MINNESOTA STATE COLLEGES AND UNIVERSITIES

METROPOLITAN STATE UNIVERSITY

REQUEST FOR PROPOSAL (RFP)

FOR

TELEHEALTH SERVICES FOR METROPOLITAN STATE UNIVERSITY STUDENTS
March 2021

REQUEST FOR PROPOSAL (RFP)

FOR TELEHEALTH SERVICES FOR METROPOLITAN STATE UNIVERSITY STUDENTS

Table of Contents

Notice .............................................................................................................................................. 3
Definitions ....................................................................................................................................... 3
About Minnesota State and Metropolitan State University ........................................................... 4
Authority ......................................................................................................................................... 6
Project Overview ............................................................................................................................. 6
Technical/Functional Requirements ............................................................................................... 6
RFP Information Contact ................................................................................................................. 7
Duration of Offer ............................................................................................................................. 7
Minnesota State’s RFP Terms and Conditions ................................................................................ 7
Authorized Signature ...................................................................................................................... 8
Selection and Implementation Timeline ........................................................................................... 8
Contract Term ................................................................................................................................ 8
Proposal Deadline .......................................................................................................................... 8
Format of Proposals and Submission ............................................................................................ 9
Proposal Content ............................................................................................................................ 9
Required Documents and Forms .................................................................................................. 11
Selection Process .......................................................................................................................... 11
RFP Evaluation Factors .................................................................................................................. 12
Supplier Diversity ......................................................................................................................... 13
ED/VO Preferences: ...................................................................................................................... 13
   Economically Disadvantaged (ED) Business and Individuals .................................................. 13
   Veteran-Owned (VO) ................................................................................................................ 13
Notice

This Request for Proposal (RFP) does not obligate the Board of Trustees of the Minnesota State Colleges and Universities (Minnesota State) [or Metropolitan State University] to award a contract or complete the proposed project and each reserves the right to cancel this RFP if it is considered to be in its best interest. Proposals must be clear and concise. Proposals that are difficult to follow or that do not conform to the RFP format or binding specifications may be rejected. Responding Vendors must include the required information called for in this RFP. Minnesota State reserves the right to reject a proposal if required information is not provided or is not organized as directed.

Metropolitan State University also reserves the right to waive minor informalities and reserves the right to:

1. Reject any and all proposals received in response to this RFP;
2. Select a proposal for contract negotiation other than the one with the lowest cost;
3. Negotiate any aspect of the proposal with any Vendor;
4. Terminate negotiations and select the next most responsive Vendor for contract negotiations;
5. Terminate negotiations and prepare and release a new RFP;
6. Terminate negotiations and take such action as deemed appropriate.

Any decision to cancel or reject any and all proposals is in Minnesota State’s sole discretion. Minnesota State also reserves the right to change the evaluation criteria or any other provision in this RFP by posting notice of the change(s) on the Vendors and Suppliers at Minnesota State page. Vendors should check the site daily for updates (e.g. amendments, responses to questions) and are expected to review information on the site carefully before submitting a final proposal. Such changes or updates above constitutes written notice to each Vendor.

Definitions

Wherever and whenever the following words or their pronouns occur in this proposal, they shall have the meaning given here:

Minnesota State: State of Minnesota, acting through its Board of Trustees of the Minnesota State Colleges and Universities on behalf of Metropolitan State University.

School: Metropolitan State University
System Office: The central system office of Minnesota State Colleges and Universities located at Wells Fargo Place, 30 7th Street East, Suite 350, St. Paul, Minnesota 55101.

Vendor: The firm selected by Metropolitan State University as the successful responder(s) responsible to execute the terms of a contract.

Targeted Group Business (TGB): A business that is at least 51% owned and operated by a woman or person of color.

Minority-Owned Business Enterprise (MBE): Independent business which is at least 51% owned and operated by one or more minority group member (citizen of the United States or permanent resident who is Black, Hispanic, Asian, or American Indian).

Women-Owned Business Enterprise (WBE): Independent business which is at least 51% owned and operated by one or more women.

Please note, for TGB consideration, Minnesota State recognizes certification from at least one the following certifying agencies:

- **State of Minnesota – Department of Administration**
- **City of Saint Paul Central (CERT) Program**
- **North Central Minority Supplier Development Council** (regional affiliate of the National Minority Supplier Development Council)
- **Women’s Business Development Center** (regional affiliate of the Women’s Business Enterprise National Council)

Economically Disadvantaged (ED) Business and Individuals: Independent business or persons which is at least 51% owned and operated by economically disadvantaged.

