



**Kansas City Kansas  
Community College™**

Request for Proposal/Bid 24-011	
<b>Student Mental Health Support</b>	
RFP/Bid Issued:	Friday, July 19, 2024
Question/clarification deadline:	Tuesday, August 6, 2024 10:00 AM CST
<b>Proposals/Bids Due:</b>	<b>Thursday, August 15, 2024 10:00 AM CST</b>
Buyer:	Amiee Wenson Director of Budget & Purchasing Finance Department, Jewell Building Kansas City Kansas Community College 7250 State Avenue, Kansas City Kansas 66112 Email: awenson@kckcc.edu

# FORM A

## RESPONDENT ACKNOWLEDGEMENT

RFP 24-011

The undersigned certifies that he/she has the authority to bind this company in an agreement to supply the service in accordance with all terms and conditions specified herein. Please type or print the information below.

**Respondent is REQUIRED to complete, sign, and return this form with their submittal.**

Company Name	Authorized Person (Print)
Address	Signature
City/State/Zip	Title
Phone #	Date
Fax #	Tax ID #
Email Address	

TABLE OF CONTENTS

RFP NO. 24-011

PROFILE OF KANSAS CITY KANSAS COMMUNITY COLLEGE	PAGE 4
INSTRUCTIONS FOR SUBMITTING PROPOSAL	PAGE 5
SCOPE OF SERVICES / PROPOSAL REQUIREMENTS	PAGE 8
GENERAL TERMS AND CONDITIONS	PAGE 12

## **RFP INFORMATION, INSTRUCTIONS, FORMS**

REQUEST FOR PROPOSALS NO. 24-011

### **PROFILE OF KANSAS CITY, KANSAS COMMUNITY COLLEGE**

Kansas City Kansas Community College is a centrally located public 2-year institution in the Kansas City metropolitan area, in northeast Kansas. The College was founded in 1923 and is accredited by the Higher Learning Commission. KCKCC's Main Campus and Technical Education Centers are within the city limits of Kansas City, Kansas, located within Wyandotte County near State Avenue and College Parkway. The College also serves Leavenworth County with a satellite center, Pioneer Career Center.

The stated mission of KCKCC is "Inspire individuals and enrich our community one student at a time."

While KCKCC enrolled headcount averaged 4,700 students in academic year 2023-24, 30% of those students during both semesters were dually enrolled high school students. These students, many of whom are minors, would be referred for support to their high school mental health resources, rather than utilize KCKCC services.

The student body averages around 60/40% female to male ratio. Dually enrolled high school student under age 18 comprise 16% of students, with 25% of student 18-19 years old, 13% 20-21, 10% 22-24, 12% 25-29, 7% 30-34, 17% aged 35 and up.

Most students attending KCKCC (74%) are residents of Wyandotte and Leavenworth County, Kansas, with the other 26% of student being drawn primarily from surrounding counties in Kansas and Missouri. Leavenworth County residents account for 20% of KCKCC enrollment. Race and Ethnicity data reflects a student body that is 43% Caucasian, 20% African American, 25% Hispanic, 5% Asian, 4% Multiracial, and 3% other or unknown. The majority of students commute to KCKCC, however, approximately 250 students live on campus in the Centennial Hall dormitory. Of those students who live on campus, a majority of these are student athletes. Their presence enhances the small immigrant international community on campus as recruits from Central and South America and Europe play baseball, soccer, volleyball, and basketball while attending KCKCC.

Roughly 13% of students who attend classes at KCKCC attend at the Dr. Thomas R. Burke Technical Education Center (TEC), 6565 State Avenue, Kansas City, Kansas 66102. Dually enrolled students receiving instruction in their local high school setting runs around 12% of the total enrollment at the TEC. The remaining 88% are enrolled in a variety of technical education programs such as cosmetology, electrical, audio engineering, building trades, culinary arts, and physical therapy assistant.

KCKCC provides a number of support services for students, including for persons who have self-identified with a physical disability or mental illness. In 2021 KCKCC had 31.5% of students eligible for Pell Grant, indicating they have financial need that is so great they not be able to attend school without substantial financial supports.

## INSTRUCTIONS FOR SUBMITTING PROPOSALS

### SECTION 1: GENERAL INSTRUCTIONS

All submittals must be in accordance with these instructions.

