



REQUEST FOR PROPOSAL #2021-001-MH SCHOOL TELEHEALTH PLATFORM

Closing Date for Submissions: May 18, 2021 10:00 AM EST

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I. Introduction

A. About CFCHS

Central Florida Cares Health System, Inc. (CFCHS) is a not-for-profit organization that manages state and federal funded mental health and substance use treatment services in Brevard, Orange, Osceola, and Seminole counties. As a Managing Entity, we are a behavioral health administrative and management organization, and our primary focus is to promote a comprehensive, seamless system of recovery and resiliency to those in need of these services.

Our Mission – Central Florida Cares manages an affordable, high-quality behavioral health care system for persons with mental health and/or substance use disorders.

Our Vision – Achieve a comprehensive and seamless behavioral health system promoting recovery and resiliency.

B. Statement of Need

Pursuant to line 376 of the General Appropriations Act (GAA) for Fiscal Year 2020-21, the Managing Entity shall implement a behavioral telehealth services pilot for children in public schools, through a competitive procurement. In accordance with line 376 of the GAA, CFCHS is issuing this solicitation for the purpose of developing or expanding an integrated telecommunications technology platform used by Network Services Providers for services provided to children and families engaged in the county school system.

CFCHS has coordinated with each of the Office of the Superintendents of Schools within Brevard, Orange, Osceola, and Seminole counties to determine its telehealth technology and service needs. CFCHS will competitively procure the telehealth technology for the school systems based on identified needs, to include the school systems' input in the procurement process. The table below identifies those school systems in need of telehealth technology.

Project	Provider	Amount	Recurring?
School Telehealth Pilot Project	Urban County Allocations		
	Brevard	\$68,022.29	Yes
	Orange	\$193,031.49	

Any organization(s) interested in submitting a reply must comply with any and all terms and conditions described in this Request for Proposal (RFP).

The expected time frame for any agreement resulting from this RFP will be for two (2) years, beginning June 1, 2021 through June 1, 2022. Any resulting agreement (s) may be

renewed contingent upon availability of funds, organization performance, as well as the continuation of CFCHS’s contract with the Department of Children and Families (DCF)

C. Request

CFCHS is seeking an organization(s) capable of providing technology that meets the needs for a HIPAA compliant telehealth platform, which will be utilized to provide virtual behavioral health services within Brevard and Orange County Public schools. Preferably an organization(s) with experience in working with the public school system.

CFCHS invites organizations interested in submitting a proposal that meets this need. The purpose of this competitive procurement process is to assist CFCHS in selecting an organization who will best meet the needs of the school districts. The RFP provides organizations a means to present their solution for an objective review.

It is the proposer’s responsibility to check the website for any addenda. Go to <https://centralfloridacares.org/providers/procurements/> and search for *School Telehealth Platform FY2020-2021*.

II. General Requirements of the Request for Proposals

A. Submission of Proposals

Proposals must be typed, double-spaced with a font size of eleven (11) or higher on letter size paper and be no longer than ten (10) pages, exclusive of budget information. One (1) electronic copy via email to the Procurement Manager, must be submitted by the date and time specified in Section H. Schedule of Events below. Emails with proposals attached must contain in the subject line: RFP#2021-001-MH and be sent to Trinity Schwab, COO at tschwab@cfchs.org.

B. Contents of Proposal

The following **mandatory requirements** require a Yes or No (Y/N) response. If all items are answered “Y”, proceed with answers to questions that follow. Products that do not meet the mandatory requirements will not be considered.

	Mandatory Requirements	Y	N	
1	The system will function on computers, tablets, and hand-held devices (phones) with Windows, Apple (MacOS and iOS) and Google (Chrome and Android) operating systems.			

2	The system will allow HIPAA Business Associate Agreement (BAA) compliant video communications between a provider and a patient.			
3	The system must be able to provide adequate (480p) video over cellular connections.			
4	The system must have at least rudimentary pan, zoom and focus capability with a smart phone, tablet, or webcam.			
5	Applicant organization provides IT support.			
6	List of available hardware to support the software			
	Preferred (1 Point Possible)			
7	Customizable branding			1 Point
8	Ability for account administrators to generate reports to include number of sessions completed and length of sessions.			1 Point
9	Ability for CFCHS to be assigned a system administrator to generate session reports.			1 Point
10	Ability to send HIPAA compliant chat messages and files.			1 Point
11	Ability for account administrators to create electronic documents.			1 Point

A complete proposal must answer all the following item's detailed in this section and follow the exact sequence and numbering outlined below. Please also include any information that has not been addressed in the questions that may be pertinent to this project. **NOTE:** Failure to respond to all items in this section may be deemed sufficient reason to disregard any response.

