



OFFICE OF COUNTY MAYOR GLENN JACOBS

Procurement Division, 1000 N. Central Street, Suite 100, Knoxville, TN 37917

Knox County Procurement Division Addendum I to Request for Proposals No. 3619 Student Telehealth Services

Addendum Date: January 10, 2025

Buyer: Susan Colella

Closing Date: January 29, 2025 @ 2:00 P.M. EST

Total Page(s): 1

The following is for clarification:

Question 1. What is the budget that is allocated for this initiative?

Answer 1. \$60,000.00 (combined total for all vendors approved)

Question 2. What grades do you anticipate using an outside vendor to assist with? Middle and High School, for example? Please advise.

Answer 2. Typically, elementary school (1-5 grades), but other grade levels may be included for referrals.

Question 3. Per the RFP, we understand that you are asking for 500 sessions that Knox County Schools will distribute to qualifying students (and 3 additional collaborative sessions per student). We are a software platform that enables schools to qualify and refer students but also allows students to self-refer (to reach silent sufferers who may not reach out to school staff or administrators). We have comprehensive aggregate and student-specific reporting and a clinical affairs team that can discuss any student's case with you. You can limit this to all students in certain grades (i.e., middle school and high school only). We also can provide a direct connection to a licensed counselor trained in trauma 24/7. Would you consider this setup? And if so, which grades and how many sessions per student would you consider? Please advise.

Answer 3. No, this is a restricted referral process.

Question 4. Is it necessary to provide electronic devices, or is it acceptable to offer an online software platform tailored for K-12 use?

Answer 4. Each student would have a school issued device.

Question 5. We do not have a software program or platform but rather use secure versions of Zoom or Microsoft Teams to provide our virtual services. Is this method acceptable to Knox County or do you require a specific telehealth software platform?

Answer 5. Microsoft Teams or Zoom are acceptable programs to provide services under this contract. Please be advised that students or families may only have access to the web version of these tools on district provided devices. It is the contractors responsibility to ensure compliance with applicable health and information privacy laws.

End of Addendum I.

Please acknowledge Addendum I in your response.

Susan Colella

Buyer