



REQUEST FOR INFORMATION

TITLE: TELEHEALTH SERVICES

RFI NUMBER: RFI 64-I-10-23-DA

RFI QUESTIONS: Deadline for questions is no later than 4:30 p.m. local time on December 14, 2022.

RFI DUE DATE: January 5, 2023

LOCATION: Washoe County School District
Purchasing Department, Room 0
14101 Old Virginia Road
Reno, NV 89521-8912

RFI RECEIPT TIME: 2:00 p.m., local time

NAME OF PERSON TO CONTACT: Buyer Name: Dawn Allshouse
Title: Buyer II
Email Address: solictations@washoeschools.net
(775) 850-8025

ADVERTISEMENT DATE: November 30, 2022
NUMBER OF PAGES IN THIS RFI: 9

1.0 Introduction:

- 1.1 Washoe County School District (WCSD) serves approximately 61,000 students in more than one hundred (100) schools. A large segment of students qualifies for Free or Reduced Lunch (FRL), Medicaid services and/or are considered "Children in Transition" and do not have a stable home address. For the families of these students, health and mental health services may be difficult to access, thus potentially impacting these students' academic performance and wellbeing. Accordingly, WCSD is seeking information about a potential partnership to provide telehealth services (the provision of healthcare remotely by means of telecommunications technology) to eligible students, potentially first as a pilot program. WCSD does not have the financial resources to pay for such services on a wide scale and thus is looking for solutions in which a vendor would leverage Medicaid reimbursements or other potential revenue sources to cover costs. This Request for Information (RFI) outlines the requirements for the requested services.
- 1.2 This is a Request for Information (RFI). It is not intended, nor will it be used, as a procurement document. As such, the focus is on obtaining information that could possibly be used to inform WCSD about what the services entail and what the approximate cost of the services could be. This information could be used in a formal Request for Proposal to procure these professional services in the future.

2.0 Submission Instructions:

- 2.1 Please submit your response and mark envelope clearly as indicated below:

Washoe County School District
Purchasing Department
14101 Old Virginia Road, Room 0
Reno, NV 89521

RFI: Telehealth Services
Due Date: January 5, 2023
RFI Receipt Time: 2:00 p.m., local time

- 2.2 Questions: Potential Respondents may submit questions by submitting an email inquiry addressed to solicitations@washoeschool.net on or before 4:30 p.m., local time on December 14, 2022. Responses to questions will be posted on the following web sites:

<https://solicitations.washoeschools.net/Purchasing/>

<http://www.washoeschools.net/Page/778>

www.demandstar.com (DemandStar requires membership)

- 2.3 Please provide one (1) electronic copy and three (3) hard copies for internal distribution.

3.0 Scope of Work:

WCSD is seeking information about a potential partnership to provide telehealth services to students. In addition to this RFI, WCSD has a parallel RFI for Telementalhealth Services.

Likewise, WCSD may elect to issue parallel Requests for Proposals (RFP) for these services based on the information received during the RFI process.

4.0 RFI Submission Format

For ease of evaluation, RFI submissions should be organized in the following format:

4.1 Letter of Transmittal and Title Page

The transmittal letter must be written on Respondent's letterhead and must include full name, Respondent's legal status (sole proprietor, partnership, corporation, or other), address, telephone number and email address.

4.2 Table of Contents

Include a complete table of contents in the following order:

1. Respondent's Background

Background data must be supplied as follows:

- (a) How long the Respondent has been in business;
- (b) The ownership structure and legal status (i.e., public traded corporation, partnership, LLC, etc.)
- (c) Is providing Telehealth Services the Respondent's main vocation and if not, describe how telehealth services relate to other services or lines of business of your entity;
- (d) Is the Respondent's business local, statewide, regional, national or international;
- (e) Where is the Respondent's main office;
- (f) Which office is proposing to provide the services requested under this RFI;
- (g) Provide the names, titles, experience and qualifications of the Respondent's officers, directors and owners;
- (h) Provide the names, titles, addresses, telephone numbers and email addresses of the person(s) who will be authorized to represent the Respondent

2. Experience

Describe similar projects the Respondent has performed for school districts and/or other public agencies that serve minors (e.g., childcare). Please provide enough detail for WCSD to have a complete understanding of Respondent's experience.

