



## **OFFICE OF COUNTY MAYOR GLENN JACOBS**

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

### **Knox County Procurement Division Addendum II to Request for Proposals No. 3619 Student Telehealth Services**

**Addendum Date: January 17, 2025**

**Buyer: Susan Colella**

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

**Total Page(s): 3**

The following is for clarification:

**Question 1.** Do we need to integrate with SIS? What SIS do you use if so?

**Answer 1.** No.

**Question 2.** Our system offers Single sign on (SSO). Is it something you'd require users to get authenticated?

**Answer 2.** No.

**Question 3.** In an ideal deployment situation, is it fair to say you would prefer one-stop platform that includes video conferencing, consent collection, EHR, chat features, fully integrated and runs on browser, then per se, utilizing a separate video conferencing services e.g., Teams/Zoom?

**Answer 3.** Not necessary.

**Question 4.** Is there any operability of integrating any of the school/child data?

**Answer 4.** No.

**Question 5.** What is the budget that is allocated for this initiative?

**Answer 5.** As referenced in Addendum I, \$60,000.00 (combined total for all vendors approved).

**Question 6.** What are KCS' preferred methods of measuring/defining success and success rates per section 4.2 Scope of Work?

**Answer 6.** Each student would have individual goals established at the beginning of therapy based on referral issues. Measurement of progress on those goals would equate success.

**Question 7.** Page 9 wrote, "All providers will be responsible for the provision of an electronic device and maintenance of that device." Can you elaborate on the type of electronic devices the vendor must provide (if required) and who would be using the vendor's devices?

**Answer 7.** All KCS students should have chrome books but if the vendor requires any other devices or the student does not have a chrome book, then the vendor will be responsible for providing a device.

**Question 8.** Of the up to 500 sessions yearly, how many of these sessions fall under the three tiers of the Multi-Tiered Systems of Support (e.g. 300 Tier 2 sessions, 200 Tier 3 sessions, etc.)?

**Answer 8.** There are no assigned numbers per tier.



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**Question 9.** For Exhibit A, do you require the vendor's platform only to use SAML for user authentication, **or** would KCS accept an alternative authentication method (e.g. O Auth)?

**Answer 9.** Yes, see Exhibit A.

**Question 10.** For Exhibit A, does the district require the vendor's system to include data exchange from the SIS to the vendor, **or** can the vendor elaborate on why it may not integrate with SIS or use Classlink One Roster or other methods of SFTP transfer?

**Answer 10.** No, KCS options for data exchange include Classlink One Roster as a preferred method.

**Question 11.** If the vendor cannot meet all of the technology requirements listed in Exhibit A, would the vendor be disqualified, **or** would KCS review the vendor's reasoning in Tab III to still be considered for an award?

**Answer 11.** Exhibit A is a requirement for the RFP.

**Question 12.** Regarding online appointment scheduling for Tab III, can you elaborate further on the requirements related to the enrollment process and online appointment scheduling, such as if the vendor's system must support the ability for the parent/district to schedule services directly with the provider online or if the referral process would only be between the KCS and the vendor?

**Answer 12.** Once Vendors are selected an enrollment process is established between KCS and the Vendors.

**Question 13.** Do you require vendors that specialize in only providing mental health services (i.e., registered mental health organizations/clinics/centers or individual providers are the only entities that qualify for this RFP)?

**Answer 13.** Vendors who meet the criteria outlined in the RFP are welcome to apply.

**Question 14.** Do you require Attachment B to be signed and completed by an Insurance Agent, **or** can it be done by an authorized company representative for both signature lines?

**Answer 14.** It must be signed by an authorized company representative and by the Insurance Agency. This is to show that the awarded vendor agrees to and will carry the requirements of the COI upon award.

**Question 15.** For Tab IV and Attachment A, can the vendor include customer references and details about school experience for other related services (e.g., SLP, OT, psychological, etc.)?

**Answer 15.** References should directly relate to virtual mental health support.

**Question 16.** If prices may differ per year, do you require the vendor to include the anticipated prices for the initial year and for each of the up to four renewal option years?

**Answer 16.** Yes.

**Question 17.** Would you consider separate pricing details for bilingual sessions/services?

**Answer 17.** No.



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**Question 18.** Do you require the proposed rates to be all-inclusive of any other service and implementation fees, **or** should the vendor outline fees separately from the costs for 500 sessions per year?

**Answer 18.** Proposed rates are inclusive of all service requirements.

**Question 19.** Would KCS provide its students with the hardware (e.g., computer, webcam, headsets, etc.), supplies, and other materials needed for services?

**Answer 19.** All KCS students are issued a chrome book. If other devices are required, the vendor would be required to provide them.

**Question 20.** For Tab I, in lieu of the Certificate of Authority, Would KCS accept a copy of the out-of-state vendor's online verification from the Tennessee Secretary of State website showing the vendor's Active Business Status in Tennessee as proof of its authority to transact business in Georgia?

**Answer 20.** All business will be conducted in Tennessee.

**Question 21.** For Tab VIII, do you require copies of potential service provider resumes and licenses upon proposal submission, and if so, would you accept blind resumes and licenses?

**Answer 21.** Copies are required as requested under Tab VIII, however, identifiers regarding age, sex and ethnicity are not required nor requested, but names must be included on the resume.

**Question 22.** What are the current vendor names and rates for the related telehealth services?

**Answer 22.** Helen Ross McNabb, current rate is \$140.00 per session  
Harmony Family Center, current rate is \$150.00 per session

**Question 23.** Are you satisfied with your current vendors, or have there been challenges?

**Answer 23.** Yes, we have been satisfied with current vendors.

**Question 24.** Do you require the vendor to have a physical office in Tennessee?

**Answer 24.** No, but must be licensed in the state of Tennessee.

End of Addendum II.

Please acknowledge Addendum II in your response.

*Susan Colletta*

Buyer