Metropolitan State University Telehealth Services RFP Questions

Student Demographics

1. Can you confirm if services will be provided to the total student population size of 10,000? If not, can you provide how many students will need to receive access?
   Enrollment for Fall semester 2020 was 7615 students. For proposals that will base pricing on an exact number of students eligible for services, we request a price per student, as well as an overall price, as we are not able to exactly predict our Fall 2021 enrollment.

2. Just one quick question and if we have more we’ll submit. It says students almost to 10k lives. Is there an exact number this would roll out to?
   Previously answered.

3. What is the student/patient population size of coverage?
   Previously answered.

4. Can you provide your student population size in scope for these telehealth services?
   Previously answered.

5. What is the payor mix of the student population (please be specific between federal and commercial and within commercial the top 5 payors)
   There are no university services that bill student health insurance and we do not have good data regarding the health insurance coverage of our students. Many of our students have insurance through Medical Assistance, Minnesota’s Medicaid program, or MinnesotaCare, a health insurance program run by the State of Minnesota. Common private insurers in Minnesota include BlueCross BlueShield of Minnesota, HealthPartners, Medica, PreferredOne, UCare, Humana, and Cigna.

6. Are uninsured and insured students identified? If so how?
   Not currently.

Current Behavioral & Physical Health Services Offered

7. Do you currently have a telemedicine provider?
   No. We had a contract with a telehealth provider, who provided asynchronous telehealth services, but that contract ended on March 1, 2021.

8. Is any, software (e.g., vendor, product, features, technology) is being replaced by the requested solution?
   Yes, the university previously had a contract with a third party who was providing asynchronous telehealth services to students. That contract ended on March 1, 2021.

9. Do you have a health plan for the students?
No, Metropolitan State University does not have a student health insurance plan.

10. **For record sharing purposes, do you have a medical provider and/or a counselor currently providing services on campus?**
    We currently have mental health services offered to all students. We do not currently have a medical provider.

11. **How is the Department of Counseling, Health and Wellness currently, serving students?**
    We currently offer individual and group therapy and limited telepsychiatry services directly to students. Psychiatric services are provided through a collaboration with a Minnesota State University partner. We also conduct student needs assessments and provide health promotion interventions as needed. Currently that includes COVID-19 case management services, resources, and consultations for students, staff, and faculty. We previously offered asynchronous telehealth services through a third-party vendor. Services under that contract ended on March 1, 2021.

12. **What is the Department of Counseling, Health and Wellness currently doing for these [uninsured] students?**
    Behavioral health services are offered to all students at no cost and we do not currently bill insurance. Healthcare case management is also offered at no cost to help connect students to resources in the community that meet their needs. A free and confidential 24/7/365 phone support line is available to students as well.

13. **What type of support does the 24/7/365 mental health line currently provide?**
    Crisis support and intervention provided by licensed counselors.

14. **What percentage of students are currently receiving mental health services?**
    Approximately 1.6% of students access psychotherapy through Metro State’s Counseling Services office in a typical year. Our best estimate from internal survey data is approximately 14% of students are receiving mental health services off campus at any given time.

15. **What are the typical wait times for a student to have access to a scheduled counseling session?**
    Typical wait times for services are one week or less.

16. **What percentage of students are waiting to be seen for mental health services?**
    Counseling Services does not currently have a waitlist for mental health services.

**Scope of Telehealth Services**

17. **Do students need the ability to have access to medical care, additional mental health support, and psychiatry services?**
    We currently offer mental health services and limited psychiatry services. The telehealth vendor must offer access to medical care. Psychiatric services are preferred, but not required. We are not seeking to add psychotherapeutic services at this time.
18. The Project Overview on page 6 specifically refers to primary and urgent care and does not mention psychiatry, is the School looking for tele-psychiatry services provided by a psychiatrist or NP Psych to augment their existing behavioral health service offering? Yes, we are interested in telepsychiatry services as part of this RFP.

19. What % of consults are behavioral and what percent are medical? The majority would be medical as we offer in-house counseling services already. For behavioral health we are primarily interested in psychiatry.

20. What is the anticipated number of monthly consults? It’s difficult for us to accurately estimate what our demand for services will be. Our previous contract had a relatively limited scope of services with exclusion criteria that made many of our students ineligible to receive services. Utilization for mental health care has generally been lower than national averages, though prior to the pandemic Counseling Services offered only in-person services at one of four campus locations. It’s likely that those submitting bids will be able to more accurately estimate our utilization based on their experience working with other organizations.

