

ADDENDUM #3

To the suppliers who plan to provide a response to the College's
Request for Qualifications SPC-13-19-20 Student Health & Wellness Assistance Program
posted June 5, 2020

As of the extended proposal deadline of 7/9/2020, SPC received three submissions. The selection committee reviewed the submissions and selected the two highest scoring firms to present their proposals.

The two shortlisted firms are Mantra Health and META Teletherapy. The shortlisted firm will present their proposals the week of August 3, 2020. Presentations will be facilitated via Zoom. More details will be posted when the date and times are confirmed.

RFP - #13-19-20
Student Health & Wellness Assistance Program

Evaluation Information Criteria	Mantra Health	META Teletherapy	University TeleHealth
Evaluator #1	90	80	55
Evaluator #2	50	55	40
Evaluator #3	85	85	55
Evaluator #4	77	65	82
Evaluator #5	60	75	45
Evaluator #6	50	80	45
Evaluator #7	65	80	40
Total Points	477	520	362

Vendor	Comments
Mantra	Appear to have experience working with MyCourses- plus that they address integration and ability for students to access assistance through MyCourses, Silent Suffer. I like that students can access them without having to seek point of referral. Mentioned a connection with several local providers which tells me they be able to support face to face where necessary. Liked that they addressed a BIT Team meetings and being part of the solutions based approach. Liked brevity of their utilization report- very detailed.
Mantra	We already offer most of the staff training they offer.
Mantra	Their website is clear and easy to navigate. A 3.5 day wait time for a referral could be stronger. I like detailed demographic report they provide. I would like to know the number of providers in Florida and in Pinellas. It appears they do not have an on-campus presence for training/support.
Mantra	Average wait time 3.5 days
META	Disappointed in lack of detail given they have a current relationship through MyCourses. Did not address local supports or networking with local providers in the detail expected. Pricing model was not as detailed as expected. Did not address Team or Staff/Faculty integration to the level of detail requested. Again given their knowledge of SPC, I expected to see more hands on approach.
META	I like we can integrate our community and individual community clinicians.
META	Wait times from 1.2-7.8 days? Medicaid providers, many students are currently on Medicaid and rely on Medicaid services as well. Addresses addiction and substance abuse.
META	(1) This provider serves more as a searchable directory. The mental health provider pays a monthly fee to be added to the directory. META has little control over what services are being provided (i.e., are video links HIPPA secured). They are actually a tech co. not a provider. (2) I question their ability to offer on-campus training. They don't offer 24/7 service. (4) They say they are geared towards the "college student" but they don't acknowledge the diverse, non-traditional student population they serve. (5) I don't like that students first have to download an app and register themselves in it.
University Telehealth	Not a good fit or model for commuter/community college. Pricing model was not relevant to the RFP and suggests they took a chance but did not go into detail on qualifications and training expected for such a large telehealth organization.
University Telehealth	I really don't think they offer enough.
University Telehealth	They acknowledge they do not offer all services needed.
University Telehealth	It appears they use a consistent online platform. I would like to know who owns the video platform, Unlimited or do they subcontract it out? How many providers in Florida, and in Pinellas? I like that they provide both a website as well as a telephone number for students.