



Truman State University

Purchasing Department

McClain Hall 106

100 E. Normal Ave.

Kirksville, MO 63501

Phone: 660-785-4326

Fax: 660-785-7337

Email: [kmurphy@truman.edu](mailto:kmurphy@truman.edu)

Website: <http://www.truman.edu/businessoffice/purchasing/>

June 17, 2020

**REQUEST FOR PROPOSAL (RFP)**

**STUDENT HEALTH CENTER AND UNIVERSITY COUNSELING SERVICES**

**PROJECT SP20-18**

<b>SUBMITTAL DEADLINE</b>	<b>SUBMIT</b>
2:00 P.M. CDT Local Time, Wednesday, July 15, 2020	One (1) electronic copy
<b>DELIVERY BY MAIL</b>	<b>DELIVERY BY HAND</b>
Truman State University Attn: Kim Murphy, CPPO, CPPB Purchasing Department 106 McClain Hall 100 E. Normal Ave. Kirksville, MO 63501	Truman State University Purchasing Department 106 McClain Hall Kirksville, MO 63501

Submittals from minority, women and disadvantaged business enterprises are encouraged.

**Faxed or Electronic submissions will NOT be accepted unless specifically indicated above and in the instructions within the document due to an emergency or pandemic event**



**PROPOSER REGISTRY FOR NOTIFICATION OF INTENT TO RESPOND**

**Truman State University**

**Project SP20-18**

**Student Health Center and University Counseling Services**

Please complete and submit this form prior to the submittal deadline as shown on the Request for Proposal document. Please fax to (660) 785-7337 or email to [kmurphy@truman.edu](mailto:kmurphy@truman.edu). This page is not part of the RFP package and must be submitted to notify Truman State University of your interest in this project and for Truman to notify your organization of any addenda. These addenda are issued if there is a need to change the specifications or closing date/time of the request.

**INTENT TO RESPOND STATEMENT**

\_\_\_ YES      Our organization plans to submit a response to this solicitation for bids:

**NO RESPONSE STATEMENT**

\_\_\_ No      Our organization is not submitting a response for the following reason(s):

- We do not offer this commodity and/or service or an equivalent
- Our schedule would not permit us to perform
- The project is too small
- The project is too large
- Insufficient time to respond to the invitation to bid.
- Cannot meet delivery requirements
- Licensing restrictions (please explain)
- Other reasons or additional comments (please explain below)

Name of Organization: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact Address: \_\_\_\_\_

Contact Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

Contact Email Address: \_\_\_\_\_

**REQUEST FOR PROPOSALS FOR  
STUDENT HEALTH CENTER AND UNIVERSITY COUNSELING SERVICES**

**Project No. SP20-18**

**TRUMAN STATE UNIVERSITY  
Kirksville, Missouri**



**June 2020**

Proposal Opening Date: July 15, 2020

Time: 2:00 PM CDT

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## Request for Proposal – Notice to Contractors

Truman State University is requesting sealed proposals from qualified persons or organizations to provide the operation of the University's Student Health Center and Counseling Services.

Proposals are to be addressed and delivered to the Purchasing Department, 106 McClain Hall, Truman State University, Kirksville, MO 63501 until Wednesday, July 15, 2020 at 2:00 PM CDT, at which time the names of those Contractors or individuals submitting proposals will be read aloud. No other public disclosure will be made until after an award of the contract.

Request of Proposal documents are available from the University by contacting the below address or on the Purchasing Website at <http://www.truman.edu/businessoffice/purchasing/open-bids/>.

A one-page Proposer Registry for Notification of Intent to Respond to this RFP document is the second page of the RFP document. This form is required if you plan to submit a proposal and wish to receive any (1) RFP addenda and (2) answers to questions regarding the RFP or addenda that have, in the University's opinion, general applicability.

