

**REQUEST FOR PROPOSAL
STUDENT TELEHEALTH
SERVICES FOR
CARL SANDBURG COLLEGE**

The Board of Trustees of Carl Sandburg Community College District #518 invites you to submit a Proposal for Student Telehealth Services. **All proposals are due by 2:00 p.m. on Wednesday, July 14, 2021** and should be sent to:

Cory Gall
Associate Vice President of Administrative Services
Carl Sandburg College
2400 Tom L. Wilson Blvd.
Galesburg, IL 61401

ALL PROPOSALS MUST BE IN A SEALED ENVELOPE AND MARKED “STUDENT TELEHEALTH SERVICES PROPOSAL.” Late proposals will not be considered.

Questions should be directed to Autumn Scott, Dean of Student Success, at (309) 341-5422 or anscott@sandburg.edu.

The Board reserves the right to waive technicalities and informalities in the proposal process, to reject any or all proposals, or any part of any proposal, for any reason. The College also reserves the right to obtain clarification of any point in a firm’s proposal or to obtain additional information. The determination of whether any proposal by a firm does or does not conform to the conditions and specifications of this Request for Proposal is the responsibility of the College.

The recommended telehealth partner will be presented to the Carl Sandburg College Board Trustees on Thursday, July 22, 2021.

CONTRACT TERM

The intent of this RFP is to commit to the winning firm for telehealth services for two fiscal years through June 30, 2023 with a two-year renewal clause. The Board reserves the right to review and adjust or cancel the contract each year at its discretion. It is understood that if the operations of the College change significantly during the initial two-year period, the contract may be renegotiated.

“This contract is subject to the provisions of the ‘EQUAL EMPLOYMENT OPPORTUNITY CLAUSE’ as provided by the Illinois Fair Employment Practices Commission and the Illinois Compiled Statutes.”

It is the policy of The College that no person shall, on the grounds of race, color, religion, sex, age, national origin, ancestry, disability, or veteran status, be excluded from consideration from employment, denied employment with, or be subject to discrimination of any kind by The College. In accordance with this policy, we support and encourage minority and female participation in all aspects of our institution, as well as with those individuals who interact with us.

GENERAL INFORMATION

Carl Sandburg Community College was established in 1966, and is a comprehensive two-year public community college serving the residents in all or parts of ten counties in West-Central Illinois. Since 1965, the Illinois Community College Board (ICCB) has been the State's coordinating agency for community colleges. The ICCB promotes cooperation within the system and accommodates statewide initiatives considered appropriate for community colleges. The College offers a variety of programs and services.

The Main Campus is located in Galesburg, IL with a Branch Campus in Carthage, IL. The district serves all or parts of the following ten counties: Fulton, Hancock, Henderson, Henry, Knox, McDonough, Mercer, Schuyler, Stark, and Warren.

The College provides a variety of student services, including personal counseling that is limited in duration and scope. In order to further promote student success, graduation, and retention, the College seeks to expand student health and wellness services, including medical and behavioral health services, via a telemedicine platform.

For institutional and student body statistics and enrollment data, please visit <http://www.sandburg.edu/About/Institutional-Effectiveness/index.html>.

SCOPE OF SERVICES

1. The College seeks a telehealth partner to provide remote consultations, diagnosis, and treatment (henceforth referred to as telehealth) for behavioral health services at a flat, per-student rate, payable by the College, with no per-visit consultation fees or copays to be charged to the student within the specified terms:
 - a. When a student is actively enrolled in 1 credit hour or more at the College, the student shall be entitled to:
 - i. Unlimited, on-demand behavioral health consultations
 1. Unlimited on-demand behavioral health consultations are intended to be with a licensed mental health provider, including personal counselors, social workers, and psychologists, available on-demand and are intended to be short in duration and scope.
 - b. During an academic year (fall, spring, summer), a student who is actively enrolled in 1 credit hour or more shall be entitled to:
 - i. Up to 12 scheduled therapy consultations (i.e. counseling sessions).
 1. The 12 therapy consultations are intended to be scheduled with a consistent therapist. Students should be able to choose their therapist in an ongoing, scheduled therapy session. The therapist shall be a licensed mental health provider, such as a licensed social worker, personal counselor, or psychologist. These sessions should address issues in a more extensive manner than the unlimited, on-demand behavioral health consultations.
 - ii. Any scheduled consultations in excess of 12 sessions may be payable by the student. Fees for scheduled consultations (i.e. counseling sessions) in excess of 12 sessions shall be defined in the contractual agreement between the College and the telehealth partner, and the student will be made aware of such fees prior to scheduling sessions beyond the terms of service laid out in this agreement.

