Seattle Department of
Education & Early Learning

2024 Request for Proposal (RFP) for Telehealth Services for Students and Youth QA

Updated: 10/15/2024

#	Question	Answer	Date & Origin of Question	Date Answered (posted to web)
1	**Question(s):** Are organizations that receive funding required to serve youth up to age 24? Are organizations that serve youth until age 22, but work to refer or transition older patients successfully to adult services eligible to apply? What is the maximum budget amount that will be considered for funding?	**Answer(s):** Proposals can designate services for serving youth between any age range that falls between middle school age through age 24. Organizations that serve youth until age 22 are eligible to apply. The final budget amount for award will be determined after City Council action in November. Budgets should propose the dollar amount for serving the maximum number of students the proposal aims to serve, **with a maximum budget of up to $3.5M**. Award amounts will be determined based on review panel recommendations and how many providers are selected. All draft budgets will be considered as part of the contract negotiation process.	**From:** Jill Linnell <jill.linnell@gmail.com> **Sent:** Tuesday, September 17, 2024 7:19 AM **To:** DOE_DEELFunding <DEELFunding@seattle.gov>	9/20/2024
2	**Question(s):** 1. While we understand (and agree!) the care should be accessible, adaptable, and culturally specific, does DEEL have additional insights on specific challenges students are facing? 2. Is there a target budget for this project? 3. Additionally, under what circumstances would DEEL consider awarding to multiple vendors?	**Answer(s):** 1. Additional insights on specific challenges students are facing can be found in these City reports: YMH Final Report (seattle.gov) and DEEL_Needs_Assessment_Summary.pdf (seattle.gov). DEEL would also like applicants to articulate their own understanding of the challenges youth face related to mental health in their repones to Prompt 3: Removing Barrers in the application (page 4 2024-DEEL_TelehealthRFP-Overview.pdf (seattle.gov)). 2. The final budget amount for award will be determined after City Council action in November. Budgets should propose dollar amount for serving maximum number of students the proposal aims to serve, **with a maximum budget of up to $3.5M**. Award amounts will be determined based on review panel recommendations and how many providers are selected. All draft budgets will be considered as part of the contract negotiation process. 3. The decision to award to multiple vendors will be based on the review panel recommendations after they have applied the scoring criteria on pages 6 and 7 of the RFP Overview document 2024-DEEL_TelehealthRFP-Overview.pdf (seattle.gov) and	**From:** Yash Sathe <ysathe@hellobrightline.com> **Sent:** Thursday, September 19, 2024 2:37 PM **To:** Swift, Jonathan <Jonathan.Swift@seattle.gov>; Alejano, Chris <Chris.Alejano@seattle.gov>	9/23/2024

		determined if the needs of students are best met through one or multiple vendors.		
3	**Questions(s):** What is the anticipated duration of this funding? Will contracts be renewable?	**Answer(s):** The contract duration for the selected provider(s) is anticipated to be a 2-year contract period. Contracts are projected to start in Q1 2025 with anticipated contract funding going through year-end 2026. Contracts will be considered for subsequent renewal based on fulfillment of performance targets and youth outcomes.	**From:** Jill Linnell <jill.linnell@gmail.com> **Sent:** Wednesday, September 25, 2024 9:51 AM **To:** DOE_DEELFunding <DEELFunding@seattle.gov>	10/1/2024
4	**Questions(s):** We are so excited for the opportunity for apply for funding through Seattle DEEL's Telehealth Services for Students RFP. We have a few questions to help aid us in our application: 1. Must the clinician providing the telehealth services be based on a school campus or would it be acceptable to have a clinician providing telehealth services from a remote location (e.g. the clinicians' home) to SPS students from one or multiple schools? 2. If the clinician must be located at an SPS school, can DEEL elaborate on the purpose of having a telehealth provider located at a school/in person? For example, would the provider be expected to provide any in person services or collaborate with other school staff? 3. If the clinician must be based at an SPS school, can they serve students from a variety of schools across SPS, or must they only serve students from the school they're based at? 4. If the clinician must be based at an SPS school, is the intention that they will be providing telehealth services to students during traditional school hours?	**Answer(s):** 1. The telehealth services can be provided by the clinician from a remote location. The clinician does not have to provide the services onsite at a school. 2. Please see answer to question 1 3. Please see answer to question 1. The clinician can serve students from a variety of schools 4. Please see answer to question 1 - If the organization is eligible to enter into a MOU with SPS, they may offer telehealth services during traditional school hours, as deemed appropriate by the school. However, the clinician would not have to be onsite and could offer the telehealth services remotely.	**From:** Anna Scaiano <anna_scaiano@senecacenter .org> **Sent:** Friday, September 27, 2024 6:47 AM **To:** DOE_DEELFunding	10/1/2024
5	**Questions(s):** We hope this email finds you well. We have some questions about the application and whether or not we should proceed with applying. One of the main concerns we have is regarding payment. We primarily accept Medicaid insurance who reimburses us by level of care, not by per session fee. It would be really difficult for us to do, "If you accept insurance and/or Medicaid, how this cost-per-student is offset by these alternative forms of student payment."	**Answer(s):** Since Medicaid does not use a cost-per-session reimbursement model, you can answer the Section 6: Capacity Building and Budget prompts by explaining your current funding model and corresponding funding streams, (i.e. Medicaid and any other funding streams you receive), and then articulate what you are proposing using the DEEL funding for to expand telehealth services to additional students, including providing specific details about how the City funding would not be used to supplant current funding streams.	**From:** Wynter Mayhle <WMayhle@swyfs.org> **Sent:** Thursday, September 26, 2024 10:02 AM **To:** Alejano, Chris <Chris.Alejano@seattle.gov>; Ben Berger <bberger@swyfs.org> **Cc:** DOE_DEELFunding <DEELFunding@seattle.gov>	10/4/2024

