

Questions for RFP #251-27-91 – School-Based Mental Health (Co-Located) Services

Reference	Vendor Question	Answers
Scope of Work, p. 7	Can you provide an approximate headcount for the required services?	The exact headcount will depend on the total number of vendors and providers that each vendor has to deliver services. The plan is to provide services to over 200 schools. Each school may have up to 10-15 clients.
Scope of Work, p. 7	Can you provide information on the incumbent vendor?	There are a variety of incumbent vendors of differing sizes, locations, and types of service delivery including in-person and teletherapy.
Scope of Work, p. 7	Why is this solicitation out to bid?	The Wake County Public School System (WCPSS) recognizes the importance of addressing the mental health needs of students to provide the best opportunities for success. To support our families' efforts to obtain care for youth, WCPSS is requesting proposals for school-based and teletherapy mental health services.
Submission Instructions, p. 12	Will the district accept online submissions?	No.
Cost, p. 13	Can you provide the current or historical rates by skillset?	No. Each proposal must provide their own rates as they differ. WCPSS does not bill. All billing is done directly through the vendor and to the client. WCPSS is not involved at all in the billing process, but will need to review the rates for each vendor.
Cost, p. 13	Can you provide an estimated budget for the contract?	There is no budget. All charges and fees are billed directly to the client from the vendor.
	Would WCPSS consider a teletherapy-only model, with appointments available 24/7, as a potential option under this RFP?	Yes.
Signed execution page, p. 2	Would only PDF page 2, including all content, be needed in our RFP Proposal to qualify as one (1) signed, original executed proposal response? Would the entire RFP Letter of Instruction PDF with page 2 signed qualify as one (1) signed, original executed proposal response	Vendors are required to return a signed execution page in its entirety (page 2). The letter of instruction (page 1) is not required.

	<p>Would only the table including the following sentence: "Offer valid for 60 days from date of proposal opening unless otherwise stated here: ____ days Prompt Payment Discount: _____ % _____ days." need be included in the Proposal to qualify as one (1) signed, original executed proposal response? Or might there be a variation in this that vendors should follow?</p>	
Attachment B, Minority, Women, Small Business Enterprise information	<p>Could WCPSS provide guidance for organizations that clearly align with the intent to provide opportunities to under-represented communities, but does not meet the specific definitions of Attachment B because they are not a For-Profit business?</p>	<p>Responding vendors are not required to be HUB certified. The district collects this information for documentation and reporting purposes only.</p>
	<p>Are "Associates" allowed to provide services?</p>	<p>Services will be provided by fully licensed or associate-licensed professionals (LCMHC, LCSW, LMFT) who are supervised and capable of consulting with other licensed professionals as needed. HSP-P may provide services but must be fully licensed.</p>
Section D, p. 9, item 16.b	<p>Regarding the 10% pro bono requirement, if a student's insurance is denied after the first session, does that student automatically transition into the pro bono slot, or is the 10% reserved specifically for students identified as uninsured at intake?</p>	<p>For the 10% pro bono requirement, WCPSS maintains an active list for students identified as uninsured to ensure equitable access. If a student's insurance is denied due to a lack of coverage, they may be transitioned to a pro bono slot; however, if they hold alternative insurance, we coordinate with our providers to locate a provider who accepts their specific plan.</p>
Section B, p. 8, item 3	<p>For the "dedicated therapists" count, are we permitted to include pending hires who are contingent upon the contract award, provided they meet the licensure requirements?</p>	<p>Yes.</p>
Section D, p. 10, item 21	<p>If our agency provides some, but not all, "higher level" services (e.g., medication management but not partial hospitalization), will we be penalized in scoring, or is a referral network to outside partners sufficient?</p>	<p>Referral networks to outside partners are sufficient.</p>
Section 3, p. 9, item 15	<p>Could WCPSS clarify if the "90-day period leading up to working with students" is an expected implementation window following the notice of award, or if it is a general readiness assessment?</p>	<p>It is an expected implementation window following notice of the award.</p>

