



## **Washoe County School District**

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**Purchasing Department • 14101 Old Virginia Road • Reno, NV 89521**  
**Phone (775) 850-8025 • Fax (775) 857-3175**

### **ADDENDUM #4**

#### **Request for Information for Telementalhealth Services**

**RFI #65-I-10-23-DA**

**January 26, 2023**

The following information, clarifications, changes, and modifications are by reference incorporated into the Request for Information (RFI) document for the above referenced project. Any work item or contract provision not changed or modified will remain in full force and effect. It is the prospective Responder's responsibility to read the entire RFI and all appendices and to respond to all requirements completely.

All prospective Responders should acknowledge receipt of this Addendum by signing this document and returning it with the RFI submission.

**1. REQUEST FOR INFORMATION SUBMITTALS:**

The Questions and Answers for the Request for Information for 64-I-10-23-DA - Telehealth Services and Request for Information 65-I-10-23-DA - Telementalhealth Services are the same, but submittals for the Request for Information shall be submitted separately. A firm may submit a response for one or both RFIs, but if submitting on both, it must be two separate responses.

**2. REVISED COUNT OF HARD COPIES OF RFI:**

When submitting your RFI submittals please submit one (1) electronic copy and ten (10) hard copies for internal distribution.

**3. QUESTION:** Are you open to 100% Virtual Services?

**ANSWER:** We are open to information regarding all model options.

**4. QUESTION:** Who is the incumbent (if any)?

**ANSWER:** This service is not being provided currently, so there isn't an incumbent.

**5. QUESTION:** At what hourly rate was the incumbent providing the services?

**ANSWER:** See the answer to Question #4.

**6. QUESTION:** What is your reason for issuing an RFI?

**ANSWER:** As stated in the RFI, the District wishes to explore the options for telehealth and telemental health services to its students and be better informed on how these services can be delivered effectively and efficiently, as well as understanding the operational, financial and legal issues involved in such services. The issuance of this RFI is the first step in the due diligence process, as the District evaluates the costs and benefits of these services. The information gathered from this RFI will help inform our decision-making process. No decision has been made on whether to proceed with the issuance of a more detailed Request for Proposal (RFP).

**7. QUESTION:** Is your intent to contract with one vendor or develop a vendor pool? If you intend to develop a vendor pool, how many vendors do you anticipate awarding this to?

**ANSWER:** Our intent is not to develop a vendor pool. Noting that, we are not opposed to multiple vendors if that proves most efficient. We are seeking information regarding both medical and mental health services and we are aware that some vendors specialize in different areas.



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**8. QUESTION:** Please confirm which services you are seeking, including, and not limited to school counselors, social workers, school psychologists?

**ANSWER:** We are not currently soliciting for Social Work, School Counseling or School Psychology services. We are seeking medical and mental health services beyond which the District can currently provide with current staffing.

**9. QUESTION:** Are you seeking teletherapy services with respect to Speech Language Therapy and Occupational Therapy?

**ANSWER:** No, that is not the intent of this RFI.

**10. QUESTION:** Do you need support with social and emotional learning?

**ANSWER:** No, that is not the intent of this RFI.

**11. QUESTION:** Please confirm which languages you would require services in?

**ANSWER:** Primarily we will need services in English and Spanish but would consider interpretive services in other languages.

**12. QUESTION:** Please provide clarity on the structure of services desired? There is indication of during and after-school hours. Note that services provided outside of school hours must be in a safe and confidential environment.

**ANSWER:** Of primary interest are services that would be provided at the school site. Defining the hours of available service is yet to be determined. If services can be provided direct to student homes safely and securely, that can also be considered.

**13. QUESTION:** Please provide a description of the student groups indicated.

**ANSWER:** All students in the WCSD would potentially be eligible.

**14. QUESTION:** For what age range do you require services?

**ANSWER:** Pre-K through high school.

**15. QUESTION:** Do you require case management in addition to direct therapy?

**ANSWER:** Case management is not being sought specifically but models that propose it can be considered.

**16. QUESTION:** Are you interested in scheduled blocks of time where students can be served without a set individual schedule?

**ANSWER:** All model innovations will be considered.

**17. QUESTION:** Please provide a description of the ongoing support required to school-based staff.

**ANSWER:** Cyclical training for school nurses, counselors, and other safety professionals will be needed. How this training should be delivered and what the content is should be suggested in a firm's RFI response.

**18. QUESTION:** Our company uses a policy for share the chair. How will you manage absenteeism to reduce our risk of loss?