The University's delivery address is:

Truman State University  
Purchasing Department  
McClain Hall 106  
100 East Normal  
Kirksville, MO 63501



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Kim Murphy, CPPO, CPPB  
Purchasing Supervisor  
Truman State University

**TRUMAN STATE UNIVERSITY**  
**REQUEST FOR PROPOSAL FOR STUDENT HEALTH CENTER AND COUNSELING SERVICES**

**A. PURPOSE**

Truman State University (“Truman or University”) is soliciting proposals from qualified organizations to provide Health Care and Counseling Services on its campus. The Student Health Center and University Counseling Services are two separate operations housed in the same building. This Request for Proposals contains background information on the University and specific information that must be included in proposals submitted. **Proposals can be submitted for either clinic individually or a combination of both operations.** The initial contract for these services will begin no later than January 1, 2021 (an earlier contract commencement date may be used based on the mutual agreement of the University and the Contractor). The initial contract will expire on June 30, 2025, but will include an option to renew annually on July 1, 2025 for up to five subsequent one year terms. Proposals must be submitted by 2:00PM, July 15, 2020.

**B. BACKGROUND**

Founded in 1867, Truman State is Missouri’s only public liberal arts and sciences university. Located in Kirksville, Missouri, Truman State has an enrollment of approximately 4,500 students. The institution has selective admission requirements, and focuses on traditional undergraduate programs.

Truman has a history of being recognized nationally for its innovative assessment program and its commitment to providing a high quality liberal arts and sciences education at an affordable price. As a result, Truman is consistently ranked among the nation’s best colleges. For 21 consecutive years, U.S. News and World Report have recognized Truman as the No. 1 public university in the Midwest Regional Category. Additional information is available at <https://www.truman.edu>.

The Student Health Center (SHC) and University Counseling Services (UCS) are located in a contiguous 9,000 square foot floorplan in the McKinney Center on the Truman State University campus.

**C. SCOPE OF WORK**

1. Proposals will be based on the following criteria and provided by Contractor. Based on their qualifications, Contractor(s) may provide proposals for either or both operations. The University will consider alternate methods of delivery of services or optional staffing plans. Innovative proposals are encouraged.

**a. Truman State University Student Health Center (SHC)**

- 1) Awarded Contractor must be a certified and licensed provider of health services in the State of Missouri, and Contractor’s staff must be certified and licensed to practice in Missouri.
- 2) It is not the University’s intention to provide a full-service clinic, but to have available at a low cost, basic health services for a traditional college-aged clientele to be able to continue its academic and personal pursuits with minimum interruption. Medical services available on campus should include (at minimum):
  - a) Acute care: Respiratory, sinus and ear infections, flu, strep throat, musculoskeletal injuries, concussions, etc.

- b) Preventive health: Physicals, gynecological exams, STI testing and treatment, smoking cessation support, chronic illness management, etc.
  - c) Diagnostic testing: Strep throat, flu, mono, pregnancy, UTI, etc.
  - d) Medication: Prescriptions sent to local pharmacies
  - e) Sports medicine services for student athletes
- 3) Expected staffing levels for the first 12 months of the contract should be, at minimum parallel to the current staffing for the Student Health Center, which includes:
- a) One (1) Collaborating Physician (4 hours/week when classes are in session) providing services in accordance with legislative requirements.
  - b) One (1) back-up Collaborating Physician
  - c) Two (2) Nurse Practitioners
  - d) Two (2) BSN prepared Registered Nurses (meeting criteria to supervise clinical nursing students)
  - e) One (1) Administrative Assistant/Insurance Specialist
  - f) One (1) Office Receptionist
  - g) After the first 12 months, contractor may adjust staffing levels as deemed appropriate to meet contractual obligations.
  - h) Daily working hours for all staff members will be determined by the University (with concurrence of the Contractor), and the SHC will be staffed at appropriate levels for 12 months per year.
  - i) All staff members assigned to the SHC are considered to be essential employees of the Contractor. Staff members will report to work as indicated by University policy.
  - j) A roster of present SHC positions is included in Appendix A. Contractor will agree to employ existing SHC staff for a transitional period of not less than 6 months and not more than 12 months from the date of contract commencement. In lieu of employing existing SHC staff during the aforementioned transition period, the Contractor may elect to adjust pricing during the transition period by an amount commensurate to the compensation currently being paid to existing SHC staff. This amount will be negotiated between the University and Contractor during the contract phase.
  - k) The Contractor will provide oversight, performance management and replacement staff at no additional cost to the University.
- 4) Contractors that subcontract all or part of the requested services will be responsible to oversee all work completed by the subcontractor. Contractor will assure all subcontractors are licensed or certified as required, carry appropriate insurance and adhere to all University policies and procedures. The University must approve all subcontracting arrangements in advance of services.
- 5) Contractor must have the ability to arrange the necessary laboratory testing and radiology services at the provider's facility, local hospital or outpatient testing facility. These facilities should be located as close to the University's campus as possible. If emergency transportation is needed, then the cost for this service will be the patient's responsibility.
- 6) As defined by the University, Contractor may be requested to provide student physical examinations and assessments on an emergency basis at no additional cost to the University.
- 7) As determined by the University, Contractor will provide educational sessions (including class presentations) on topics of current wellness concerns, and will participate in various