Veteran-Owned Business Enterprise (VO): Independent business which is at least 51% owned and operated by one or more veteran.

**About Minnesota State and Metropolitan State University**

Metropolitan State University is a member of the Minnesota State system. Minnesota State Colleges and Universities (Minnesota State) is the third-largest system of higher education in the United States. It is comprised of 37 state colleges and universities with 54 campuses located in 47 Minnesota communities. The System serves approximately 350,000 students each year. The Minnesota State Colleges and Universities is an independent state entity that is governed by a 15-member Board of Trustees. The law creating the system was passed by the Minnesota Legislature in 1991 and went into effect July 1, 1995. The law merged the state’s community colleges, technical colleges and state universities into one system, other than the University of
Minnesota campuses. For more information about Minnesota State, please view its website at https://www.minnstate.edu/.

Metropolitan State University, a comprehensive public urban university, serves nearly 10,000 students throughout the metropolitan area. The university provides flexible and affordable bachelor, graduate and doctoral education at multiple convenient locations in a richly diverse urban environment, and has nearly 90% transfer students from local community colleges, the University of Minnesota, and other four-year universities. Students find success at Metropolitan State because of the small class size, expert faculty, individualized opportunities for degree completion, and connection and engagement with local communities and economy through academic programs, outreach, job placement and commitment to anti-racism.

Students at Metropolitan State include significant numbers of mature, working and mid-career adults, students of color (many from recent immigrant and refugee populations including Hmong, Somali and Latínx students), and financially disadvantaged students. Approximately 95% of the student population is from the state of Minnesota, though Metropolitan State also serves 400+ international students representing 65 countries and 6 continents. With an age range of 16 to 74 and an average age of 30, Metropolitan State's students are typically older than traditional-aged college students. More than 90% of students are working and many are supporting families. Most (~60%) students attend part-time; more than half (51.7%) are first-generation college students; and almost half (46.5%) are low income. More than 55% are women, 20% are single parents, and 50% are people of color, which is the highest percentage of students of color at a university in Minnesota. Metropolitan State also has a significant population of students who are Veterans and military members.

The Department of Counseling, Health and Wellness at Metropolitan State currently provides behavioral health services to students at no cost, including individual and group psychotherapy, psychological assessment, and a 24/7/365 mental health support line. These services are currently being offered remotely and in-person for few select cases, due to the COVID-19 pandemic. The Department of Counseling, Health and Wellness is committed to anti-racism and strives to integrate anti-racism practices into our services.

Metropolitan State students have a wide range of health and wellness needs. As outlined above, the student population is diverse in age, race/ethnicity, socioeconomic status, veteran status, and family structure. A needs assessment conducted during the summer 2020 semester showed that many Metropolitan State students lack access to resources such as insurance and quality healthcare. It is widely understood that low-income, underserved communities often face barriers when accessing healthcare. The COVID-19 pandemic has only increased the need for more accessible services for Metropolitan State University students.
Authority

This RFP is undertaken by Metropolitan State University pursuant to the authority contained in provisions of Minnesota Statutes § 136F.581 and other applicable laws. Metropolitan State University will select the Vendor(s) whose proposal(s), and oral presentation(s) if requested, demonstrate in its sole opinion, the clear capability to best fulfill the purposes of this RFP in a cost-effective manner. Metropolitan State University reserves the right to accept or reject proposals, in whole or in part, and to negotiate separately as necessary to serve the best interests of Metropolitan State University. This RFP does not obligate Metropolitan State University to award a contract or complete the proposed project and it reserves the right to cancel this RFP if it is considered to be in its best interest.

Project Overview

The Department of Counseling, Health and Wellness at Metropolitan State University is requesting proposals to assist in the development of student health services. Student health services are an important part of keeping our community safe, healthy, and informed. Specifically, the Department of Counseling, Health and Wellness is looking for a health service that provides both primary and urgent care options to our students. Ideally, primary care services would include evaluation and treatment of acute and chronic illness and injuries, ability to refer for specialty consultation or to a higher level of care, disease prevention, health maintenance, and patient education, and reproductive health care. The urgent care services should include treatment of minor pain and respiratory illnesses.

Metropolitan State University consists of four physical campus locations and a robust online learning environment. As noted in the background information above, the student population at Metropolitan State University is diverse in many ways and requires a health service that meets their specific needs. It is important that the student health services offered by the university are accessible to all students, regardless of their physical location, disability status, financial situation, and other potential barriers our population may face.

