



REQUEST FOR PROPOSALS

FOR

Online Mental Health Services Provider

At

The Community College System of New Hampshire

RFP #CHA23-08

Date of Issue: June 13, 2023

Proposals must be received no later than
2:00 PM on June 30, 2023

All questions related to the RFP should be submitted via e-mail to:

Sean Fitzpatrick, System Office Procurement at sfitzpatrick@ccsnh.edu

The full content of this Request for Proposals, Attachments, Appendices, Response to Questions and all Addenda via CCSNH website located at:

<https://www.ccsnh.edu/about-ccsnh/bidding-rfp/>

The RFP contains specific protocols relating to discussion and other communications regarding this RFP. Any violations of these provisions may result in immediate disqualification of a firm's submission.

Prospective firms are encouraged to promptly notify CCSNH of any apparent inconsistencies, problems, or ambiguities in the RFP.

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INTRODUCTION

ABOUT THE COMMUNITY COLLEGE SYSTEM OF NEW HAMPSHIRE

The Community College System of New Hampshire (CCSNH) is a public system of higher education consisting of seven colleges located across NH. All colleges in CCSNH are accredited by the New England Commission on Higher Education and serve over 26,000 learners annually with 200 associate degree and certificate programs, aligned with career opportunities and transfer pathways at affordable rates of tuition. The System Office provides central support to the colleges and is located in Concord, New Hampshire's capital city.

PURPOSE:

The purpose of this REQUEST FOR PROPOSAL is to solicit proposals from qualified vendors who can provide online mental health counseling services to CCSNH students. The service provider must offer accessible and convenient counseling services to students who may experience challenges such as stress, anxiety, depression, and other mental health issues.

At a high level, the solution will address the following requirements:

- Mobile App
- Cloud based website
- Support phone number or ways support can interact with users
- Services offered on multiple technological platforms (mobile devices, tablets, computer, etc.)
- FERPA Compliant
- HIPPA Compliant
- Solution must be compliant with Section 508 of the ADA
Bidders must submit a completed VPAT document or other proof of compliance.
- Security standards – if able please provide a HECVAT or equivalent.

CONTRACT TERM:

The term of any resulting contract shall end on **August 30, 2025 with an option for a one-year extension.**

CCSNH shall have the right to terminate the contract at any time by giving the Vendor a thirty (30) day written notice.

PAYMENT AND COMPENSATION:

Payment terms: 100% due within 30 days after invoice is received and accepted by CCSNH. Invoicing will take place annually on July 1st throughout the contract term.

BIDDER QUESTIONS

Questions regarding the meaning and interpretation of the RFP, attachments, specifications, etc., shall be requested via email. Answers will be provided via an RFP addendum posted to <https://www.ccsnh.edu/about-ccsnh/bidding-rfp/>. Please direct all questions or correspondence regarding this RFP to:

Sean Fitzpatrick, Procurement Administrator
CCSNH System Office
(781) 572-1076
sfitzpatrick@ccsnh.edu

SCHEDULE OF KEY EVENTS

Issue of Request for Proposal	Tuesday, June 13, 2023
Proposal Due Date & Time	Friday, June 30, 2023 @ 2:00 P.M.
Post-Proposal Demo Meetings	July 10 th through July 21 th
Award so successful bidder or notification of no award, no later than	Friday, August 4, 2023
Contract Date & Commencement of Services	Monday, August 21, 2023

SCOPE OF SERVICES

Scope Element 1

The following requirements must be met by the service provider:

Qualified Staff: The service provider must have qualified and licensed mental health professionals on staff who are capable of providing quality counseling services to college students.

Accessibility: The service provider must offer a 24/7 online counseling service that is accessible to students at all times. The service must be intuitive and easy to access. Beyond individual counseling, students should have access to group sessions and webinars on topics of interest.

Confidentiality: The service provider must ensure the confidentiality of the counseling sessions and protect the students' personal information.

Flexibility: The service provider must be flexible in providing counseling services to students based on their needs and schedules. This should include live, scheduled video, phone and chat sessions. Asynchronous service through texting and emailing should also be provided.