campus programs (i.e. showcase days, admitted student days, new student orientation, Truman Days, faculty and staff training). These sessions must be provided using Contractor's staff.

- 8) Service data, and frequent diagnostic categories for the SHC over the past three fiscal years is provided in Appendix B.
- 9) The Contractor will maintain an electronic records system at its own expense. In addition, the Contractor will be required to establish its own network, connectivity and security protocols separate and distinct from any University systems.
- 10) Contractor will have the ability to electronically bill student patients with varying sources of payment including, but not limited to, private insurance, Medicaid, Veterans Association benefits and private pay. Contractor will own and manage all receivables, and Contractor will be responsible for all collections.
- 11) Contractor will be responsible for the collection and retention of student immunization records and other medical health history information as required by the state of Missouri. Missouri statutes require this information be on file with the University prior to allowing the student to move into any on-campus residence facility or other associated group housing (i.e. fraternity houses).
- 12) Medical supplies used during the treatment of students will be supplied by the Contractor at its own expense. All general medications/pharmaceuticals dispensed by Contractor at the SHC will be supplied by the Contractor at its own expense. University and the Contractor will agree upon any limitations related the prescribing of certain medications / pharmaceuticals at the on-campus clinic (i.e. medical marijuana).
- 13) Contractor will coordinate with the Truman State University Counseling Services (UCS), an on campus operation treating students with various psychological needs. Contractor will provide referrals to appropriate mental health provider(s) as necessary. Contractor will also collaborate with the University Nursing, Athletic Training, Wellness and other appropriate university programs including clinical opportunities for University students.
- 14) Contractor will provide medical liability insurance for all SHC staff of not less than \$5,000,000 per occurrence as well as Workers Compensation Disability Insurance. In the event the contractor transports students, automobile insurance on any motor vehicles used to transport students of not less than \$1,000,000 for injuries, including accidental death and property damage to one person and subject to the same limit for each person in the amount of not less than \$5,000,000 for each occurrence. Contractor must provide a Certificate of Insurance of all insurance naming the University as an additional insured. Coverage must be maintained during the contract term. The University will consider alternative types of liability coverage, but it reserves the right to accept such alternatives at its sole discretion
- 15) Contractor will strictly adhere to The Health Insurance Portability and Accountability Act of 1996 (HIPAA). Contractor will safeguard protected health information, including all individually identifiable health information the Contractor creates, receives, maintains, or transmits in any form. Contractor shall also (1) ensure the confidentiality, integrity, and availability of all electronic protected health information, (2) detect and safeguard against anticipated threats to the security of the information, (3) protect against anticipated impermissible uses or disclosures, and (4) certify compliance by its workforce. Covered entities should rely on professional ethics and best judgment when considering requests for

these permissive disclosures. HIPAA violations may result in civil monetary, or criminal penalties, for the Contractor as well as termination of any University service contract.

- 16) Contractor to invoice the University monthly for services provided. Fee schedules may be based on contact hours, services provided, patients treated, staff hours worked, a flat monthly amount or any combination thereof. Simplified pricing models are encouraged. In addition, the Contractor will also supplement monthly invoices with schedule(s) of the actual staff hours worked and the number and types of services provided.
- 17) At the Contractor's expense, the Contractor's onsite supervisor should maintain membership in and attend the American College Health Association Conference (ACHA) and attend other continuing education programs as necessary. At the Contractor's expense, the Student Health Center staff will facilitate the University's participation in the National College Health Assessment.
- 18) The SHC is currently outfitted with existing office and medical equipment. Any equipment that is required to be replaced or added will be at the Contractor's expense.
- 19) The University will pay associated utility costs and provide basic housekeeping services.
- 20) The Contractor, at its own expense, will:
  - a) Facilitate orders for any diagnostic or radiology tests at the Contractor's site, local hospital or outpatient testing site
  - b) Arrange for pickup by laboratory services for test samples
  - c) Dispose of all medical waste
  - d) Provide for any required laundry services
- 21) Recommended Hours of Operation:

<u>Academic year:</u>	
Monday – Thursday	9:00 a.m. - 7:00 p.m.
Friday – Saturday	9:00 a.m. - 3:00 p.m.
<u>Summer:</u>	
Monday – Wednesday	10:00a.m. - 2:00p.m.