**ANSWER:** We are interested in ideas regarding this. Providing Telehealth services is often lauded as a way to reduce absenteeism.



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**19. QUESTION:** What % of students currently receive services that are eligible for Medicaid billing?

**ANSWER:** The following information provided is an estimate only. The District does not have information on Medicaid eligible students who are not on an IEP. The percentages below represent the best estimate at this time, but the District cannot guarantee the accuracy of these estimates.

Speech and Language- 90% of caseload is on an IEP- the other 10% include students in MTSS, Private school students, and 504 additional students.

Occupational Therapy - 90% of caseload is on an IEP- the other 10% include students in MTSS, Private school students, and 504 additional students.

Physical Therapy - 90% of caseload is on an IEP- the other 10% include students in MTSS, Private school students, and 504 additional students.

Nursing- The percentage is unknown because they serve general education students as well.

BCBA- Approximately 95%

Social Workers – The percentage is unknown.

Counselors- Approximately 25% since they serve general education students as well.

Audiological evaluations- Approximately 100%

School Psychologists- The percentage is unknown.

**20. QUESTION:** Do you expect this ratio to remain the same?

**ANSWER:** Not Applicable.

**21. QUESTION:** Are these services for the 2023/2024 school year?

**ANSWER:** This is a Request for Information (RFI) only, as the District explores the feasibility, potential operational issues, and costs of any program. Prior to the rollout of any program, presumably initially on a pilot basis, the District's leadership will need to consider the RFI responses and determine what course, if any, to pursue and present those recommendations to the Board of Trustees. If a decision was made to move forward on a tentative basis, a formal Request for Proposal (RFP) would have to be issued and the program would need to be considered in the context of the District's strategic plan, which is being developed. While it may be possible to launch a pilot program in the 2023/2024 school year, there are many steps that need to be completed to get to this point.

**22. QUESTION:** Is there a limit per student for Medicaid billing?

**ANSWER:** Medicaid reimbursement rates are set by the state of Nevada and vary with specialty area and procedure.

**23. QUESTION:** Are there any other sources of funding available besides Medicaid?

**ANSWER:** As stated in the RFI, WCSD cannot commit to spending any funding for these services, so no additional source of funding from the District has been identified at this time. However, this is a Request for Information that could help inform an RFP. Therefore, WCSD is open to receiving information through this RFI process about different cost-sharing models and/or private insurance billing for students who seek services but have private insurance coverage.

**24. QUESTION:** What % of the caseload is on an IEP and for what services?

**ANSWER:** Please see response to Question #19.



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**25. QUESTION:** Do you have compensatory time that you anticipate accumulating in advance of the start date? If so, please provide an amount in hours by type of service.

**ANSWER:** Not Applicable.

**26. QUESTION:** Do you have students that are not on an IEP that are eligible for Medicaid? What %?

**ANSWER:** Yes, and the estimate is 30%. This is only an estimate as the District does not have information on Medicaid-eligible students who are not on an IEP. As such, the District cannot guarantee the accuracy of this estimate.

**27. QUESTION:** Please provide clarification on the following items from the RFI:

- a. On-going support to school-based staff
- b. Manage enrollment: consents, comm materials for students, parents/guardians in their native languages
- c. Project management resources for implementation and support and maintenance.
- d. Report to student-success office as needed
- e. Work with district IT project management team
- f. Please define student group

**ANSWER:**

- a. Cyclical training and information sharing regarding provided services and administrative expectations.
- b. We anticipate vendor suggestions regarding these activities.
- c. Information regarding staffing on the vendor side to ensure program implementation, and any anticipated administrative burdens on district staff.
- d. The District would assign a point of contact and there would be an expectation for regular meetings. The cycle of those meetings is something the vendor can suggest.
- e. What are specialized IT needs to safeguard HIPPA and FERPA?
- f. All students potentially, and certainly all Medicaid eligible students.

**28. QUESTION:** How did the need for these services (an in turn the RFI) originate?

**ANSWER:** Chronic absenteeism, impact from pandemic, barriers affecting families ability to secure community services are all contributing factors to identify a potential need for these services.

**29. QUESTION:** Does WCSD retain a health broker/consultant and/or have a contact at one of the Managed Care Organizations in Nevada; Anthem, Molina, HPN?

**ANSWER:** The District provides health insurance options for its employees through Anthem and uses LP Insurance Services, based in Reno, as its broker. However, the District does not provide any contracted health services to students presently.