Reporting: The service provider must provide high-level aggregated data on the counseling services provided.

Cultural competence: The service provider must demonstrate cultural competence and be sensitive to the unique needs of diverse student populations.

Compliance: The service provider must comply with all relevant laws, regulations, and ethical standards regarding mental health counseling.

Responsiveness: The service provider must ensure a timely response to student request, preferably within 24 hours.

The following services are preferred:

Multilingual support: The service provider is able to offer counseling services in multiple languages to support students with different linguistic backgrounds.

PROPOSAL GUIDELINES:

STATEMENT OF QUALIFICATION

Please provide detailed written responses to the following:

- A. Provide a description of your firm, include a description of experience, competencies, number of years in business, and overall organizational capabilities.
- B. Describe your firm's service model as it relates to our request for mental health services
- C. Describe your firm's capabilities to provide the specified services.
- D. Describe your firm's knowledge of and experience with mental health services at colleges and universities
- E. Describe your firm's approach to fulfilling the specified scope of work in this RFP
- F. How does your firm define and measure success as it relates to providing mental health services?
- G. Have any individuals from your firm ever been disciplined by any governmental regulator for unethical or improper conduct or been sued by a client who was not satisfied with the work performed by the organization?
- H. Describe potential conflicts of interest that may arise with the proposed advisory/consultative relationship.

REFERENCES

The vendor must supply at least two customer references *similar* to CCSNH who are current clients. References must include the client organization's name, contact name, and title as well as information on the length of time that the organization has been a client of the bidder. Contact information can be provided at a later date prior to arrangement of reference calls.

PRICING

Please describe your pricing structure and provide a pricing proposal to fulfill the proposed scope of work in this RFP. Pricing should be provided with the understanding that the proposed cost to be guaranteed for at least 90 days.

EVALUATION CRITERIA:

Final selection of the vendor will be completed after vendor demos by executive staff based on the following:

- Qualifications and experience of the firm and staff assigned to provide mental health services
- Bidder’s knowledge of and experience providing mental health services specifically to colleges and universities that service diverse groups of students.
- Record of performance with other higher education, non-profit or governmental entities.
- Cost for services.
- Clear and concise presentation and organization of proposal.

Each proposal will be reviewed by a review committee according to the following criteria:

RFP EVALUATION CATEGORIES	MAX. POINTS
1. Qualifications, Experience, and Past Performance	40
a. Firm Qualifications and Experience	20
i. Experience in providing mental health services to large organizations	
b. Past Performance	20
i. Prior experience working with higher education, government, or non-profit entities with similar plan types and Non-ERISA status.	
2. Project Understanding and Approach	40
a. Project Understanding and Approach	
i. Management and organization approach to providing mental health services	
3. Cost for Services	20
TOTAL POINTS	100

ADDENDUMS:

In the event it becomes necessary to add to or revise any part of this RFP prior to the scheduled submittal date, CCSNH will publish addenda to its website at <https://www.ccsnh.edu/about-ccsnh/bidding-rfp/>.

Before your submission, always check for any addenda or other materials that may have been issued, which would affect the RFP.

DEMONSTRATION MEETINGS:

CCSNH will invite the most qualified bidders for demonstration meetings starting the week of July 10th. Bidders will be asked to provide a detailed demonstration of their proposal and answer any questions from a panel of CCSNH internal stakeholders.

SUBMISSION OF RFP RESPONSE:

Bids are due on Friday, June 30, 2023 **at 2:00pm**, and must include all the required documents listed below. All required bid documentation should be emailed to Sean Fitzpatrick, Procurement Administrator, System Office at CCSNHpurchasing@ccsnh.edu. Confirmation of receipt of proposal will be sent within 24 hours. CCSNH reserves the right to accept and reject any or all proposals.