- A. Must submit three (3) original paper copies of the submittal response in a sealed envelope, labeled with the project number and project title. A pdf copy of the proposal should be emailed to [awenson@kckcc.edu](mailto:awenson@kckcc.edu) by the deadline. Paper copies should be mailed or delivered to 7250 State Avenue, Kansas City, Kansas 66112, Attention: Amiee Wenson, Director of Budget & Purchasing, Administrative Offices, Upper Jewel.
- B. The College reserves the right to waive defects and informalities in submittals, to reject any or all submittals, or to accept any submittals as may be deemed in the best interest of the College, in its sole discretion.
- C. Any submittal may be withdrawn at any time prior to the time specified herein for the opening of submittals, but no submittal may be withdrawn for a period of ninety (90) days after the submittal.
- D. Any exceptions taken to the terms, conditions, or specifications of the RFP must be clearly noted in the submittal as follows: **Exceptions to RFP 24-011**. If not so noted, then the successful respondent expressly agrees to the terms, conditions, and specifications of the RFP in its entirety and any exception after submittal will be held invalid and/or cause to reject the submittal, in whole or in part, at the sole discretion of the College.
- E. Questions and information pertaining to any item of this request may be obtained by submitting a request via email prior to the submittal deadline as noted on Page 1. Except in writing as noted on page 1, no other communication will take place between respondents and employees of the College during the RFP process.
- F. Services shall **not** be subcontracted or assigned, in whole or in part, without the express written consent of the College. Areas of work that cannot be accomplished by the respondent must be identified in the submittal, including the identification of other firms to be used. However, ultimate responsibility for the goods/services and all obligations relating to the goods/services will remain with the successful respondent.
- G. It is the responsibility of each respondent to become familiar with the requirements of this RFP. Lack of knowledge concerning the RFP's requirements will not relieve the respondent of conditions submitted in response to the submittal.
- H. If it becomes necessary to revise this RFP in whole or in part, an addendum will be provided to all respondents on record as having received the RFP and posted on the College's website. **It is important to note, however, that it remains the responsibility of the respondent to determine if any addenda have been issued and to obtain those addenda prior to submitting their submittal.**

- I. The College will not be liable for any costs that a respondent may incur in the preparation of or presentation of the submittal.
- J. In all cases, no verbal communication will override written communication and only written communications are binding.
- K. The College shall not be obligated to return the respondent's submittal once submitted, whether or not the submittal is withdrawn.

## **SECTION 2: EVALUATION CRITERIA**

Evaluation will be in accordance with the College's policies and practices and purchasing policy. The College shall base its selections for professional services required for a project upon, but not limited to, the following criteria:

- A. **Approach to the Scope of Services.** The scope of the services offered and the extent to which they meet or exceed the requirements of the College.
- B. **Personnel.** Professional credentials and experience of all personnel who will be involved with the project. The specialized experience and technical competence of the respondent with respect to the type of services required.
- C. **Capacity to Perform the Work.** The capacity and capability of the respondent to perform the work in question, including specialized services, within the time limitations fixed for the completion of the project. Total resources of the respondent that can be applied to the Project, including project schedule.
- D. **Experience.** The past record of performance of the respondent with respect to such factors as control of costs, quality of work, and ability to meet schedules. Previous experience with similar or like services as outlined in this RFP, including references, level of satisfaction of present and former clients with accounts of comparable size and complexity.
- E. **Familiarity.** The respondent's proximity to and familiarity with the College and/or higher education. Understanding of the scope and work required as evidenced by the submittal and the ability of the respondent to deliver services as requested.
- F. **Fee Proposal.** Selection will be made based upon the most responsible respondent in the sole discretion of the College, including costs. A responsible respondent is a firm who has the capability and experience in all aspects to perform fully the contract requirements and the integrity and reliability which will assure good faith performance.