**b. Truman State University Counseling Services (UCS):**

- 1) Contractor must be a certified and licensed provider of mental health services in the State of Missouri and accredited by a recognized accrediting agency.
- 2) It is not the University's intention to provide a full-service, inpatient mental health clinic, but to have available at a low cost, basic mental health services for a traditional college-aged clientele to be able to continue its academic and personal pursuits with minimum interruption. Counseling services available on campus should include (at minimum):
  - a) Individual Counseling
  - b) Group Counseling and Workshops
  - c) Relationship Counseling
  - d) Suicide Prevention Training
  - e) Referrals to appropriate providers (i.e. psychologists, psychiatrists, comprehensive mental health care facilities)

- 3) Expected staffing levels for the first 12 months of the contract should be, at minimum parallel to the current staffing for the University Counseling Service, which includes:
  - a) Six (6) Master's Prepared Counselors certified as Licensed Professional Counselor (LPC), Licensed Mental Health Counselor (LMHC), Licensed Clinical Social Worker (LCSW) or equivalent.
  - b) One (1) Administrative Support Specialist
  - c) Access to one (1) Psychologist or Psychiatrist
  - d) After the first 12 months, contractor may adjust staffing levels as deemed appropriate to meet contractual obligations.
  - e) Daily working hours for all staff members will be determined by the University (with concurrence of the Contractor), and the UCS will be staffed at appropriate levels for 12 months per year.
  - f) After hours crisis call access must be available to students when classes are in session.
  - g) All staff members assigned to the UCS are considered to be essential employees of the Contractor. Staff members will report to work as indicated by University policy.
  - h) A roster of present UCS positions is included in Appendix A for first consideration by the Contractor. Contractor will agree to employ existing UCS staff for a transitional period of not less than 6 months and not more than 12 months from the date of contract commencement. In lieu of employing existing UCS staff during the aforementioned transition period, the Contractor may elect to adjust pricing during the transition period by an amount commensurate to the compensation currently being paid to existing UCS staff. This amount will be negotiated between the University and Contractor during the contract phase.
  - i) The Contractor will provide oversight, performance management and replacement staff at no additional cost to the University.
- 4) Contractors that subcontract all or part of the requested services will be responsible to oversee all work completed by the subcontractor. Contractor will assure all subcontractors are licensed or certified as required, carry appropriate insurance and adhere to all University policies and procedures. The University must approve all subcontracting arrangements in advance of services.
- 5) Service data and frequent diagnostic categories for the UCS over the past three fiscal years is provided in Appendix C.
- 6) As defined by the University, Contractor may be requested to provide student psychological and threat assessments on an emergency basis at no additional cost to the University.
- 7) Contractor will serve as a member of the Truman State University Students of Concern Team (SOC) to provide context, hypothetical guidance and, as necessary provide direct support and assistance in life threatening circumstances related to students and/or the campus community. Contractor will also represent Truman as part of the multi-county Crisis Intervention Team.
- 8) The Contractor will maintain an electronic records system at its own expense. In addition, the Contractor will be required to establish its own network, connectivity and security protocols separate and distinct from any University systems.

