



INDIANA UNIVERSITY
PURCHASING DEPARTMENT

Request for Proposal

For

Telehealth Software Platform and Services

RFP-TEC-995-2023

Final response due no later than

5:00 p.m. (EST-Indiana) on October 18, 2022

Issued by:

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Section A. Table of Contents

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Section B. Purpose

Section C. Background

Section D. Proposal Instructions and Conditions (reference Prerequisites)

Section E. Schedule of Events

Section F. Statement of Needs

Section G. Terms & Conditions (reference Prerequisites)

Section H. Proposal Response

B. Purpose

Indiana University (IU) is requesting proposals from firms interested in providing remote telehealth consultations by healthcare providers, health coaches, therapists, and/or counselors to students by telephone and/or video as specified herein. The intent of this Request for Proposal (RFP) and the ensuing process is to provide companies with the information, requirements, and specifications necessary for the preparation of a professional and comprehensive proposal. Specific terms and conditions are outlined.

Selection of the successful company (Supplier) will be based upon a variety of factors such as:

- Ability to meet Statement of Needs (technical specifications/scope of work)
- Ability to meet compliance requirements
- Ease of implementation
- Price
- References
- Acceptance of terms & conditions

These criteria are listed in order of importance.

As used within this RFP, "Participant" shall refer to those companies receiving and responding to this RFP. "Supplier" shall refer to the successful Participant of the process. "University" shall refer to Indiana University.

C. Background

Indiana University is one of the largest universities in the nation. Founded in 1820, Indiana University is a public, multi-campus, state-supported educational institution with undergraduate and graduate full-time equivalent students from throughout the U.S. and the world exceeding 91,000. It has more than 23,000 faculty, professional and support staff that support its educational, research and public service missions.

Indiana University recognizes that college-aged students and graduate students face increasing challenges to mental health, particularly in the wake of the continuing COVID-19 global pandemic. As part of its strategic plan for student mental health, IU charged three task forces with providing action items to improve the climate, services, and policies around mental health on all its campuses. A key

recommendation was to expand capacity to address students' mental health and wellness concerns by contracting with a telehealth vendor for triage, counseling, and psychiatric services.

For more general information about the institution, please visit the institution's home page at <https://www.iu.edu/>.

D. Proposal Instructions and Conditions

Reference Prerequisites Section – Proposal Instructions and Conditions

All questions and inquiries regarding this document should be submitted via the JAGGAER Supplier Portal. If you experience issues you may directly contact Purchasing Category Manager, Lisa Hardy, at lishardy@iu.edu. EXCEPT FOR CASES AUTHORIZED IN WRITING BY Lisa Hardy, DURING THE DURATION OF THIS RFP PROCESS, THROUGH SELECTION AND NOTIFICATION, ANY COMMUNICATION BY PARTICIPANTS WITH INDIANA UNIVERSITY STAFF OTHER THAN LISA HARDY MAY RESULT IN IMMEDIATE REJECTION OF THAT PARTICIPANT. Questions regarding this RFP should be submitted through the Q&A Board within the Supplier Portal. Questions asked after the deadline may not be answered.

Please note that all prerequisites must be agreed to before a proposal can be submitted. Any requested edits to the prerequisites can be submitted as an addendum to the participant's proposal. If needed, negotiations related to the language in the prerequisites will occur before an award is made.

E. Event Schedule

ACTIVITY	DATE
Request for Proposal issued;	September 14, 2022
Participants' questions concerning the proposal must be received no later than 5:00 pm Eastern Time, in accordance with Section D1;	September 23, 2022
An email response or status of response will be provided no later than 5:00 pm. If the information is related to substantive content of the RFP, then clarifications will be sent to all known participants of the RFP;	October 4, 2022
Proposals due by 5:00 pm Eastern Time;	October 18, 2022
Remote or on-site demos/presentations will be scheduled as deemed necessary on or about;	October 31, 2022 – November 11, 2022
Selection of supplier on or about.	December 1, 2022

F. Statement of Needs

Objectives:

Indiana University invites firms to submit proposals for a Telehealth Platform to provide Mental Health Counseling Services. The RFP event will assist IU in selecting a Supplier or Suppliers who will best meet the university’s Statement of Needs. The RFP also provides Participants a means to present their solution for an objective review.

IU seeks a Telehealth Platform and services to provide a convenient and cost-effective way for online students as well as students on all Indiana University campuses to access mental health support services online or through telephone and/or video consultations.

Scope of Work:

Fall 2022 enrolled student count:

Campus	Headcount
Bloomington	46533
East	2981
Fort Wayne	909
IUPUC	921
IUPUI	23826
Kokomo	2835
Northwest	3088
South Bend	4277
Southeast	3656

Please provide a proposal response addressing both Option 1 and 2 as follows:

Telehealth Services Option #1

1. On demand 24/7 emotional support and crisis management as well as triage (assessment and referral services) for all IU students, on all campuses, including online students.
2. Psychiatry and counseling services as follows:
 - i. Counseling services access for online students
 - ii. Psychiatry services for IU campuses excluding IUB and IUPUI

Telehealth Services Option #2

1. On demand 24/7 emotional support and crisis management as well as triage (assessment and reference services for all IU students, on all campuses, including online students, **except for the Bloomington campus.**
2. Psychiatry and counseling services as follows:
 - i. Counseling services access for online students
 - ii. Psychiatry service for IU campuses excluding IUB and IUPUI

Please respond to each of the preferred requirements listed in excel spreadsheet titled "Section F. RFP-TEC-995-2023 SOW Requirements Supplement " which can be located within the Buyer Attachment section of the sourcing event. Please respond by uploading your responses under the Supplier Attachments section.

G. Terms & Conditions

Reference Prerequisites Section – Terms and Conditions

H. Proposal Response

Please respond to each of the preferred questions listed in the excel spreadsheet titled "Section H. RFP-TEC-995-2023 Proposal Response " which can be located within the Buyer Attachment section of the sourcing event. Please respond by uploading your responses under the Supplier Attachments section.

*****This document is intended to provide a summary of the RFP's Event Schedule and Statement of Needs. If you wish to be invited to participate in the event, or have additional questions, please contact Lisa Hardy via the form provided on the Public Bid posting webpage.*****