2. The College also seeks to add unlimited, on-demand medical consultations with a licensed medical professional. Providing medical consultations is not a requirement for submitting a bid for this proposal. However, if medical consultation services can be provided, please include a fee structure for these services in addition to behavioral health services. Treatment administered during on-demand medical consultations may include writing prescriptions, administering medical advice, or referrals for in-person care.
3. Students are responsible for the cost of any care, including prescriptions, beyond the care provided during the direct services, as outlined above, through the telehealth partner.
4. The telehealth firm must not require students to enroll in an insurance plan, whether through the telehealth firm or another provider.
5. The telehealth firm must provide a means by which Carl Sandburg College students can access medical and behavioral health services on-demand, 24 hours a day, 365 days per year, via web, phone, or mobile device.
6. The telehealth firm will provide the College with regular, at least twice-annual, access to data which will address the following metrics: student satisfaction with telehealth services, total student visits, average provider response time, prescription/diagnosis metrics, demographics of student users, utilization rates, including days of the week and times of day for peak student usage.
7. The firm will provide marketing support for the initial program launch and ongoing support to promote student utilization.
8. The firm will provide staff who are available to meet with College staff in the event that support is needed for the initial implementation, launch, or ongoing technology support.
9. The telehealth services firm will comply with all federal and state records requirements, including confidentiality and privacy of student/patient records as outlined in the Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) and The Health Insurance Portability and Accountability Act of 1996 (HIPAA).
10. The telehealth firm will create a plan to coordinate with local providers for referrals when in-person care is necessary for Carl Sandburg College students. Additionally, the telehealth partner will provide consultations and appropriate referrals for students experiencing potential cases of sexual assault and alcohol and substances abuse issues.
11. The telehealth firm will provide an option for a secure file transfer system with an option for automated file transfers in order to maintain an updated list of actively enrolled students eligible to receive telehealth services. The telehealth firm will utilize Secure File Transport Protocol (SFTP) to ensure data transmission security.
12. The telehealth services firm will carry throughout the duration of its agreement with the College, at its own expense, the following insurance:
 - a. Medical Malpractice Insurance
 - b. Comprehensive General Liability Insurance
13. The telehealth firm must be able to uphold a program implementation timeline within 60 days

of a signed contract.

14. Additional information may be obtained by contacting Autumn Scott, Dean of Student Success, at (309) 341-5422 or anscott@sandburg.edu.

INFORMATION ON FIRM

In order to achieve a uniform review process and to obtain the maximum degree of comparability, it is required that the following list of items be addressed by the proposing firm:

1. Provide a description of the firm's practice including:
 - a. Size of firm,
 - b. Longevity of practice; and
 - c. List of educational clients, specifically community colleges and other colleges or universities.
2. Describe any business, investment, or family relationships with Carl Sandburg College Community College officials or appointed employees.
3. Provide fee proposal inclusive of all expenses for each fiscal year, beginning with fiscal year 2022 and through fiscal year 2025. The proposal shall include:
 - a. Fee structure for medical telehealth services
 - b. Fee structure for behavioral telehealth services
 - c. Combined fee structure for medical and behavioral telehealth services.
 - d. An invoice schedule (i.e. annual, per semester).
4. List per student billing rates for scheduled therapy consultations beyond the 12 sessions per academic year included in the agreement.

SUPPLEMENTAL QUESTIONS FOR THE FIRM

1. Describe the diversity of your telehealth providers. Would students have access to providers from a diverse array of backgrounds, including, but not limited to: racial, ethnic, religious, gender identity, ability, and sexual orientation?
2. What level of assistance from College staff have you built into your proposal? Please describe the extent and examples of tasks you would expect from College staff.
3. Describe the use of technology in your firm's telehealth services. Does your telehealth platform currently use any innovative approaches for improving the efficiency or quality of patient care? A mobile app is preferred.
4. Describe your firm's experience in providing telehealth services (both medical and behavioral) to college student populations.
5. What is the average wait time a patient experiences through your telehealth platform before being connected with a medical provider? A behavioral health provider?

COLLEGE RESPONSIBILITIES

1. College marketing staff will assist with coordination of marketing efforts to increase student awareness and utilization of telehealth services.
2. College will provide the firm with updated enrollment information of students who are actively enrolled and eligible for telehealth services via a secure electronic transfer file.
3. College will provide contact and location information for local healthcare providers so that the telehealth partner can coordinate a referral process when telehealth services cannot sufficiently meet a student's health needs and a student must be referred for in-person care.

EVALUATION CRITERIA AND TECHNIQUES FOR RESPONSES TO REQUESTS FOR PROPOSALS

Proposals will be evaluated by the Associate Vice President of Administrative Services, the Vice President of Student Services, and the Dean of Student Success. Recommendations then will be presented to the Board of Trustees to make the final decision.

CRITERIA FOR SELECTION

Evaluation considerations will include the following:

1. Firm must employ medical (if included in the bid) and behavioral health providers licensed to practice in the United States.
2. Relevant experience of the firm in providing medical and behavioral telehealth services to educational institutions. A firm that has provided telehealth services to a community college within the previous three years will receive preference.
3. Reputation of the firm (based on references).
4. Willingness to meet or exceed performance specifications.
5. Responses to supplemental questions.
6. Cost of the telehealth services as compared with other proposals.

The College reserves the right to reject any and all proposals submitted.