Technical/Functional Requirements

The vendor must provide 24/7/365 access to telehealth services for students. The telehealth system must allow for HIPAA-compliant video communications between a provider and a patient. The telehealth system should function on computers, tablets, and hand-held devices (including cell phones) with Apple (MacOS and iOS) and Google (Chrome and Android) operating systems and be compatible with all major web-browsers. The telehealth system should provide adequate (480p) video over cellular connections and have at least basic capability to pan, zoom, and focus.
with a smart phone, tablet, or webcam. The telehealth system must comply with current national accessibility standards.

Ideally, students will be able to utilize a single user sign-on to the telehealth system with Metropolitan State credentials in order to access the telehealth service.

Please see the Proposal Content section for more details.

**RFP Information Contact**

Metropolitan State University’s authorized representative for purposes of responding to inquiries about the RFP is:

- **Name:** Michael Peterson
- **Title:** Director of Counseling, Health and Wellness
- **Address:** 700 East Seventh Street, Saint Paul, MN  55106
- **Telephone:** 651-793-1568
- **E-mail address:** michael.peterson@metrostate.edu

Other persons are **not** authorized to discuss RFP requirements before the proposal submission deadline and Metropolitan State University shall not be bound by and vendors may not rely on information regarding RFP requirements obtained from non-authorized persons. Questions must include the name of the questioner and their telephone number, fax number and/or e-mail address. Anonymous inquiries will not be answered.

**Duration of Offer**

All proposal responses must indicate they are valid for a minimum of [one hundred eighty (180) calendar days] from the date of the proposal opening unless extended by mutual written agreement between Metropolitan State University and the Vendor.

Prices and terms of the proposal as stated must be valid for the length of the resulting contract.

**Minnesota State’s RFP Terms and Conditions**

This RFP includes and incorporates Minnesota State’s RFP Terms and Conditions. Vendors should be aware of Minnesota State’s RFP terms and conditions in preparing responses to this RFP. Much of the language reflected in any resulting contract with Minnesota State is required by statute. If you take exception to any of the language in the terms and conditions, you must indicate those exceptions in your response to the RFP; certain exceptions may result in your proposal being
disqualified from further review and evaluation. Only those exceptions indicated in your response to the RFP will be available for discussion or negotiation.

**Authorized Signature**

The proposal must be completed and signed in the firm's name or corporate name of the Vendor and must be fully signed by an authorized representative of the Vendor. Proof of authority of the person signing must accompany the response.

**Selection and Implementation Timeline**

While the State of Minnesota requires a minimum 2 weeks of solicitation, it is recommended that schools allow 3 weeks to allow sufficient time for responses and review.

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday, March 8, 2021</td>
<td>Publishes RFP notice in State Register</td>
</tr>
<tr>
<td>Friday, March 19, 2021</td>
<td>Deadline for Vendors to submit clarifying questions</td>
</tr>
<tr>
<td>Wednesday, March 24, 2021</td>
<td>Deadline to publish responses to RFP questions</td>
</tr>
<tr>
<td><strong>Friday, April 2, 2021 5:00 PM CT</strong></td>
<td><strong>Deadline for RFP proposal submissions</strong></td>
</tr>
<tr>
<td>April 3 – April 14, 2021</td>
<td>Proposals reviewed, finalists selected</td>
</tr>
<tr>
<td>Thursday, April 15, 2021</td>
<td>Vendors invited for oral presentations</td>
</tr>
<tr>
<td>April 19 – April 21, 2021</td>
<td>Oral presentations by selected Vendors</td>
</tr>
<tr>
<td>April 22 – April 25, 2021</td>
<td>Vendor(s) selected and notified</td>
</tr>
<tr>
<td>April 26 – May 7, 2021</td>
<td>Negotiate contract</td>
</tr>
<tr>
<td>Monday, May 17, 2021</td>
<td>Finalize contract</td>
</tr>
</tbody>
</table>

Metropolitan State University reserves the right to not award a contract. The dates noted above are estimates, but are reasonable for the purposes of presenting deadlines.

**Contract Term**

Metropolitan State University desires to enter into a contract with the successful Vendor(s) effective May 17, 2021 or on the date the last recognized signature is obtained, whichever occurs later. The length of such contract(s) will be two years, with two (2), one-year extension options. If Metropolitan State University and Vendor are unable to negotiate and sign a contract by May 17, 2021, then Metropolitan State University reserves the right to seek an alternative Vendor(s).

