. Special Education Assistants (Paraprofessionals)
 - m. Board Certified Behavioral Analysts
 - n. Registered Behavior Therapists
 - o. Licensed Music Therapists
 - p. Cued Language Transliterator
 - q. Skilled Nursing (RN, LPN, CNA)
 - r. Other positions as needed

Various agencies may be used depending on needs that arise in the district.

6. What hourly rates are you currently paying or have paid for each service?
- a. Speech Language Pathologists
 - i. Monolingual
 - ii. bilingual
 - b. Physical Therapists (PT)
 - i. Monolingual
 - ii. bilingual
 - c. Occupational Therapists (OT)
 - i. Monolingual
 - ii. bilingual
 - d. School Psychologists
 - i. Monolingual
 - ii. bilingual
 - e. School Audiologists
 - f. Orientation and Mobility Specialists
 - g. Teachers of the Deaf and Hard of Hearing
 - h. Teachers of the Blind and Visually Impaired
 - i. Sign Language Interpreters
 - j. Translation services

- k. Special Education Teachers
 - i. Monolingual
 - ii. bilingual
- l. Special Education Assistants (Paraprofessionals)
- m. Board Certified Behavioral Analysts
- n. Registered Behavior Therapists
- o. Licensed Music Therapists
- p. Cued Language Transliterator
- q. Skilled Nursing (RN, LPN, CNA)
- r. Other positions as needed

Not applicable to provide response

7. How many contract agencies do you use for staffing needs?

Various agencies may be used depending on needs that arise in the district.

8. How many contracted hours are permitted in school day?

The solution should be flexible to meet the mental health needs of our students.

9. How many contracted days are permitted per school calendar year?

The solution should be flexible to meet the mental health needs of our students.

10. Will contracted staff be included in professional development days?

- a. Will they be able to bill for their time for professional development days?

Contracted staff would only be accessible via teletherapy sessions and thus would not be involved in any district related professional development; therefore, billing for time would not be necessary.

11. Will this be a single or multi-award?

Not applicable to provide response

12. What is the annual spend that is projected for 2024-2025 school year?

Not applicable to provide response

13. What was the annual spend for the 2023-2024 school year?

Not applicable to provide response

14. What is the current number of FTE professionals being utilized presently to service this contract?

- a. Speech Language Pathologists
- b. Physical Therapists (PT)
- c. Occupational Therapists (OT)
- d. School Psychologists
- e. School Audiologists
- f. Orientation and Mobility Specialists
- g. Teachers of the Deaf and Hard of Hearing
- h. Teachers of the Blind and Visually Impaired
- i. Sign Language Interpreters

- j. Translation services
- k. Special Education Teachers
- l. Special Education Assistants (Paraprofessionals)
- m. Board Certified Behavioral Analysts
- n. Registered Behavior Therapists
- o. Licensed Music Therapists
- p. Cued Language Transliterators
- q. Skilled Nursing (RN, LPN, CNA)

Various agencies may be used depending on needs that arise in the district.

15. Does the district provide evaluation/testing materials to providers?

No.

16. Does the district provide a laptop/computer to providers?

No.

17. Does the district provide an email account to the contracted providers during their assignment?

No.

18. Will the district accept proposals for teletherapy services?

- a. If yes, what specific disciplines? OT,PT,SLP etc.

This RFP award is for teletherapy for mental health services.

19. Can the vendor incur any penalties or be liable for any damages for not having a contracted provider available upon your school's request in a timely manner OR would your school terminate the RFP contract with the vendor?

Every effort should be made to meet the mental health needs of students in Greenville County Schools and the awarded provider is expected to have appropriate staffing to meet the needs.

20. Will the district pay for mileage traveling between school campuses on the same day? If so, is it the IRS standard rate, or is it dictated by the district?

This RFP award is for teletherapy and thus there is no travel between physical locations required.

21. When is the anticipated award date for this bid?

- a. How will awarded vendors be notified

This will be posted on the District's Website.

22. Will the district accept DocuSign signatures in lieu of wet signatures?

DocuSign can be used to submit.

23. What is the anticipated number of full time and part time positions?

This RFP award is for teletherapy for mental health services. The solution should be flexible to meet the mental health needs of our students; however, no full-time or part-time positions will be added to the districts personnel baseline.