**30. QUESTION:** Is there any budget at all set aside for telemedicine?

**ANSWER:** Please see answer to question #23 above.



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**31. QUESTION:** Will the District entertain a shared risk fee for these services?

**ANSWER:** Please see answer to question #23 above.

**32. QUESTION:** Is WCSD open to other methods to support our comprehensive Virtual Care services to your student population?

**ANSWER:** Please see answer to question 21 above. This is an RFI, not an RFP. WCSD is gathering as much information as possible that could inform an RFP. Therefore, WCSD is willing to receive any information and/or ideas about how best to deliver these services to students.

**33. QUESTION:** What agencies do you currently use for teletherapy services?

**ANSWER:** This RFI is for telehealth and telemental health services. This is not for OT, PT, Speech Pathology or other teletherapy services. Those services are separate from this.

**34. QUESTION:** What rates do those agencies charge for these teletherapy services?

**ANSWER:** Please see answer to question #33 above.

**35. QUESTION:** Will this be a single or multi-award?

**ANSWER:** This is an RFI; not an RFP. WCSD is gathering as much information as possible that could inform an RFP. WCSD is open to receive any information and/or ideas about how to best deliver these services to students.

**36. QUESTION:** How much money in 2021 was spent on teletherapy services?

**ANSWER:** Zero. Please see answer to question #23 above.

**37. QUESTION:** What is the annual spend that is projected for teletherapy services in the 2022-2023 school year?

**ANSWER:** Please see answers to question #23.

**38. QUESTION:** What is the current number of FTE teletherapy professionals being utilized presently to service this contract?

**ANSWER:** WCSD has not contracted for telehealth and telemental health services in the past. Also, see the answer to question #4 above.

**39. QUESTION:** How many children currently require teletherapy care?

**ANSWER:** We do not have an estimate at this point.

**40. QUESTION:** Does the District provide evaluation/testing materials to providers?

**ANSWER:** The District is not currently providing these services to students. If a respondent would require certain materials be provided for these services, the respondent should include this in their response to this RFI.

**41. QUESTION:** Does the District provide a laptop/computer to providers?

**ANSWER:** Any resource sharing should be suggested in a response.



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**42. QUESTION:** Does the District provide an email account to the contracted providers during the assignment?

**ANSWER:** If necessary, this should be detailed in a response.

**43. QUESTION:** Can the vendor incur any penalties or be liable for any damages for not having a contracted provider available upon your school's request in a timely manner OR would your school terminate the RFP contract with the vendor?

**ANSWER:** The District has not provided these services in the past so we are interested to know how firms have addressed penalties and damages for these types of services with other school districts. However, if the District decided to move forward with issuing an RFP, there could be penalties or damages assessed for non-performance depending on the language in the final contract. The District is in an information gathering mode, and as such, it has made no decision yet on potential penalties or damages. If a contracted vendor is unable to provide required services in a timely manner and this issue persists, the District could terminate with the vendor for breach of contract.

**44. QUESTION:** We are interested in bidding on RFI 64-I-10-23-DA for Telehealth Services. We offer staffing solutions (onsite or telehealth) for the following disciplines:

- Occupational therapists
- Physical therapists
- Speech language pathologists
- Therapy assistants
- Clinical fellows
- School psychologists
- Board certified behavior analysts
- Registered behavioral technicians
- Social workers
- Registered nurses
- Licensed practical nurses
- And Interpreters/translators.

**ANSWER:** The RFIs are centered on medical treatment and mental health treatment, separately, that are beyond the scope of what current District staff can provide. As such, we are not anticipating a telehealth approach for the following services: OT, PT, SLP, Clinical Fellows, School Psychology, BCBA, RBT, Social Work, RN, and/or LPN. In providing medical services or mental health services through telehealth services, it is possible that Therapy assistants (not clear what licensure is being referred to here) and/or interpretive services could be a characteristic of an effective delivery model.

**43.QUESTION:** Could you kindly explain the difference in scope between the RFI 64-I-10-23-DA for Telehealth Services vs. RFI 65-I-10-23-DA for Telementalhealth Services?

**ANSWER:** The only difference in scope between the two RFIs is between medical versus mental health related services.

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### ACKNOWLEDGEMENT OF RECEIPT

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AUTHORIZED SIGNATURE

\_\_\_\_\_  
PRINT NAME

\_\_\_\_\_  
PROPOSING FIRM NAME

\_\_\_\_\_  
TITLE