### **SECTION 3: PROPOSAL SUBMITTALS**

Bid/Proposal Format – the following should be clearly identified in your proposal:

1. Respondent Acknowledgement Sheet – Completed copy of page 2 of this RFP.
2. Company Overview and History - Describe your company, officers, number of employees, and operating policies. State the number of years your organization has been in business and the financial stability of your company (no more than 2 pages).
3. Experience/References – Describe your experience in performing the services requested in this RFP. Indicate if you have previously contracted with KCKCC, and if any contract with KCKCC was terminated or declared in default by the College due to performance, breach, or other concerns. Provide three (3) references, preferably those that include current and former public higher education clients for similar work.
4. Key Personnel – Identify key personnel who would be assigned to this project to provide the services described in the Scope of Work, highlighting the primary point of contact for the College. Include an organizational chart and resumes as appropriate.
5. Project Approach – Describe in detail the approach to the project. Provide a detailed, task-oriented timeline for the project as it relates to the project requirements.
6. Fee Proposal – Describe how your firm is compensated for service and describe all fees for services on our account. Include itemized costs for all components and features to be delivered. Unless stated, the College shall assume that no other fees will be assessed in connection with the provision of services. (Form B – last page of RFP)

## SCOPE OF SERVICES

### **SECTION 1: INTRODUCTION TO PROJECT**

The College is requesting sealed Proposals from qualified mental health providers to support the college's Student Affairs and Enrollment Management's strategic goals and priorities of improving access to student mental health services. To support this goal, the college seeks providers who will offer round-the-clock crisis intervention and referral to KCKCC students experiencing mental health symptoms and/or provide on-demand wellness service with a primary focus on mental health.

Kansas City Kansas Community College, like many higher education institutions, has a challenge to meet the growing mental health support needs of our students. The College is seeking an Online Mental Health Support Service to complement the College's existing counseling services, thereby enhancing the availability of counseling support to students across the state and world, and to serve non-native English-speaking students in their native language to enhance our ability to serve students who may not access mental health support in traditional ways.

At current count, KCKCC Counseling Center is operating with 3 full time counselors, indicating our ratio of staff to student body equals approximately 1: 2150. Service goals are to capture a more diverse community with mental health needs, as well as screen for higher risk/higher need students. Counseling services does not have a wait list for services because we use an absorption model for intake. Scheduling of intake appointments may take between 7-10 days at the height of demand.

### **SECTION 2: SCOPE OF WORK**

The College is seeking proposals for Online Mental Health Support for students to increase access to counseling services at all levels of need and for all demographics. The requested service is on-call counseling that is culturally responsive and competent, on-demand, 24 hours, 7 days a week and 365 days a year through various multimedia platforms such as but not limited to a phone app, phone calls, and video support options. The College is interested in providing support in multiple languages.

The College values the diversity represented within the student population, including culture, race, ethnicity, sexual orientation, age, gender identity, religion, students with military experience and students with disabilities. We respect and appreciate the unique history of each student. The College seeks to ensure a welcoming and respectful environment for all students. Following is a description of the service requested and items the proposal should address:

1. Online Mental Health Support
  - a. When contacted by a student, describe how Proposer would identify client as a student at the college.
  - b. Describe a process including timeline and the method of how the college will be notified of the contact.
  - c. Describe in detail Proposer's approach if a student is in a Mental Health crisis such as but not limited to, suicidal thoughts and/or risk of harm to self or other.
  - d. Describe the ease of access with Online Mental Health Support with the following methods:
    - i. Mobile devices.



- ii. PC/MAC Computers
    - iii. Video Conferencing
  - e. Provide an example of an individual crisis response plan and how it might be integrated with the College's Counseling and Advocacy Center's existing electronic health records.
  - f. Indicate the ability to provide Counseling services to students in remote parts of the state with limited access to services, statewide and online students.
  - g. Describe how Proposer would triage, provide initial and on-going counseling support until a student's needs have been met.
  - h. Describe how Proposer can provide outreach materials/plan to help to reduce the common stigma attached to seeking Counseling Services.
  - i. Mental Health Support needs to be available 24/7, wherever a student has a phone or internet connection. Describe how Proposer would meet this requirement.
  - j. Describe any challenges the College should be aware of using Online Mental Health Support services.
2. Crisis Intervention
- a. Crisis intervention program must provide 24/7/365 crisis support and stabilization, giving students referrals to local and regional resources to address their concerns.
  - b. Crisis intervention program must provide post-intervention access to documentation to the KCKCC Counseling & Advocacy Center staff within 24 hours of the event.
  - c. Crisis intervention program must provide data on a quarterly basis regarding call volume, as well as the demographics and concerns of the students that utilize the services.
  - d. Crisis intervention program must be available by phone to all KCKCC students regardless of their location.
  - e. Crisis intervention program must be accredited through an appropriate clinical body such as ACHC, CARF, URAC, AAS, or other nationally recognized accrediting organizations.
3. On-Demand Wellness
- a. On-Demand wellness programs will provide self-help courses and tools to support students with issues related to health and wholeness, stress management, resiliency, anxiety, and depression with a goal of helping the student succeed in their personal and academic lives.
  - b. On-Demand wellness programs will be accessible round the clock by smartphone, tablet, or computer.
  - c. On-Demand wellness programs will provide access to documentation to the KCKCC Counseling & Advocacy Center staff regarding the utilization of data quarterly, including the type of programs accessed, time on the program, and demographic information regarding the student accessing the program.
  - d. On-Demand wellness programs will provide seamless, integrated access to crisis intervention program services.
  - e. On-Demand wellness programs will provide evidence-based program information consistent with the latest in behavioral health standards for concerns of students