Section E, p. 10, item 24.d	For English Language Learners, does WCPSS provide interpreter services for school-based sessions, or is the agency expected to provide its own interpretation/translation staff for these interactions?	The agency is expected to provide its own interpretation/translation staff and services for all interactions with the client and family.
Purpose/Background, p. 4	Is this RFP being issued through or in partnership with the MCO Alliance?	Alliance Health's role is to provide a check of Good Standing with permission from the vendor who received an award.
Scope of Work, p. 5, 7	How are students who have Medicaid and require mental health care handled under this arrangement?	Vendors who accept Medicaid can be assigned to students who have Medicaid. If a vendor who does not accept Medicaid is assigned to a school, the Point of Contact will be informed of this and help families locate a community provider who accepts Medicaid.
Background, p. 5	What percentage of the WCPSS student population is covered by Medicaid?	We do not collect this information for the entire school system, but there is a significant number of students referred for School Based Mental Health services who have Medicaid. This percentage varies by school.
Section D, Program Implementation & Service Delivery, Item 16b, p. 9	What options exist for Medicaid patients if a provider does not accept Medicaid? Note: 10% pro bono may be feasible for behavioral health but not for psychiatry. Can the 10% pro bono commitment be applied across overall services, or is it required at the individual service level?	Vendors who accept Medicaid can be assigned to students who have Medicaid. If a vendor who does not accept Medicaid is assigned to a school, the Point of Contact will be informed of this and help families locate a community provider who accepts Medicaid. The 10% pro bono is to be applied to direct psychotherapy services to clients.
Section E, Special Supports for Diverse Client Needs, Item 25b, p. 10	How are learning disabilities addressed within the behavioral health framework, given they require differentiated clinical approaches?	Vendors should consider the impact of learning disabilities as part of the assessment and treatment process. Schools are able to partner with vendors to collaborate to meet the whole student's needs and together develop plans and interventions related to learning disabilities.
Scope of Work/Cost, p. 5, 13	Will non-clinical time, such as team meetings, care coordination, or administrative activities, be reimbursed?	Reimbursement is strictly governed by the vendor and insurance plans that they accept. WCPSS is not involved in any billing or reimbursement.
Scope of Work, p. 5, 7	Can services be delivered outside of the school setting, or is the expectation limited to school hours and embedded services only? (e.g., routine off-site in-person appointments at the provider's location)	Teletherapy services may be delivered outside of the school setting, but any in-person services should be delivered at the school. Exceptions for in-person services being provided at the providers' agency may be during a student's calendar break. Services are never to be delivered in person at a student's home.

Purpose/Scope of Work, p. 4, 7	The RFP references group therapy, family therapy, and medication management — is the expectation that these occur on school grounds, or can providers be off-site with appointments scheduled around the school day?	Any psychotherapy services including individual, group or family sessions should take place at the school unless approved for teletherapy services. Medication management is to be provided at the vendor's agency, not on school grounds.
Cost, p. 13	Is there an established budget framework or target cost per hour across all services?	There is no budget. All charges and fees are billed directly to the client from the vendor.
Section D, Program Implementation & Service Delivery, Item 16a/Cost, p. 9, 13	Is the hourly rate applied per service type? And how does this interact with standard insurance billing if providers are billing insurance directly?	Hourly rates apply per service type and are to be managed by the vendor as is done in the agency's office setting.
Scope of Work, Special Conditions, p. 7	If selected, how many providers would WCPSS anticipate needing from a single vendor?	This will depend on the vendor. WCPSS has both small and large vendors in place now.
Scope of Work/Partnership, MOA Award, p. 7, 12	How is care allocated among approved vendors — is there a defined referral routing process?	The process begins after the school obtains the required School-Based Mental Health (SBMH) consent and a Release of Information (ROI). The school then submits a SBMH referral for review. Within 72 hours, the SBMH referral is assigned to the designated provider.
Section D, Program Implementation & Service Delivery, Item 16, p. 9	What volume of work can a selected vendor reasonably expect to be guaranteed?	WCPSS cannot guarantee a minimum work volume for School-Based Mental Health (SBMH) providers, as referrals depend on student need and willingness to engage. Providers are strongly encouraged to offer flexible onboarding, such as starting with half-day availability, to better accommodate new students. A full day can successfully serve 5–6 students.
Partnership-MOA Award, p. 12	This appears to be a one-year contract — at the end of the term, are providers permitted to continue therapeutic relationships with students outside of this agreement?	The contract is for a one-year period that may be extended an additional year if both WCPSS and the vendor agree to the extension. Vendors are permitted to continue therapeutic relationships with clients if the contract ends in order to support continuity of care. However, many of the students referred to this program have transportation barriers that may prevent them from traveling to a vendor's agency outside of school.
Scope of Work/Partnership-MOA Award, p. 7, 12	Are providers permitted to inform families about other services they offer that could support additional household members?	Yes. A vendor can offer services to additional household members as may be indicated in order to support the growth and support of the student's well-being and progress.

Scope of Work/Partnership-MOA Award, p. 7, 12	As an integrated care practice, is there a mechanism to share information with families about complementary services that could benefit them more broadly?	Yes, many vendors may share information about any additional indicated services that may benefit the family for them to review and choose on their own.
Scope of Work, p. 5, 7	Based on past experience, what portion of services could be scheduled before- or after-school hours?	In-person services will take place during school hours. Approved teletherapy services can take place outside of schools. Many agencies that provide approved teletherapy services participate on weekday evenings and on weekends.
Scope of Work, p. 7	If a school building is closed, would students and families have the option to access services at a provider's brick-and-mortar location?	Yes. This can be done when the school is closed for a break.