**Proposal Deadline**

Submitted proposals must be received at the following email address not later than 5:00 p.m. CT on Friday, April 2, 2021:
Institution: Metropolitan State University
Name: Michael Peterson
Title: Director of Counseling, Health and Wellness
Email address: michael.peterson@metrostate.edu

Format of Proposals and Submission

The Vendor shall submit one copy of the proposal to the email address above in a Portable Document Format (.pdf). All pages must be numbered and font size no smaller than 10 point. Please put “Metropolitan State University Health Services Proposal” in the subject line. Proposals must be signed by an authorized representative of the vendor. Proof of authority of the person signing must accompany the response.

Proposals received after the Proposal Deadline date and time will not be considered. Fax responses will not be considered. Hyperlinks to submissions in cloud storage will not be considered. Alterations in cost figures used to determine the lowest priced proposal will be rejected unless initialed in ink by the person responsible for or authorized to make decisions as to price quoted. The use of “white out” is considered an alteration.

Proposal Content

Vendors must submit the following information:

1. **Adherence to Minnesota State Terms and Conditions:** A statement of the objectives, goals, and tasks to show or demonstrate the vendor's view and understanding of the nature of the contract.

2. **Qualifications of Vendor and its Personnel:** Provide an overview of the vendor. Please include information regarding organizational structure and staffing, experience providing telehealth services for universities, features and services offered, and future directions of the organization. This section should outline how the vendor will meet the unique needs of Metropolitan State University students. Include a list of the personnel who will conduct the project, detailing their training, cultural competency, and work experience. Please specifically include information regarding the diversity of providers available for students to choose from based on race, ethnicity, gender, sexuality, and bi/multilingual abilities. Also highlight how the vendor has adapted to the COVID-19 pandemic and increase demand for telehealth services.

3. **Scope of Services:** Provide an overview of the telehealth services offered, specifically outlining the types of care available. Proposals should outline primary, urgent, and psychiatric care details, as well as specific conditions treated and any screen in/out
criteria for patients. This section should also address providers’ ability to write prescriptions, order labs and other diagnostic tests and make referrals as needed.

4. **Work Plan:** A description of the deliverables to be provided by the vendor along with a detailed work plan. This should include a timeline for implementation of services to Metropolitan State University students. Please describe in detail what steps need to be taken in order to begin offering telehealth services to Metropolitan State University students. Provide a typical implementation schedule, including all the necessary steps that need to be completed prior to offering services.

5. **Technology and Ease of Access to Care:** Outline the specific mode(s) of telehealth service delivery available and hours that students can access care. Please detail the specifics of the patient experience, including how students access services (i.e. single sign on capabilities). Highlight how vendor has worked to reduce barriers to accessing care. Any space requirements, supplies, and equipment needs should be outlined here.

6. **Marketing and Evaluation Plan:** Outline vendor’s marketing and communication plans for advertising your services to students, including how you will partner with Metropolitan State University’s marketing and communications staff. Describe the strategies utilized to assess effectiveness of services and student satisfaction.

7. **Accessibility:** A completed response to the attached Voluntary Product/Service Accessibility Template(s). The response must contain adequate information to evaluate the responsiveness to the accessibility standards (i.e. a completed VPAT or equivalent).

8. **Cost/Value:** Provide an overview of estimated costs to Metropolitan State University for utilization of vendor services. Explain in detail if or when vendor bills insurance for services and how students who are uninsured or functionally uninsured receive care. Please provide detailed information of direct costs to students (e.g., copays) for services utilized.

Top contenders will meet all or most of the following criteria:

- Provide Metropolitan State University students 24/7 access to a telehealth platform with telehealth services
- The system utilized will function on computers, tablets, and hand-held devices (including cell phones) with Apple (MacOS and iOS) and Google (Chrome and Android) operating systems
- The system will allow for HIPAA-compliant video communications between a provider and a patient
- The system must provide adequate (480p) video over cellular connections and have at least basic capability to pan, zoom, and focus with a smart phone, tablet, or webcam
- The vendor offers a diverse pool of providers that Metropolitan State University students can choose from based on race, ethnicity, gender, sexuality, and bi/multilingual abilities
- The providers can write prescriptions, make referrals, and order labs or other diagnostic services. The providers also much be able to follow up on the results with the patient
- Marketing and IT support
- Single user sign-on with Metropolitan State University credentials
- Ability to provide coordination of care for shared patients/clients at Metropolitan State University
- Demonstrates ability to provide services that address the health and wellness needs of Metropolitan State University’s diverse student population