1.1 Executive Summary (5 points possible):

In the executive summary applicant should provide general information regarding the company. The summary should include information regarding the financial status and current economic conditions of the company, general staffing and organization structure, experience providing Telehealth software platform for schools, general information about the proposed features, functions, and services. Indicate the length of time your company has been in the business of providing related services.

1.2 Applicant Profile (20 points possible):

- 1.2.1 Approximately how many clients have purchased your service/product?
- 1.2.2 List no more than three (3) customers, including name, address, telephone number, and email address of a contact person(s) who was/is directly

involved with the purchase, implementation, and management of the platform and technical services.

1.3 Product Description (40 points possible):

- 1.3.1 Describe in detail how your Telehealth platform software and service meet the needs of CFCHS and the local school districts.
- 1.3.2 Include information on all features, customizations, and integrations of the platform.
- 1.3.3 Provide information about any demo version or online test environment that could be made available as part of the evaluation phase of this RFP. If so, CFCHS may reach out and request this.
- 1.3.4 List general hardware requirements needed to support the Telehealth software platform.

1.4 Commissioning and Support (25 points possible):

- 1.4.1 From the date of a fully executed contract, what is the estimated start of implementation? What is the estimated length of time for project completion? Provide a typical implementation schedule covering implementation, configuration, data migration, content development, and testing to the 'go live' date. This should include time estimates for both your organization and school district participants.
- 1.4.2 List any items/tasks that would be the responsibility of CFCHS and the school district(s) regarding the implementation.
- 1.4.3 What types of technical support does your company offer with this system? What is the process by which software problems may be reported? Describe service availability, e.g. 24/7, and specifically list any limitations to service availability.
- 1.4.4 What training options does your company provide for technical and functional users, both during implementation and after the system goes live? Estimate the amount of time for installation and training required to proficiently operate the proposed Telehealth system.

1.5 Costs Proposal (30 points possible):

- 1.5.1 Applicants must provide a complete cost proposal for the requested Telehealth platform software, to include costs and budget narrative. Failure to provide the information may be deemed a material irregularity and reason for rejecting the proposal. Supporting details and clarifications should be supplied. Provide cost figures associated with the license costs of the software, on-going maintenance fees, and application support including specific descriptions of support levels. Also provide costs for implementation/consultation, training materials, training, Integrations, and any other known implementation costs.

C. Participation

Qualified organizations are those that are currently providing Telehealth platform software.

D. Compliance

Respondent guarantees and represents that any contract with CFCHS warrants selected organization to be in compliance with all applicable federal and state laws, regulations, agency rules and procedures, including CFCHS's policies and procedures, available via the agency website at www.CentralFloridaCares.org. The successful Respondent and/or its agents or employees agree to comply with all laws, statutes, regulations, rulings, or enactments of any governmental authority.

E. Conflict of Interest

CFCHS prohibits any conflicts of interest between the agency, its staff, its Board of Directors and its subcontractors.

F. Acceptance of Proposals

This RFP does not commit CFCHS to award a contract or to pay any costs incurred in the preparation or submission of response or costs incurred in making necessary studies for the preparation thereof or to procure or contract for services or supplies.

CFCHS reserves the right to reject any or all responses to this RFP and to negotiate with any of the respondents in any manner deemed to be in the best interest of CFCHS. CFCHS reserves the right to withdraw the RFP, add new considerations, information or requirements at any stage of the procurement process and to reject the response of any organization that has previously failed to perform properly or failed to perform in a timely manner in subcontracts of a similar nature, or who, in the opinion of CFCHS, is not in a position to perform or is not sufficiently qualified to perform the contract.

This RFP contains no contractual proposal of any kind; any response submitted will be regarded as a response to the RFP and not as an acceptance by the respondent of any proposal by CFCHS.

No contractual relationship will exist except pursuant to a written contract document signed by the authorized official of CFCHS and by the successful respondent(s) chosen by CFCHS.

G. Procedure for Protest

Protests must be submitted to the CFCHS contact person responsible for the RFP, Trinity Schwab / COO, in writing during the bid process or within 72 hours from announcement of Intent to Award. Failure to submit protest within the prescribed timeline will result in

the forfeiture of applicant’s right to file said protest. The protest will be reviewed with CFCHS’s Chief Integration Officer and the COO will issue a recommendation to CFCHS’s Chief Executive Officer. A written response will be provided to the applicant within 30 days of receipt of written protest.

H. Schedule of Events

Any changes to these activities, dates, times, or locations will be accomplished by addenda. All times refer to Eastern Standard Time.