6	**Questions(s):** 1. Budget clarifications: Is the $3.5M est. budget annual? And, is it total across the program and across vendors, or individual to the vendor? 2. Engagement: Does DEEL have guidance on what % of the population a vendor is expected to engage within the first year? If possible, please share a definition of engagement (e.g., registrations, account creations, care / service usage). 3. Care models: Non-licensed or "subclinical" care models, such as behavioral health coaching, can be used to effectively support lower-acuity needs (e.g., belonging, mindfulness, emotion handling, empathy, self-esteem, sleep, other SEL etc.) at lower cost than clinical-only services. Is Seattle DEEL open to non-licensed care models as part of an applicant's service mix?	**Answer(s):** 1. The $3.5M is anticipated to be the annual telehealth budget, contingent upon City budget approval processes. It is the total budget amount across the entire program and will be distributed across all selected vendors, with final award totals based on proposed budgets and scopes of work. 2. The engagement expectations will be based on the proposed student focus population and stated capacity. Engagement includes many activities, from outreach and raising awareness of services, to service delivery and offering appropriate levels of care. A 4-8% service delivery rate across identified student populations is an approximate estimate of actual service delivery, but this may shift based on details of the proposal. Outreach and engagement would be expected at a higher percentage in order to ensure student awareness of services. 3. While DEEL will consider non-licensed care models as part of an applicant's service mix, this mix must also include access to clinical telehealth services.	**From:** Yash Sathe <ysathe@hellobrightline.com> **Sent:** Tuesday, October 1, 2024 10:10 AM **To:** DOE_DEELFunding <DEELFunding@seattle.gov> **Subject:** Re: [Brightline] DEEL Telehealth RFP - needs + budget	10/4/2024
7	**Questions(s):** 1. Can you please share how much funding is available? 2. Confirming this RFP covers individual telehealth therapy sessions? 3. Will this cover group telehealth sessions? 4. Would this cover educational telehealth sessions?	**Answer(s):** 1. Please see answer to question 1. 2. Proposed telehealth services can individual therapy sessions 3. Proposed telehealth services can include group sessions. 4. Proposed telehealth services can include educational sessions.	**From:** Ashley McGirt <ashley@therapyfundfoundation.org> **Sent:** Tuesday, October 1, 2024 4:46 PM **To:** DOE_DEELFunding <DEELFunding@seattle.gov> **Subject:** Telehealth Services for Student & Youth Request for Information (RFI)	10/4/2024
8	**Questions(s):** 1. What is the available budget? 2. Is a line item budget required? 3. Will the contract award amount be for one year? 4. Do we need to reapply every year?	**Answer(s):** 1. Please see answer to question 1 2. A line item budget is not required in the proposal. 3. Yes. 4. Providers awarded funding will have contracts are renewable based on performance metrics and student outcomes.	**TA Session, October 2, 2024** • Ashley McGirt-Adair • Jill Linnell • Bonnie Wang (3, 4)	10/7/2024
9	**Questions(s):** Is DEEL open to supervised, pre-licensed clinicians providing clinical-level care as a way to scale provider supply more quickly?	**Answer(s):** Pre-licensed clinicians providing clinical-level care under licensed supervision is acceptable. Applicants should include in their proposal details on the supervision, difference in services between licensed and pre-licensed, and what percentage of providers would be licensed versus pre-licensed.	**From:** Yash Sathe <ysathe@hellobrightline.com> **Sent:** Thursday, October 3, 2024 4:12 PM **To:** DOE_DEELFunding <DEELFunding@seattle.gov> **Subject:** Re: [Brightline] DEEL Telehealth RFP - needs + budget	10/7/2024