**Required Documents and Forms**

1. Affidavit of Non-Collusion. Each Vendor must complete the [Affidavit of Non-Collusion](#) and attach it with the response.
2. Conflicts of Interest. Vendor must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.
3. Minnesota Department of Human Rights Workforce – [Affirmative Action Certification](#) (if proposal exceeds $100,000, including extension options).
4. Minnesota Department of Human Rights [Equal Pay Certificate Form](#) (if proposal exceeds $500,000, including extension options)
5. [Veterans Preference Form](#) (if applicable).
6. [Targeted Business Inclusion Form](#): Respondent must provide certification(s) that at least 51% of the business is owned and operated by a woman or minority.

**Selection Process**

The selection process includes a review committee comprised of the following individuals:

- Director of Counseling, Health and Wellness
- Coordinator of Health and Wellness
- Multicultural, American Indian and Retention Services Representative
• Faculty Representative
• Center for Accessibility Resources Representative
• IT Services Representative
• Graduate Student Representative
• Undergraduate Student Representative

This group will evaluate the proposals and make the final decision.

**RFP Evaluation Factors**

The following factors and their identified weight will be used by Metropolitan State University to evaluate the responses:

1. Adherence to Minnesota State Terms and Conditions (5%)
2. Qualifications of Vendor and its Personnel (15%)
3. Scope of Services (15%)
4. Work Plan (5%)
5. Technology and Ease of Access to Care (5%)
6. Marketing and Evaluation Plan (5%)
7. Accessibility (5%)
8. Cost/Value (30%)
9. Completeness, thoroughness and detail of response as reflected by the proposal’s discussion and coverage of all elements of work listed above (5%);

10. Targeted Business Inclusion; respondent is a certified TGB and/or respondent commits to sub-contracting 10% or more of the value of the contract to a certified TGB (10%)

Total 100%

11. Preference to Economically Disadvantaged Business and Individuals (6%), if applicable (see below); and

12. Preference to Service Disabled / Veteran-Owned Business and Individuals (see below) (6%), if applicable (see below).

*Preferences are to be applied by adding 6% to the final cost proposal submitted by non-TGB/ED/VO respondents.*

Metropolitan State University reserves the right to name a date which all responding Vendors will be invited to present demonstrations or participate in an interview.
Metropolitan State University does not agree to reach a decision by any certain date although it is hoped the evaluation and selection will be completed by the date identified in the Selection and Implementation Timeline.

A proposal may be rejected if it is determined that a Vendor’s ability to work with the existing infrastructure will be too limited or difficult to manage.

**Supplier Diversity**

Pursuant to policy 5.14 and Minn. Stat. 16C.16, Minnesota State Colleges & Universities is committed to taking affirmative action to ensure that minority-owned (MBEs) and women-owned (WBEs) businesses are given equal opportunity to provide their goods & services to Minnesota State. Targeted Business inclusion is a part of the criteria for this request for proposal to facilitate Minnesota State’s fulfillment of this commitment.

For all goods & services contracts estimated to be in excess of $50,000, all responding Vendors are required to complete the attached [Targeted Business Inclusion Form](#) and attach hard copies of TGBs certificates verifying that the Vendor is certified by one of the certifying agencies recognized by Minnesota State (see acceptable certifications in the definitions section of this RFP). Vendors are not required to include TGBs in their bid response; however, it should be noted that TGB inclusion is ten percent (10%) of the total proposal criteria.

**ED/VO Preferences:**

For information regarding certification, contact the OEP at 651-201-2402 or you may reach the Helpline by e-mail at procurement.equity@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

**Economically Disadvantaged (ED) Business and Individuals**

In accordance with Minnesota Rules, part 1230.1810, subpart B certified Economically Disadvantaged (ED) Businesses submitting proposals as prime contractors shall receive the equivalent of a six percent (6%) preference in the evaluation of their proposal. Eligible ED businesses must be currently certified by the Minnesota Department of Administration’s Office of Equity in Procurement (OEP) prior to the solicitation opening date and time.

**Veteran-Owned (VO)**

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall
award up to a six percent (6%) preference, but no less than the percentage awarded to any other group under this section on state procurement to certified small businesses that are majority-owned and operated by veterans.