



**REQUEST FOR PROPOSAL (“RFP”) #5045ME  
STUDENT MENTAL HEALTH COUNSELING SERVICES**

**Addendum 1**

**RFP Issued Date: 05/01/2025**

**ADDENDUM #1, Question and Answers**

**Questions due by: 05/07/2025 by 2:00pm EDT via email with the RFP #5045ME in the subject line**

**Proposal Due Date /Time: 05/16/2025 by 2:00pm EDT via email with the RFP #5045ME in the subject line**

**Contact:**

**Michael Eames**

Purchasing Manager

[bids@csuohio.edu](mailto:bids@csuohio.edu)

**Proposals must be received by the due date/time specified above. Proposals received after the due date/time will be returned unopened to the supplier**

Please refer to the attached sheets for Instructions & Information. Proposals must be submitted on the form(s) provided and signed by an authorized representative in ink in the proper spaces. Vendors are cautioned to read this entire document carefully and to prepare and submit their Proposal providing all requested information in accordance with the terms and conditions set forth herein.

Please see our responses below:

1. Is Cleveland State interested in psychiatry sessions in addition to therapy sessions?
  - a. No, we are not interested in psychiatry sessions
2. While acknowledging Cleveland State is not interested in a wellness app or coaching services, is there interest in a 24/7 crisis line and/or on-demand emotional support?
  - a. No, we are not interested in a 24/7 crisis line or on-demand emotional support
3. Can you provide an estimated utilization/volume of therapy sessions (and psychiatry sessions, if there is interest) for Cleveland State students over the course of one year?
  - a. We do not have an estimate of utilization over the course of one year. The last time we worked with a third-party vendor, we saw approximately 150 students connect to therapy each year. However, the context was very different given that we were in early COVID. So, we do not know how demand/utilization will compare.
4. How many sessions per student do you anticipate wanting to offer? Is there a standard number of sessions per student you have in mind, with CSU staff having the option of adjusting this number for particular students? Can you say more about how you envision the session allocation per student being assigned?
  - a. I would envision us starting with around 8 sessions authorized. With the option for extensions beyond this. But, we are open to different recommendations from your company.
5. What electronic health record (EHR) system does the CSU counseling center use?
  - a. Titanium
6. Is there any possibility of renewing the contract following the 1-year period requested in this RFP?
  - a. We are looking to purchase a bank of sessions that does not expire. We may consider purchasing additional sessions if/when we run out of purchased sessions, however that would be dependent on funding availability at that time.
7. Please provide an estimate on the number of students you anticipate referring for sessions.
  - a. We do not have an estimate of utilization over the course of one year. The last time we worked with a third-party vendor, we saw approximately 150 students connect to therapy each year. However, the context was very different given that we were in early COVID. So, we do not know how demand/utilization will compare.
8. What would you estimate is the number of sessions you would need to purchase to meet your needs?
  - a. We do not have an estimated number of sessions needed. We are looking to learn what the maximum sessions you can offer within our maximum proposal price would be.
9. Within the SOW it seems as though the counseling center may want to meet with every student to perform an intake and then potentially refer out based on the outcome. But then it also says what is protocol if a student wants to book directly with us. We can set it up either way, but can you confirm if your team still plans on meeting

with each student individually before they would come to TimelyCare? Or would it be more of an open access, students can book on their own?

- a. We would ideally like the possibility of both routes:
  1. Most students connect to us through a brief phone screening. We would refer them to you based on that screening. This route is necessary.
  2. We'd like the option of them directly referring to you through (likely through a website) as well. This is helpful, but we would still consider proposals without this route.
10. Do you have an approximate amount of sessions (and students, if applicable) that you'd want to consume on an annual basis?
  - a. We do not have an estimated number of sessions/students. We are looking to learn what the maximum sessions you can offer within our maximum proposal price would be.
11. Are e-signatures (DocuSign) acceptable on the RFP response?
  - a. Yes, this is acceptable
12. Can you share the anticipated volume of sessions you would like to cover through this initiative?
  - a. We do not have an estimated volume of sessions needed. We are looking to learn what the maximum sessions you can offer within our maximum proposal price would be.
13. Can you define what you see as the difference between clinical and behavioral sessions?
  - a. We do not define a difference between clinical and behavioral sessions
14. Do you have interest in on-demand support in addition to the scheduled counseling appointments?
  - a. No, we do not have interest in on-demand support
15. Re: Attachment E - Background Information. Are we to simply return this Attachment as is with our submission response? Or is Cleveland State wanting vendors to provide background information about themselves in this section of the response? Please advise.
  - a. This attachment is solely for your reference
16. Re: Attachment I - Professional Services Agreement. Are vendors to sign this document to include with our submission response? Or, are we only to review this document and return as is with our submission? Are we permitted to note any exceptions (if needed)? Please advise.
  - a. This attachment is solely for your reference