4. International Student Services
  - a. Indicate the ability to provide Mental Health Support in multiple languages and provide a list of the languages offered.
  - b. Provide the list of countries and cultures supported.
  - c. Indicate the ability to provide Mental Health Support to international students worldwide while in their home countries.
  - d. Describe how these services would be provided on-demand in their requested language.
  - e. Describe how Proposer addresses unique cultural barriers and challenges through the different mediums of service delivery utilized such as but not limited to text-based support.
  
5. Customer Care
  - a. Indicate whether the College will be assigned an account representative to provide customer assistance and describe the customer support hours available.
  - b. Describe how Proposer would communicate and work directly with the College's Counseling and Advocacy Center on care management and the development of a crisis response plan.
  - c. Describe how records are maintained and integrated with the College's records.
  - d. Provide a sample invoice with the detailed information that will be included on Proposer's invoice.
  
6. Credentials/Licenses
  - a. Provide the list of states and countries where Proposer is legally authorized to practice Counseling Services.
  - b. Indicate if staff providing counseling services are all licensed to be:
    - i. Psychologists
    - ii. Professional Counselors
    - iii. Clinical Social Workers
  - c. Upon request, Proposer to provide copy of licensed staff providing services to the college.
  
7. Option to serve Faculty/Staff
  - a. The College employs approximately 400 full time positions, 150 part-time positions and has an adjunct faculty census of around 300. At some point, we may be interested in offering Mental Health Support to faculty and staff. If offered by Proposer, describe experience with working with this population.
  - b. Indicate if there are scheduling options to accommodate faculty and staff before or after normal business hours.
  - c. Describe any significant considerations or limitations to expanding services to faculty and staff.

### **SECTION 3: CONTRACTOR RESPONSIBILITIES**

1. The Contractor will conduct activities that shall include but not limited to the following:
  - a. Provide direct support for the project scoping, deliverables, and timeline for implementation.
  - b. Provide end-user training based on specific roles identified.
  - c. Propose a schedule and conduct progress meetings as agreed upon by the college.
  
2. Contractor Minimum Qualifications
  1. Demonstrated ability to provide round the clock mental health crisis intervention listed in this proposal and access to all services listed in this proposal.
  2. Demonstrated ability to provide a robust on-demand mental health wellness component that is accessible to student through electronic media.
  3. At least 5 years of experience working with higher education clients.

**GENERAL CONTRACT TERMS AND CONDITIONS**

**SECTION 1: GENERAL TERMS**

- A. Governing Law.** A standard contract document will be negotiated once the successful respondent(s) has been selected. Per state statute, Form DA-146a is required and the State of Kansas will be the governing law.
- B. Independent Contractor.** The respondent is now and shall remain a separate and independent entity from the College.
- C. Submittal.** The submittal received from the successful respondent, along with the RFP, will be incorporated into the Agreement between the College and the respondent, and all provisions therein shall be provided by the respondent in accordance with the requirements of the submittal, unless superseded by the terms and conditions of the Agreement, RFP, or any subsequent amendment. **No contract award shall exist until an agreement is approved by the College and executed by both parties.**
- D. Term.** The agreement shall include the project schedule and acceptance of the final product. The initial term of the agreement shall be one (1) year with four (4) renewable years. The contract will automatically renew unless the College provides notice at least thirty (30) days prior to the expiration of the annual renewal period.
- E. Insurance.** While performing the services, the respondent will maintain minimum insurance coverage specified herein. The College will be listed as an additional insured in respect to general liability, automobile liability, and umbrella/excess insurance. However, the addition of the College as an additional insured shall not in any way nullify coverage for claims or actions the College may have against the respondent. The respondent will provide the College certificates evidencing the required coverage prior to commencing services.