Bid responses must include the following Documents:

- Statement of qualifications
- List of references
- Pricing proposal
- Bidder's W9
- Bidder's Certificate of Insurance

BIDDER REQUIREMENTS

VENDOR CERTIFICATIONS AND LICENSES:

The Vendor who is awarded the contract must either be duly registered as a vendor authorized to conduct business with the State of New Hampshire or if not, will need to submit a completed Alternate W-9 form (no fee) with contract and must be willing to comply with all terms and conditions of the State of New Hampshire.

NEW HAMPSHIRE SECRETARY OF STATE REGISTRATION:

A person or persons conducting business under any name other than his/her own legal name must register with the NH Secretary of State. Businesses are classified as "Domestic" (in-state) or "Foreign"

(out-of-state). Corporations, Limited Liability Companies, Trade names, see the following website to find out more about the requirements and filing fees for both classifications: A Certificate of Good Standing from the NH Secretary of State will be required to be submitted by the successful vendor along with a Corporate Resolution (or LLC as applies). <http://www.state.nh.us/sos/corporate>

The Vendor who is awarded the contract will need to complete and meet all conditions indicated in the Community College System of New Hampshire (CCSNH) standard contract for services.

Proposals must be made in the official name of the firm or individual under which business is conducted (showing official business address) and must be signed by a person duly authorized to legally bind the person, partnership, company or corporation submitting the proposal.

INSURANCE:

Insurance will be more fully addressed at the time a CCSNH Contract is submitted after the bidding process. The Vendor awarded the contract will need to furnish an insurance certificate which includes the following:

The Vendor shall, at its sole expense, obtain and maintain in force, both for the benefit of the State, the following insurance: Comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$250,000 per claim and \$2,000,000 per incident and fire and extended coverage insurance covering all property subject to a CCSNH Contract, covering any CCSNH building while occupied by the Vendor, contract and its general provisions, in an amount acceptable to CCSNH based upon fair replacement value of said buildings.

The policies described above shall be in the standard form employed by CCSNH issued by the underwriters acceptable to the System and authorized to do business in the State of New Hampshire.

The Vendor shall deposit with CCSNH at the time of execution of this contract a certificate evidencing the issuance of a Workmen's Compensation Insurance Policy protecting the parties hereto from loss or damage because of liability that may be incurred by the Vendor and CCSNH or either of them in the performance of the contract, when such liability shall be imposed under the Workmen's Compensation Act.

CONTRACT TERM AND TERMINATION:

Unless terminated in accordance with other provisions of this agreement, the services herein described shall be performed during a term commencing on August 21, 2023 and terminating on August 30, 2025, with an option for a one-year extension. The effectiveness of this agreement and any subsequent modifications and amendments are subject to the approval of the Board of Trustees for CCSNH and appropriate State approval.

In the unforeseen event services provided by Vendor are not required due to circumstances beyond the control of CCSNH, such as a reduction or termination of funding, CCSNH shall give prompt notice to Vendor of such reduction or termination.

In the event that the Vendor shall default in the satisfactory performance of services to be performed or of any of its obligations hereunder, and such default shall not be corrected within thirty (30) days of written notice by CCSNH specifying the default, then and in such event CCSNH may serve an immediate notice of termination upon the Vendor and this agreement shall terminate upon the date such notice is mailed in accordance with the paragraph below. In the event of such termination, CCSNH shall have all rights and remedies granted either in law or in equity.

Any notice by a party hereto the other party shall be deemed to have been duly delivered or given at the time of mailing, postage prepaid, addressed to the parties at the addresses set forth above.

This contract may be canceled by CCSNH upon written notice of thirty (30) days prior to the desired termination date.

The Vendor covenants to indemnify and hold harmless CCSNH from and against any and all losses suffered by CCSNH, and any and all claims, liabilities or penalties asserted against CCSNH by or on behalf of any person on account of, based on, resulting from, arising out of (or which may be claimed to have arisen out of) the acts or omissions of the Vendor. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of CCSNH. This covenant shall survive the termination of this agreement.

The Vendor agrees to abide by all applicable federal and New Hampshire state laws, rules and regulations relating to this program. All Vendor employees will comply with State of New Hampshire and CCSNH policies and regulations.