21. How many scheduled appointments are expected per day? Per month? See above response.

22. Is the scope of service only for Metro State and not including additional Minnesota State Colleges or Universities? This RFP is only for Metropolitan State University and does not include any of the other colleges or universities within the Minnesota State College and University system (MinnState).

23. What is the mix of students to teaching/administrative staff who will be eligible to use this solution? Only students will be eligible to access telehealth services.

24. Could you please elaborate on the functionality related to student’s ability in making a choice of a physician, keeping elements, like diversity, in mind? This would help us to define the scope of the functionality better. Metro State’s student population is diverse and has a wide range of health needs. As department, we recognize that one strategy to address health disparities is having culturally competent, inclusive providers. It is important that providers serving Metro State students have experience working with diverse populations, including BIPOC patients, LGBTQ+ communities, immigrant and refugee communities, and low-income individuals. Additionally, providers should represent a wide range of identities and areas of expertise.
25. **Please describe any internal Minnesota State or Metro State University resources who will be involved in the day-to-day operations of this solution?**
   The Coordinator of Health and Wellness and the Director of Counseling, Health and Wellness will serve as the primary points of contact for this contract. The Office Coordinator for the Counseling, Health and Wellness department will be available to provide limited assistance to students who are seeking access to care. Metro State IT Services will assist with technological issues and our Marketing and Communications team will contribute to a marketing and communications plan. The Financial Management team will assist with contracting and payment.

**Proposal Requirements**

26. **Can we bid just for the IT component and the platform, and not for the physician services?**
   No, we are not considering technology-only proposals at this time.

27. **Does the RFP allow for a vendor to submit a mental healthcare bid only?**
   Our criteria require vendors to provide telehealth services that meet the medical needs of our student population.

**Marketing & Data Analytics**

28. **Can you please elaborate on the definition and scope of the marketing support that you are seeking from the vendors?**
   We envision marketing as a collaborative effort between the university and the selected vendor and the specifics of this arrangement can be developed during contracting.

   For the purposes of the proposal, we would hope to hear about the expertise vendors can bring to help promote telehealth services and raise awareness of services within our student body.

   We would be especially interested in hearing about marketing efforts that have been successful in other communities, particularly universities, and particularly with post-traditional students.

29. **What, if any, data analytics are within the scope of this solution?**
   Utilization – Metro State would like to see utilization data for each service, including demographic data where available. We’re particularly interested in ensuring equitable access to care for all of our students and would need to be able to disaggregate data based on demographic categories.

   Effectiveness – Metro State would like service providers to be able to demonstrate the effectiveness of the health service in improving student health and well-being.
Satisfaction - Metro State would like to see data related to student satisfaction with their services (e.g., number of repeat users, subjective self-reports on experiences, complaints received, etc.).

Cost & Payment
30. Is MSU open to paying a discounted fee for uninsured patients or will we have to absorb that cost?
   Yes, we are open to discussion about paying discounted fees for uninsured patients.

31. What are the expectations of the vendor if insured students are unable to pay the copay?
   The Department of Counseling, Health and Wellness is open to discussion around this topic, including the possibility of assisting with the cost of copays for underinsured students.

32. Is Metro State looking at $0 co-pay options for students to utilize the telehealth services or is there a co-pay established? Is the proposed pricing to be in a PMPM model (+ visit fee if no $0 co-pay model) based on 10,000 eligible students?
   We are seeking to provide the highest quality services at the lowest overall cost to students directly and to the university generally. We do not have a specific requirement for how vendors must structure payment models. If vendors choose to include co-payments, we ask that vendors include plans for how students who are unable to afford the co-payments will access services. We are open to considering having the university pay part, or all, of the co-payments that would be charged to students. The selection committee would like to remind vendors that Cost/Value will account for 30% of the weighted score as we evaluate proposals.

33. Are you ok with fees being specific to service (medical vs. behavioral and within behavioral, therapists vs. psychiatrist)?
   Yes. Please share a cost breakdown in your proposal of the specific fees.

Technology
34. Does solution require data integration to an electronic health record (EHR)?
   No.