24. Who are the current vendors providing services?
Various agencies may be used depending on needs that arise in the district.
25. Are your current vendors meeting your needs?
Not applicable
26. How long have the incumbent suppliers held this contract?
Various agencies may be used depending on needs that arise in the district.
27. Since the documents listed on page 18 of the RFP will be utilized as the agreement, would the district be open to signing an amendment that outlines timekeeping, credentialing, and other essentials items?
Any agreement would have to be shared with Greenville County Schools prior to the submission of the proposal for review.
28. What are the current hourly bill rates for vendors providing similar services?
Not applicable to provide a response
29. Does the district have a cap on the hourly rate for these services?
Not applicable to provide a response
30. Will the district accept a rate range or a flat rate (i.e. - \$75-80/hr. versus \$75/ hr.)
Not applicable to provide a response
31. Do you require resumes and license verifications of potential contracted candidates to be included in our submission?
a. If so, can we provide sample resumes with personal information redacted?
The RFP states, 'Please provide agency's licensure/certification to practice psychology, clinical social work, mental health counseling, marriage and family therapy, or school psychology in the State of South Carolina; include a copy of each mental health provider's license/certificate,' as well as, 'Please provide a list of key personnel with their resumes.'
The redaction of personal information, such as personal addresses, personal email addresses, or personal telephone numbers would be acceptable.
32. How will the vendors be notified of an award?
This will be posted on the District's Website.
33. Do you anticipate awarding one or multiple vendors?
Not applicable to provide a response
34. Are clinicians required to directly bill Medicaid for reimbursement or do they just complete paperwork for the district to submit to Medicaid for reimbursement?
Clinicians are required to complete paperwork for the district submission of Medicaid reimbursement and adhere to all federal and state guidelines.

35. Will the district accept and consider submissions from staffing agencies?
Please review the anticipated profile of the company stated in the RFP.
36. Can you provide the name and contact information for the individual who will be coordinating these services at your district?
This information will be made available to the awarded provider.
37. Can you please clarify if you're looking for a single vendor to provide teletherapy and/or an early warning system for the purpose of behavioral threat assessment and management? i.e. Would Greenville County Schools consider awarding two contracts (one for teletherapy, one for early warning indicator systems provider) or are you only looking to award one contract?
The scope should state, 'The proposed solution should provide, at a minimum, a way for Greenville County Schools to support student mental health through ongoing teletherapy sessions.'
38. What kind of funding will be made available for this project?
Not applicable to provide a response
39. What is the district's anticipated award date?
There is no determined award date. Proposals will be evaluated and awarded within 30 days.
40. What is the approximate number of students aged 13 & over in the district?
Not applicable to provide a response
41. Will Greenville County Schools consider a solution that provides mental health and wellness services to ages 13 and older, and not younger? 13 is the minimum age requirement to use our services and this is how we currently engage in all of our School District and Municipal partnerships such as; New York City, 465,000+ teens, Baltimore County Public Schools, 37,000+ Students, and more. We are a great fit and hope this will be amenable.
Mental health challenges affect students of all ages, K through 12, and the solution should be flexible.
42. P. 8 "The proposed solution should offer, at a minimum, an online, early warning system for detecting and alerting threats made by students, including threats to self and others. "Threats" refer to any verbal, written, or behavioral indicators that suggest harm. The solution must monitor various forms of digital communication, including social media, emails, and text messages, while ensuring student privacy and data security."

Please clarify. Is the expectation that the vendor will be required to monitor students' personal social media accounts, personal/private emails, and personal/private text messages, (meaning those outside of communications in our own proprietary solution, personal and private to the student)? We do not believe all of this would be possible or legal for any organization or service, especially when referring to personal emails and personal text messages on students' private personal accounts or personal devices.

The scope should state, ‘The proposed solution should provide, at a minimum, a way for Greenville County Schools to support student mental health through ongoing teletherapy sessions.’

43. P. 9 “4. Ability to handle all referral logistics, including but not limited to website maintenance for school referrals,” Can you please clarify what is meant by “website maintenance for school referrals”?

The awarded provider should ensure that the referral system is up and available for registration without negatively impacting students.

44. P. 9 “9. Practitioners should have the capacity to establish in-school access to clinical outpatient treatment services”. What is meant by “in-school access to clinical outpatient services”? Is the practitioner required to be on-site, in person, with the student at the school? Or is this referring to a practitioner providing virtual telehealth services during school hours as a component of the service the vendor is providing?

This RFP award is for teletherapy for mental health services; practitioners would not be onsite or in-school.

45. P. 9 “13. Please provide documentation of bilingual capability for mental health providers in one or more of the following languages: English/Spanish, English/Haitian Creole, English/French”. What specific documentation do you require, if any, regarding the bilingual capability of mental health providers? Would a simple statement of fact suffice?

Languages spoken by students within Greenville County Schools should be met by the awarded vendor with sufficient proof of languages spoken.

46. What data is designated to be shared in the “Data Sharing Agreement (DSA)”? Does it include PHI and/or PII? If yes, will the district be willing to sign a required HIPAA BAA Agreement with us in order for such information to be shared?

The Data Sharing Agreement (DSA) will be shared with the awarded provider and any agreement would have to be shared with Greenville County Schools prior to the submission of the proposal for review.

47. Pricing:

1. Cost per session
2. Cost for cancellations
3. Cost for no shows
4. Cost for setup
5. Cost for yearly maintenance
6. Cost for sessions covered under Medicaid should be reimbursable

Would the district entertain a Per Student Per Month (PSPM) pricing model? (Our model is not solely session-based, it includes ongoing and unlimited messaging as a core part of therapy, therefore, we do not charge per session.)

All submissions will be reviewed and the model that best fits the needs of the district will be selected.

End of Section – Inquiries/District Responses

All other terms and conditions remain unchanged and in force.

Thank you for your interest in the District.

Matt Pettit
Director of Procurement