<u>Type of Coverage</u>	<u>Limits of Liability</u>
Workers' Compensation	Statutory
Employers' Liability	\$500,000
Comprehensive General Liability	\$1,000,000 per occurrence, \$2,000,000 aggregate
Automobile Liability	\$1,000,000 per occurrence, \$2,000,000 aggregate
Umbrella	\$2,000,000
Professional Liability	\$1,000,000 per claim

## **F. Equal Employment Opportunity Clause.**

Respondent hereby agrees to the following provisions:

### 1. No Discrimination

The respondent will not discriminate against any employee or applicant for employment because of race, color, religion, sex, sexual orientation, gender identity, or national origin, or any other classification protected by law. The respondent will ensure that applicants are employed, and that employees are treated during employment without regard to their race, color, religion, sex, sexual orientation, gender identity, or national origin or any other classification protected by law.

### 2. Posting Non-Discrimination Notices

The respondent agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

The respondent will, in all solicitations or advertisements for employees placed by or on behalf of the respondent, state that all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin, or any other classification protected by law.

### 3. No Retaliation

The respondent will not discharge, or in any other manner discriminate against, any employee or applicant for employment because such employee or applicant has inquired about, discussed, or disclosed the compensation of the employee or applicant or another employee or applicant, or for filing a complaint of discrimination. This provision shall not apply to instances in which an employee who has access to the compensation information of other employees or applicants as a part of such employee's essential job functions discloses the compensation of such other employees or applicants to individuals who do not otherwise have access to such information, unless such disclosure is in response to a formal complaint or charge, in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or is consistent with the respondent's legal duty to furnish information.

### 4. Noncompliance

In the event of the respondent's noncompliance with the nondiscrimination clauses of this contract or with any of the said rules, regulations, or orders, this contract may be canceled, terminated, or suspended in whole or in part and the respondent may be declared ineligible for further government contracts or federally assisted construction contracts in accordance with procedures authorized in Executive Order 11246 of September 24, 1965, and such other sanctions may be imposed and remedies invoked as provided in Executive Order 11246 of September 24, 1965, or by rule, regulation, or order of the Secretary of Labor, or as otherwise provided by law.

### 5. Subcontractors

The respondent will include the nondiscrimination provisions herein in every subcontract or purchase order unless exempted by rules, regulations, or orders of the Secretary of Labor issued

pursuant to section 204 of Executive Order 11246 of September 24, 1965, so that such provisions will be binding upon each subcontractor or vendor.

6. Secretary of Labor Compliance

The respondent agrees that it will assist and cooperate actively with the administering agency and the Secretary of Labor in obtaining the compliance of respondent and subcontractors with the equal employment opportunity clause and the rules, regulations, and relevant orders of the Secretary of Labor, that it will furnish the administering agency and the Secretary of Labor such information as they may require for the supervision of such compliance, and that it will otherwise assist the administering agency in the discharge of the agency's primary responsibility for securing compliance.

- G. Debarred Contractors.** The respondent further agrees that it will refrain from entering into any contract or contract modification subject to Executive Order 11246 of September 24, 1965, with a contractor debarred from, or who has not demonstrated eligibility for, government contracts and federally assisted construction contracts pursuant to the Executive Order, and will carry out such sanctions and penalties for violation of the equal employment opportunity clause as may be imposed upon contractors and subcontractors by the administering agency or the Secretary of Labor pursuant to Part II, Subpart D of the Executive Order. In addition, the respondent agrees that if it fails or refuses to comply with these undertakings, the administering agency may take any or all of the following actions: cancel, terminate, or suspend in whole or in part this grant (contract, loan, insurance, guarantee); refrain from extending any further assistance to the respondent under the program with respect to which the failure or refund occurred until satisfactory assurance of future compliance has been received from such respondent; and refer the case to the Department of Justice for appropriate legal proceedings.
- H. Smoke and Tobacco-Free College.** The respondent agrees to abide by the Smoke and Tobacco-Free College policy for all employees and subcontractors while at College locations.
- I. Sales Tax Exemption.** The College is exempt from sales tax and it should be excluded from all proposals.

FORM B  
RFP 24-011 Student Mental Health Services

Please describe the pricing structure of the services offered by proposal.

- Online Mental Health Support/Crisis Intervention for Students
- On-demand wellness
- International student services
- Option to extend services (please specify which) to faculty & staff