35. What, if any, EMR/EHR integration will be required?
   No EMR / EHR integration is required.

36. Could you please provide us with a detailed overview of the application eco system the telemedicine platform would have to integrate with, including the existing clinical systems?
   We are not seeking to integrate the telehealth vendor’s record system with our existing clinical record system.
37. **Do requirements involve supporting any on-premise [sic] care locations which require hardware?**
   No.

38. **Can the technical and marketing support for the platform be provided from an offshore location?**
   Yes.

39. **What is your preference related to onshore/onsite/offshore service delivery? For example, onshore/onsite for project management, integration/configuration, hosting, and account management; and offshore for design, development, testing, and performance?**
   The selection committee is concerned about the quality of services provided and not the location from which they are provided. If possible, we would appreciate a vendor representative being able to speak with students about the telehealth services offered occasionally, either in-person or remotely.

40. **Will the University be able to provide an eligibility file to determine who is eligible to use this benefit?**
   Yes.

41. **What, if any, technology preference do you have regarding Single Sign On (e.g., SAML, JWT)?**
   Metro State’s internal IT has a preference to use Azure AD SAML through the Unified Tenant.

**Accessibility & Language**

42. **You mention disability access in your RFP – our service is available through an app, website or phone/video communication. Does that meet your requirements?**
   Minnesota State Statute 16E.03, subd 9 empowers the CIO for the State of Minnesota to set accessibility standards for state information systems, tools, and content. The current standard set by the State is the WCAG 2.0AA standard. Vendors with specific questions related to the technical details necessary to ensure compliance are encouraged to read the Accessibility and Usability of Information Technology Standard and/or the WCAG 2.0AA standard documents.

43. **You mention language options – we have English and Spanish available. Are there other language requirements?**
   Vendors will need to be able to provide services to our students who are deaf, or have hearing loss, either through health providers who are fluent in ASL or by providing a “qualified interpreter.” Interpreters need not be employees and could be contracted as needed to provide services.
There are no specific spoken language requirements other than staff fluency in English in order to be eligible for selection. Although all Metro State students are proficient enough in English to engage in educational activities, we recognize that some Metro State students may prefer to access health care using their primary language. In addition to Spanish, languages such as Somali, Hmong, Mandarin, and Arabic would be beneficial for our student population. If multilingual providers are not on staff, vendors could meet this need through contracting with an interpretation service.

44. **Could you please elaborate on the multilingual support that you are seeking, in terms of the languages you need support on?**

Previously answered.

**Implementation Timeline**

45. **How soon after finalizing the contract are you wanting students to have access to services?**

By the beginning of the Fall 2021 semester if possible. The implementation timeline is important, but it is not the university's top priority.

**Vendor Organization & Staffing**

46. **Can you provide clarification on the information needed for the organizational structure and staffing?**

Please share the current number of providers employed who are eligible to provide services in Minnesota, including licensing information, as well as other staff members who would support the work.

47. **How many healthcare providers are you anticipating in the system?**

The university will not be providing any healthcare providers within the systems. We are not considering technology / infrastructure only bids at this time and we are asking potential vendors to submit details regarding their providers as part of the proposal.

48. **Which best represents the staffing model requirements:**

- Vendor medical staff only
- Metro State medical staff only
- Hybrid of Vendor & Metro State medical staff

Vendor medical staff only.

49. **If requirement of Metro State medical staff, then how many clinicians will be involved?**

N/A.
Documents

50. Can you please provide a copy of Minnesota State’s RFP Terms and Conditions?
The direct link to the RFP Terms and Conditions is listed below.
Metropolitan State University RFP Telehealth Services Terms and Conditions

You can also access the RFP Terms and Conditions on minnstate.edu/vendors. To access, select ‘General Opportunities’ and scroll to find ‘Telehealth Services for Metropolitan State University.’ The ‘Terms and Conditions’ link is listed directly under the main link.

We apologize that the original link was inaccurate.

51. In the Proposal Content section: "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." I just want to clarify if there is a separate document that includes the Minnesota State Terms and Conditions. Or are the Minnesota State Terms and Conditions simply the terms and conditions only mentioned in the 14 page RFP?
Please refer to the above response.