This agreement, executed in a number of counterparts each of which shall be deemed an original, but which constitute one of the same instruments, is to be construed in accordance with the laws of the State of New Hampshire, sets forth the entire agreement between the parties, and may be cancelled, modified or amended only by a written instrument executed by CCSNH and the Vendor.

It is understood and agreed by the parties hereto that in the performance of this agreement, the Vendor is in all respects an independent contractor and is neither an agent nor an employee of CCSNH. The Vendor is not entitled to workers compensation or any other benefits or emoluments of employment which CCSNH provides its regular employees.

ADDITIONAL INFORMATION:

All proposals shall be guaranteed for an acceptance period of at least 90 days after the proposal opening date. This solicitation does not commit CCSNH to award a contract, to pay any costs incurred in the preparation of a proposal, or to procure or contract for the articles of goods or services. CCSNH reserves the right to accept or reject any or all proposals received as a result of this request and to cancel in part or in its entirety this request for proposal, if it is in the best interest of CCSNH to do so.

Proposals will be received for items specified herein or attached hereto under the terms and conditions of this proposal and general specifications attached.

By submitting a proposal, the Vendor agrees to be governed by the terms and conditions set forth in this document. No change or deviation from the terms set forth in this document is permitted without the prior approval of CCSNH. If significant errors or omissions are found in the requirements of the RFP, the proposal will be rejected.

Proposals must include all information and meet all specifications and requirements as requested. All proposals must be submitted in conformance with this RFP. Alternate proposals are unacceptable and, if submitted, may disqualify the Vendor at CCSNH's sole discretion. Proposals will be evaluated based upon the information submitted and the quality of the service proposed.

Should any ambiguity or conflict in the RFP become apparent to any Vendor prior to the mandatory proposal deadline, the Vendor shall promptly contact the Procurement Administrator or their designee for a written interpretation. The information given in response will be documented in an RFP addendum and posted to <https://www.ccsnh.edu/about-ccsnh/bidding-rfp/>. Any addendum to the RFP must be acknowledged by the Vendor in their proposal. No oral statement, explanations or commitments made by anyone shall affect the RFP except when confirmed in writing by the Procurement Administrator or their designee.

After award of the contract, all proposals will be opened to public inspection. Trade secrets, test data and similar proprietary information will remain confidential, provided material is so marked.

The Vendor must bear all costs associated with the preparation of the proposal and of any oral presentation requested by CCSNH.

No Vendor gratuities or potential for CCSNH officials to benefit shall be offered or attempted to be applied in an effort to affect the evaluation process.

Vendors must furnish satisfactory evidence of its ability to provide services in accordance with the terms and conditions of the RFP. The Vendor must prove to CCSNH that the Vendor is able to meet the conditions of the agreement without subcontracting.

Each Vendor shall be fully acquainted with conditions relating to the scope and restrictions attending the execution of the work under the existing RFP. The failure or omission of a Vendor to be acquainted with existing conditions shall, in no way, relieve the Vendor of any obligation with respect to this RFP or to the contract.

State law requires that the proposal be submitted no later than the date and time specified in this RFP. Any proposal received after the scheduled date and time will be governed by the rules and regulations of CCSNH.

Vendors are cautioned that CCSNH is not obligated to ask for, nor accept, after the closing date for receipt of proposals, data which is essential for a complete and thorough evaluation of the proposal. CCSNH may award a contract based on initial offers received without the discussion of such offers. Accordingly, each initial proposal should be submitted in the most favorable and complete operating and technical terms possible.

CCSNH reserves the right to make a written request for additional information in writing from a Vendor/Vendor to assist in understanding or clarifying a Bid Proposal.

CCSNH reserves the right to require a criminal background check of any employee at Vendor's expense. CCSNH further reserves the right to require Vendor to bar employees from work at CCSNH who do not meet the CCSNH's requirements for employment due to criminal history, current restraining orders and/or probation, parole or bond conditions.