3. Respondent Compensation

Please provide information on how the Respondent will be compensated for their services. WCSD understands that while there may be some indirect and/or in-kind expenses to the organization, it does not intend to directly pay for these services, so it is important to understand how the respondent will receive financial compensation. Please explain the following in your response:

- (a) Is the respondent willing to honor a hold-harmless provision in any future contract with WCSD that protects WCSD from any costs or claims from providers or the respondent? If not, please explain how the respondent has worked with other school districts on compensation.
- (b) Does the respondent intend to only provide services to Medicaid-eligible students?
 - i. For Medicaid-eligible students, will the respondent directly request Medicaid reimbursement through the State of Nevada? What are the expectations for WCSD regarding billing?
 - ii. For services that are denied for reimbursement by the State or that are only partially reimbursed, is the respondent willing to absorb those unreimbursed costs? If not, what is the respondent's proposal to recover those costs?
- (c) For students that do not qualify for Medicaid and/or parental authorization is not obtained, please explain what level of service, if any, is offered.
 - i. If students that do not qualify for Medicaid are denied services, please explain how you have worked with school districts to manage this and the communication process to families.
- (d) Does the respondent intend to provide services for students whose families have health insurance? If so, please explain the authorization process for that, and other legal, procedural, and financial issues associated with these services.

4. Information from Respondents

Please provide the information requested and answers to questions in Section 7 below. Additionally, describe how respondent would meet the requirements in sections 8 and 9.

5.0 Current Conditions

WCSD serves approximately 61,000 students in more than one hundred (100) schools. In addition to school administration, schools are staffed with the following units having some responsibility for student and school safety. The large majority of these positions are funded by the District through its own resources, but some positions are funded by state or federal grants.

- 193 School Counselors
 - 69 Elementary School
 - 56 Middle School
 - 68 High School
- 45.2 School Psychologists
- 47.7 School Nurses
- 13 School Social Workers
- 5 Mental Health Professionals
- Approximately 58 Safe School Professionals (contracted school safety positions that work closely with school counselors on supporting student's social emotional health)

WCSD is a nationally recognized District for our work with Social Emotional Learning (SEL) and has been implementing SEL with the support of Collaborative for Academic and Social Emotional Learning (CASEL) for more than ten (10) years. We use evidence-based practices and curriculum. WCSD has twenty-five (25) school sites where there is collocated, and integrated family, behavioral, and mental health services provided through community partnerships and grants.

WCSD is a veteran Multi-Tiered System of Supports (MTSS) School District with a current grant through the CDC and American Institutes of Research (AIR) to study and build out a district-wide tiered approach to providing mental health services and supports. Similarly, the District has a robust behavior support team in which it employs Board Certified Behavior Analysts and partners with third- party agencies for additional Applied Behavior Analysis (ABA) services.

WCSD, in alignment with the State of Nevada, has shifted its disciplinary approach to emphasize Restorative Practices and to ensure student support is provided through our MTSS tiered structure. WCSD uses "Ed Plan" software, formerly "Easy IEP" for electronic Individualized Education Plan (IEP) and Medicaid reimbursement services. WCSD is participating on the "Coiin" or Collaborative Innovation Improvement Network to examine health services and supports. This involves a national collaboration and assistance with the evaluation and improvement of mental health and wellness access. Finally, WCSD is using the School Health Assessment and Performance Evaluation (SHAPE) System for School Health Quality Assessment.

6.0 Future Conditions

The expansion of this work and the exploration of Telehealth as a strategy to provide greater access and to serve more students and families has been presented to the WCSD Board of Trustees. WCSD is a recipient of the Substance Abuse and Mental Health Services Administration (SAMHSA) Advancing Wellness and Resiliency in Education (AWARE) grant and is collaborating with the state toward essential Mental Health capacity building. There are seven (7) "Project Aware" schools. WCSD partners with the psychiatric fellows at the University of Nevada, Reno and has two Mental Health Administrators providing coordination and access to support services. WCSD is leading efforts with our local university and key stakeholders to expand Full-Service Community Schools which is, in part, a model for collocating services within schools.

