

REQUEST FOR PROPOSALS
WEST VIRGINIA HIGHER EDUCATION POLICY COMMISSION
RFP#25014 CAMPUS CRISIS COUNSELING
ADDENDUM #1 JULY 19, 2024

Question #	Question	WVHEPC Response
1	Please reconfirm the due date for this procurement by providing it in response to answers to questions.	The proposals are due on July 24, 2024, by 300 PM ESDT
2	If there was a previous solicitation for these services, what was its title, number, release date, and due date?	There has been no previous solicitation for these services.
3	When is the anticipated contract start date?	The contract will begin upon final award.
4	When is the anticipated award date?	The contract will be awarded upon successful evaluation of submitted proposals and negotiation of contract terms.
5	Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?	As stated in item 17 of the General Terms and Conditions on page 14 of the RFP document, vendor or approved Subcontractor shall comply with all applicable federal, state, and local laws, regulations, and ordinances.
6	Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?	Bidders can create their own pricing categories but need to attempt to stick to the formatting and categories provided.
7	Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.	There is no existing contract for these services.
8	Has the current contract gone full term?	There is no existing contract for these services.
9	Have all options to extend the current contract been exercised?	There is no existing contract for these services.
10	Who is the incumbent, and how long has the incumbent been providing the requested services?	There is no existing contract for these services.
11	To what extent will the location of the bidder's proposed location or headquarters have a bearing on any award?	There is no existing contract for these services.
12	How are fees currently being billed by any incumbent(s), by category, and at what rates?	There is no existing contract for these services.
13	What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?	There is no existing contract for these services.
14	Is previous experience with any specific customer information systems, phone systems, or software required?	There is no existing contract for these services.
15	What is the minimum required total call capacity?	The minimum total call capacity is 25 per month.
16	What is the maximum wait time?	The maximum wait time is 2 days for counseling services. There should be no wait time for call services/resources.
17	What is the maximum hold time?	The maximum wait time is 5 minutes.
18	What percentage of inbound calls must be answered by a live operator?	100% of inbound calls must be answered by a live operator.
19	What percentage of calls must be resolved without a transfer, second call, or a return call?	95% of calls must be resolved without a transfer, second call, or a return call.
20	What is the maximum percentage of calls that can be terminated by the caller without resolution?	0% is the maximum percentage of calls that can be terminated by the caller without resolution unless the caller (the students) disconnects the call and/or just hangs up.
21	Is there a minimum or maximum number of operators and supervisors?	There is not a minimum or maximum number of operators and supervisors as long as the maximum wait time or hold time is not affected and the maximum percentage of calls aren't affected.
22	What are the required language options?	The minimum required language option needs to be at least Spanish. More language options are preferred and appreciated.
23	What is the required degree of dedication for the call center? (Can the call center work on other contracts at the same time as this one)?	Yes, the call center can work on other contracts at the same time as this one.
24	What is the required degree of dedication for the call center? (Can the call center work on other contracts at the same time as this one)?	Yes, the call center can work on other contracts at the same time as this one.
25	Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact?	Yes, callers can connect with a message verification system and/or pre-recorded message.

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26	What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?	There is no recording requirement for inbound and outbound calls as long as proper and thorough documentation is completed for each phone call.
27	What are the recording and storage requirements for non-phone communications?	There is no recording requirement, and recording is discouraged for this project. All non-phone communications documentation must stay with the vendor and the schools the student attends.
28	What information is to be included in call logs?	Student Name, Student ID number, student's location during the call, presenting concerns and symptoms, was the student in crisis? Were local or campus police contacted? Was 911 contacted for the student? Resolution and plan for the student.
29	What was your average monthly call volume over the past year?	There is no existing contract for these services.
30	What is the current number of seats for operators and supervisors at your existing call center?	There is no existing call center.
31	What is the current average wait time for phone calls?	There is no existing contract for these services.
32	What is the current average handle time for phone calls and other types of communications?	There is no existing contract for these services.
33	What is the current average after-call work time for operators?	There is no existing contract for these services.
34	Over the past year, what is the percentage of calls received in English versus non-English?	There is no existing contract for these services.
35	Over the past year, what percentage of calls received were in Spanish?	There is no existing contract for these services.
36	What time of day, days of the week, or times of the year do calls typically peak?	Normally in September/October and March are often high peak months. Also, dead weeks on campuses are often peaks.
37	Does the 20-page count limit include Exhibits D (Bid Certification Form) and E (Addendum Acknowledgement Form)?	The 20 page limit does not include any exhibits (such as the required forms.)
38	How do you share communications with students on your campuses? Email? Phone apps? Website?	Emails, phone apps, website, and events are means of communication with students.
39	How does that break down by percentage of platform utilized for the communications?	This depends upon the individual campus. There will be more than one campus involved in this contract. The percentage will vary but the most widely used is likely email.
40	With your current virtual mental health vendor(s), what is the percentage of students who utilize the crisis line?	There is no existing contract for these services.
41	What about counseling services?	There is no existing contract for these services.
42	It is stated that this project is grant funded. What amount of funding is available for the crisis and counseling system?	There is one year of funding available for the program and enough to fund 10 small schools. The specific amount will not be disclosed.
43	Is the 20-page response limit inclusive of things like the cover page, table of contents, and required forms?	The 20-page limit is not inclusive of the cover page, table of contents, and required forms.