52. Can you please provide a copy of the Voluntary Product/Service Accessibility Template?
The State of Minnesota requests that vendors complete an Information Technology Industry Council (ITIC) Voluntary Product Accessibility Template (VPAT) that includes the following completed sections:

   WCAG 2.0

   Section 508

The 2.0 version of the standard VPAT, as well as background and guidance from the Minnesota IT Services, can be found on the Minnesota State IT website under the ‘Products’ tab:

https://mn.gov/mnit/about-mnit/accessibility/it-procurement.jsp

53. The links provided are for online applications [Affirmative Action Certification, Equal Pay Certificate Form]. Are there particular forms required with the proposal that you could provide?
The Minnesota Department of Human Rights Workforce Affirmative Action Certification is required if the proposal exceeds $100,000, including extension options. The Minnesota Department of Human Rights Equal Pay Certificate is required if proposal exceeds $500,000, including extension options.

If proposals meet the above criteria, the Affirmative Action Certification and Equal Pay Certificate are required by the Minnesota Human Rights Act. It is the sole responsibility of
the vendor to obtain and submit their Affirmative Action Certification and Equal Pay Certificate, if required.

For additional information on these requirements and the Minnesota Human Rights Act, visit the websites linked below:

Workforce Certificate FAQ
Equal Pay Certificate

54. In Required Documents and Forms: Conflicts of Interest. We have zero conflicts of interest with Minnesota State or Metropolitan State. Will we skip that requirement or submit a document explaining that we have zero conflict/s of interest?
Please still submit a document that clearly states your company does not have relationships with any entities that create, or appear to create, a conflict of interest with the work that is contemplated in the RFP.

Extension Request, NDA, & SWIFT Vendor Portal Issue
55. We respectfully request a one-week extension as for some reason we did not receive the RFP when released.
We are unable to grant extensions for proposal submissions. Proposals must be received via email at michael.peterson@metrostate.edu no later than Friday, April 2nd 2021, by 5:00 PM CDT. Proposals received after the submission deadline will not be considered.

56. Before we can share pricing for this we would need a NDA in place. Is this something you can accommodate?
Metropolitan State University is statutorily prevented from signing an NDA related to pricing. Please see Minnesota State Statutes 13.37 subd 1b and 13.591 subd 3b for more information regarding nonpublic data and business data.

57. In the Notice section: There is a hyperlink for "Vendors and Suppliers at Minnesota State page" which leads to this page: https://mn.gov/mmb/accounting/swift/vendor-resources/ The page then says vendors must register in order to have access. The hyperlink for Vendor Registration Link leads to: http://mn.gov/supplier which appears to be a broken link. I have tried loading that site from different devices, different browsers and even different offices to make sure that it isn't just my computer or connection. Do you know if the site is down or if that is just a bad link? Without access to register, I will be unable to view your published answers for these questions. Can you please advise and guide me in the right direction to register? The SWIFT Vendor page referenced above has 3 different links that are all broken.
We're sorry to hear that vendors are having trouble with the SWIFT portal. These pages are operated by the Minnesota Management and Budget office for the State of Minnesota (MMB). Vendors who need assistance can contact the Vendor Assistance Help Desk at 651.201.8100, option 1, option 1.
Registration through the SWIFT portal is not necessary in order to submit a bid or to view responses to questions. Language on these pages saying that registration through the portal is required to submit bids and review responses refers only to those RFPs that are being operated by the Minnesota Department of Administration. Registration will eventually be required for the selected vendor in order to receive payment.

Answers to vendor questions for this RFP will be posted on minnstate.edu/vendors.

Proposals should be submitted via email to michael.peterson@metrostate.edu no later than Friday, April 2nd 2021, by 5:00 PM CDT.

58. We are having trouble accessing this portal. We have attempted to make contact through the phone number and email posted on the portal. Can we be directed to a contact person that can secure our logon? We also understand that the portal is going down for maintenance. Can Minnesota State provide updates to vendors via email? Since we do not have access at this time, can you please send answers to vendor questions via email?

Proposals must be submitted by email and do not require access to the portal. To ensure equitable access to information, RFP updates will not be provided via email. Answers to vendor questions will be posted on minnstate.edu/vendors by Wednesday, March 24th, 2021. You will not need to access the portal in order to review responses to these questions. To access, select ‘General Opportunities’ and scroll to find ‘Telehealth Services for Metropolitan State University.’ The answers to vendor questions will be clearly labeled and linked in that section. Answers will not be sent via email.