7.0 Requested Information from Respondents

1. Describe the type of Telehealth Services that you would propose providing to an entity such as WCSD. Include in your response the following information:
 - a. What specific medical services are offered?
 - b. Describe the technology that would be used to provide services, including examples of your website(s) used to provide services for other agencies, and the proposed approach for services.
 - c. Are after-hours services offered?
 - d. What student groups will be eligible for services?
 - e. Are there different considerations depending on school level (Elementary School, Middle School, and High School)?
 - f. Proposed phasing of services – see also section 8.0.
2. What infrastructure needs at the school site are necessary if services are provided remotely to a student's home? Do you require a separate room(s), carts, laptops/devices, IT-internet connectivity, etc.?
 - a. Would medications or other materials be stored at the school site?
 - b. If so, under what conditions and how are these controlled?
3. What WCSD staffing implications should we anticipate? How does this impact District-employed nurses, clinical aids, counselors etc.? Please be specific. For example, please explain how students logistically would receive telehealth services at a school, i.e., who would accompany them, where would those services be provided within a school, etc.
 - a. What are the school-based logistics for students to receive services?
 - b. Is there any anticipated central office impact (contact, project management, budget, IT)?
4. How does the respondent secure parental consent, and how often?
5. What student level information will be collected and stored?
 - a. How does the respondent intend to guarantee HIPPA and FERPA protections?
 - b. Does the respondent have examples of data sharing agreements?
 - c. Does the respondent have any plan to share information and/or disseminate reports containing aggregated data?
6. What are the benefits to academic learning?
 - a. Are there specific benchmark objectives that the respondent intends to use to monitor progress?
7. Are there other benefits to the community at-large?
 - a. How does the respondent respond to stakeholders who question whether or not these sorts of services are within the scope of public education?
 - b. What are the pros and cons to such an approach?

- i. Are there differences to advantages and disadvantages when we distinguish medical and mental health services?
8. How does the respondent intend to implement the program?
 - a. Will there be a phase in plan or pilot program?
 - b. How will the program be scaled up?

8.0 Provider Requirements for Telehealth Services

- Providers must directly provide evidence-based, culturally responsive, on-demand integrated healthcare services for all students, including those who have been identified as needing additional behavioral health services due to being at an increased risk for chronic stress, trauma, anxiety and depression as it relates to the Coronavirus pandemic.
- Provider's services must be accessible during the school day, throughout the academic school year, within school buildings as well as from students' homes with licensed healthcare providers.
- Provider must demonstrate a proven record of serving students and families with similar demographics to WCSD.
 - When possible, provider should be able to demonstrate a successful track record of serving one or more of the following groups: students from low-income families, students of color, students with disabilities, English learners, students experiencing homelessness, children and youth in foster care, migrant students, LGBTQIA+ children, children who are incarcerated, and/or other underserved students who have been disproportionately impacted by the pandemic.
- Additionally, providers must provide training and on-going support to school-based staff for utilization of their telemedicine platform throughout the duration of the contract.
- Providers must manage the enrollment process including providing consents and communication materials for students and parents/guardians in their native languages.
- Providers must offer case management services to support students and parents/guardians to connect to medical homes and/or referred care.
- Providers must collect and share HIPAA- and FERPA-compliant, quantitative and qualitative progress monitoring and summative data on services provided to demonstrate effectiveness of interventions and supports as well as culturally responsive and sustainable practices. Specific summary data points may include enrollment, participation, care completion, referral completion and more; data points will be finalized during the contracting process. Data is to be shared at least quarterly with district leadership.

9.0 Additional Requirements

a. Customer Service

RFI responses need to provide customer service offerings. WCSD is looking for the following:

- Describe the criteria you use to measure customer satisfaction and your expected performance standards and the frequency and methodology used to measure customer satisfaction.
 - What is your actual performance for the last three (3) years against these criteria?
 - What changes in customer service (including staffing/systems) are anticipated in the next twelve (12) months?
 - What is your current net promoter score? How has your net promoter score changed in the last three (3) years?
 - How many clients have you lost based on customer and/or client satisfaction concerns in the last twenty-four (24) months?
 - What is the greatest customer service issue your organization is focused on? What is your progress on this issue to date?
- b. Support:
- i. Include a sample Service Level Agreement (SLA) wherein the WCSD has recourse in the event of failure to meet services and support expectations as detailed in the contract, etc. WCSD would review the initial SLA with the awarded Respondent, if a future RFP is issued and awarded, and come to a mutual agreement of the terms.
 - ii. The Service Level Agreement (SLA) should address the items below.
 - Hours of available support.
 - Methods of contact (phone, e-mail, fax). Toll free support preferred.
 - Respondent response times after the initial problem report and options for faster response.
 - On-line support resources (e.g. web sites, ftp servers, knowledge bases, user groups, etc.).
 - Procedures and timeframes for escalating support problems in Respondent's management structure.
 - The number of District personnel that may contact the Respondent to receive System Support services.
 - Ramifications/recourse to the Respondent should timelines, quality of repair, service etc. are not met.
- c. Please provide a sample implementation plan. Implementation and integration with existing systems in WCSD would be required. Respondent shall work with WCSD Information Technology (IT) as required for implementation and data security. IT requirements for this engagement vary based on solution and access to Respondent services. Respondent must meet and comply with all WCSD IT requirements made known at the time of contracting. If a future RFP is issued and awarded and the Respondent is unable to meet WCSD IT Requirements WCSD