Activity	Due Date	Time	Information
Release of Request for Proposal	May 11, 2021	10:00 A.M.	Posted on the CFCHS website at https://centralfloridacares.org/providers/procurements/
All written inquiries due to CFCHS	May 13, 2021	3:00 P.M.	Email to Procurement Manager, Trinity Schwab / COO at tschwab@cfchs.org
CFCHS’ response to inquiries	May 13, 2021	5:00 P.M.	Posted on the CFCHS website at https://centralfloridacares.org/providers/procurements/
Proposal must be received by CFCHS	May 18, 2021	10:00 A.M.	Email to Procurement Manager, Trinity Schwab / COO at tschwab@cfchs.org
Initial Meeting of the Evaluation Team	May 19, 2021	1:00 P.M.	Via Zoom link. Email Procurement Manager, Trinity Schwab/COO at tschwab@cfchs.org for meeting login information.
Debrief Meeting of the Evaluation Team	May 26, 2021	1:00 P.M.	Via Zoom link. Email Procurement Manager, Trinity Schwab/COO at tschwab@cfchs.org for meeting login information.
Notice of Intent to Award	May 27, 2021	9:00 A.M.	Posted on the CFCHS website at https://centralfloridacares.org/providers/procurements/
Anticipated Effective date of contract(s)	June 1, 2021	N/A	N/A

I. Evaluation Process

Proposals will be evaluated and selected through a competitive process. Each proposal will be evaluated based upon, but not limited to, the criteria set forth in section II. B. Contents of Proposal. Each proposal will receive an average score computed from the individual scores assigned by the proposal evaluation committee members. Evaluation team will utilize the scoresheet as referenced in Appendix I of this RFP.

Priority shall be given to:

- Respondents with longevity of service and previous experience in operation of similar services;
- Respondents with a positive reputation for performance and service;
- Respondents with demonstrated effectiveness and skill related to the requirements identified in this RFP.

The CFCHS Board of Directors approval will be required prior to first payment on the contract award as a result of this RFP.

J. Appendix I

Central Florida Cares Health System - School Telehealth Pilot RFP 2021-001-MH Scoresheet		
Mandatory Requirements		
	Y	N
The system will function on computers, tablets, and hand-held devices (phones) with Windows, Apple (MacOS and iOS) and Google (Chrome and Android) operating systems.		
The system will allow HIPAA Business Associate Agreement (BAA) compliant video communications between a provider and a client/patient.		
The system must be able to provide adequate (480p) video over cellular connections.		
The system must have at least rudimentary pan, zoom and focus capability with a smart phone, tablet, or webcam.		
Applicant provides IT support.		
List of available hardware to support the software		
Scored Components		
Preferred components		
	Y (1 point each)	N
Customizable branding		
Ability for account administrators to generate reports to include number of sessions completed and length of sessions.		
Ability for CFCHS to be assigned a system administrator to generate session reports.		
Ability to send HIPAA compliant chat messages and files.		
Ability for account administrators to create electronic documents.		
Total points	0	5 possible
Executive Summary (5 points possible) Includes information regarding:		
	Total Points	Points Possible
•The financial status and current economic conditions of the company		
•General staffing and organization structure		
•Experience providing Telehealth Platform software for schools		
•The proposed features, functions and services		
•The length of time company has been in the business of providing related services		5
Total points		
Vendor Profile (20 points possible)		
	Total Points	Points Possible
•How many clients have purchased your service/product?		
•List no more than three (3) customers, including name, address, telephone number, and email address of a contact person(s) who was/is directly involved with the purchase, implementation, and management of the platform and services.		20
Total points		
Product Description (40 points possible)		
	Total Points	Points Possible
•Describe in detail how your product/service meets the needs of the CFCHS and the local school districts.		
•Include information on all features, customizations, and integrations of the platform and hardware.		
•Provide information about any demo version or online test environment that could be made available as part of the evaluation phase of this RFP. If so, CFCHS may reach out and request this.		40
•List general hardware requirements needed to support the Telehealth software platform		
Total points		
Commissioning and Support (25 points possible)		
	Total Points	Points Possible
•From the date of a fully executed contract, what is the estimated start of implementation? What is the estimated length of time for project completion? Provide a typical implementation schedule covering implementation, configuration, data migration, content development, and testing to the 'go live' date. This should include time estimates for both organization and school district participants		
•List any items/tasks that would be the responsibility of CFCHS and the school district regarding the implementation.		
•What types of technical support does your company offer with this system? What is the process by which software problems may be reported? Describe service availability, e.g. 24/7, and specifically list any limitations to service availability.		25
•What training options does your company provide for technical and functional users, both during implementation and after the system goes live? Estimate the amount of time for installation and training required to proficiently operate the proposed system.		
Total points		
Costs Proposal (30 possible points)		
	Total Points	Points Possible
Applicants must provide a complete cost scenario for the requested Telehealth platform software, to include cost and budget narrative. Failure to provide the information may be deemed a material irregularity and reason for rejecting the proposal. Supporting details and clarifications should be supplied. Provide cost figures associated with the license costs of the software, on-going maintenance fees, and application support including specific descriptions of support levels. Also provide costs for implementation/consultation, training materials, training, Integrations, and any other known implementation costs.		30
Total points		
Total	0	125