10	**Questions(s):** How do you see DEEL's services intersecting with student IEP needs, if at all? Does DEEL coordinate with IEPs today in any capacity?	DEEL does not coordinate IEP's or other special education services on behalf of Seattle Public Schools and other students in Seattle. Telehealth services proposed should complement any IEP services students receive. All students, including students receiving special education services, are eligible for telehealth services.	**From:** Yash Sathe <ysathe@hellobrightline.com> **Sent:** Thursday, October 3, 2024 7:06 PM **To:** DOE_DEELFunding <DEELFunding@seattle.gov> **Subject:** Re: [Brightline] DEEL Telehealth RFP - needs + budget	10/7/2024
11.	**Questions(s):** The RFP response template in Submittable does not appear to have a field to upload documents or resources. We were curious if this was something that would be adjusted, or if the intent is not to allow supplemental resources as a part of this submission. Please let us know!	**Answer(s):** The RFP response template in Submittable is designed as intended. Uploaded files are not accepted. Please use the response template to submit your proposal.	**From:** Danielle Juris <danielle@joon.com> **Sent:** Tuesday, October 8, 2024 2:33 PM **To:** DOE_DEELFunding <DEELFunding@seattle.gov> **Subject:** Youth Telehealth RFP Question: Submittable Format	10/15/24
12.	**Questions(s):** I hope you are well. We appreciate your support in fielding questions about the DEEL Telehealth RFP and posting responses publicly. We had a few more questions that may have been lost in other threads - gently bumping those below. Thank you, and please let me know if anything needs clarification. 1. Budget clarifications: Is the $3.5M est. budget annual? And, is it total across the program and across vendors, or individual to the vendor? 2. Engagement: Does DEEL have guidance on what % of the population a vendor is expected to engage within the first year? If possible, please share a definition of engagement (e.g., registrations, account creations, care / service usage). 3. Care models: Non-licensed or "subclinical" care models, such as behavioral health coaching, can be used to effectively support lower-acuity needs (e.g., belonging, mindfulness, emotion handling, empathy, self-esteem, sleep, other SEL etc.) at lower cost than clinical-only services. Is Seattle DEEL open to non-licensed care models as part of an applicant's service mix? 4. Is DEEL open to supervised, pre-licensed clinicians providing clinical-level care as a way to scale provider supply more quickly? 5. How do you see DEEL's services intersecting with student IEP needs, if at all? Does DEEL coordinate with IEPs today in any capacity?	**Answer(s):** 1. This question has been answered previously - see question 6 above. 2. This question has been answered previously - see question 6 above. 3. Non-licensed or "subclinical" care models is acceptable as part of overall service delivery. Applicants should include in their proposal details on these care models, differences in services between licensed and non-licensed, and what percentage of services would be non-licensed versus licensed and pre-licensed. 4. This question has been answered previously - see question 9 above. 5. This question has been answered previously - see question 10 above.	**From:** Yash Sathe <ysathe@hellobrightline.com> **Sent:** Wednesday, October 9, 2024 4:16 PM **To:** DOE_DEELFunding <DEELFunding@seattle.gov> **Subject:** [Brightline] DEEL Telehealth RFP questions	10/15/24

13.	Questions(s): Is the 1500 word max on partnerships for the entire section A, B, and C. or does each section get up to 1500 words within that subsection as their are several bullet points to address.	Answer(s): The Partnerships section has a 1500 word limit combined total for subsections A, B, and C. Each subsection A, B, and C do not have their own 1500 word limit.	From: Ashley McGirt <ashley@therapyfundfoundation.org> Sent: Monday, October 14, 2024 6:24 PM To: DOE_DEELFunding <DEELFunding@seattle.gov> Subject: Telehealth Services for Students and Youth RF	10/15/24