- 9) Contractor will have the ability to electronically bill student patients with varying sources of payment including, but not limited to, private insurance, Medicaid, Veterans Association benefits and private pay. Contractor will own and manage all receivables, and Contractor will be responsible for all collections.
- 10) As determined by the University, Contractor will provide educational sessions (including class presentations) on topics of current wellness concerns, and will participate in various campus programs (i.e. showcase days, admitted student days, new student orientation, Truman Days, faculty and staff training). These sessions must be provided using Contractor's staff.
- 11) Contractor will collaborate with the Truman State University Student Health Center (SHC), an on campus health clinic providing basic health services for students, the Department of Residence Life, the Department of Public Safety and other campus entities as appropriate. Contractor will provide referrals to the Student Health Center (and other medical providers) as necessary. Contractor will also collaborate with various Truman programs, committees and councils.
- 12) Contractor will provide medical liability insurance for all UCS staff of not less than \$5,000,000 per occurrence as well as Workers Compensation Disability Insurance. In the event the contractor transports students, automobile insurance on any motor vehicles used to transport students of not less than \$1,000,000 for injuries, including accidental death and property damage to one person and subject to the same limit for each person in the amount of not less than \$5,000,000 for each occurrence. Contractor must provide a Certificate of Insurance of all insurance naming the University as an additional insured. Coverage must be maintained during the contract term. The University will consider alternative types of liability coverage, but it reserves the right to accept such alternatives at its sole discretion.
- 13) Contractor will strictly adhere to The Health Insurance Portability and Accountability Act of 1996 (HIPAA). Contractor will safeguard protected health information, including all individually identifiable health information the Contractor creates, receives, maintains, or transmits in any form. Contractor shall also (1) ensure the confidentiality, integrity, and availability of all electronic protected health information, (2) detect and safeguard against anticipated threats to the security of the information, (3) protect against anticipated impermissible uses or disclosures, and (4) certify compliance by its workforce. Covered entities should rely on professional ethics and best judgment when considering requests for these permissive disclosures. HIPAA violations may result in civil monetary, or criminal penalties, for the Contractor as well as termination of any University service contract.
- 14) Contractor to invoice the University monthly for services provided. Fee schedules may be based on contact hours, services provided, patients treated, staff hours worked, a flat monthly amount or any combination thereof. Simplified pricing models are encouraged. In addition, the Contractor will also supplement monthly invoices with schedule(s) of the actual staff hours worked and the number and types of services provided.
- 15) At the Contractor's expense, the Contractor's onsite supervisor should maintain membership in, and attend the annual conference of, the Association for University and College Counseling Center Directors (AUCCCD). The UCS staff will be encouraged to attend continuing education programs at least twice each year at the Contractor's expense.
- 16) The University will pay associated utility costs and provide basic housekeeping services.

17) Recommended Hours of Operation:

Academic year:

Monday – Thursday 9:00 a.m. - 7:00 p.m.

Friday – Saturday 9:00 a.m. - 3:00 p.m.

Summer:

Monday – Wednesday 10:00a.m. - 2:00p.m.

**D. SUBMISSION OF PROPOSAL & CONTRACT AWARD**

Proposal responses must be signed, sealed and returned (with all necessary attachments) to the following address on or before 2:00 PM on Wednesday, July 15, 2020.

Truman State University  
Purchasing Department  
106 McClain Hall  
Kirksville, MO 63501  
Attn: Kim Murphy, CPPO, CPPB

One (1) electronic copy of the proposal via email is required to be submitted. Each proposal option must be a separate electronic file, but can be sent as one email. All email submissions shall have the subject line be "Request for Proposal, Project SP20-18 for "Student Health Center and University Counseling Services". Proposals will be accepted up to the time and date shown as indicated above. Contractors are responsible for ensuring that proposals are received by the deadline. Proposals received after the deadline will be considered non-responsive and will be removed from consideration on this basis.

Before submitting a proposal, Contractors should become thoroughly familiar with all contract conditions referred to in this document, and any addenda issued before the proposal submission date. Such addenda shall form a part of the RFP. It shall be the Contractor's responsibility to ascertain that the proposal includes all addenda issued prior to the proposal submission date.

All copies and contents thereof of any proposal, attachment, and explanation thereto submitted in response to this Request for Proposal, except copyright material, shall become the property of the University. All copyright material must be clearly marked.

If your proposal contains any information you consider to be proprietary, you must place it in a separate envelope and mark it "Proprietary Information". The University is the final authority as to the extent of material that is considered proprietary. Pricing information cannot be considered proprietary.

The University reserves the right to reject any or all proposals or any part thereof, or to accept any proposal, or any part thereof, or to withhold the award and to waive or decline to waive irregularities in any proposal when the University determines that it is in their best interest to do so. Any award of a contract/purchase order resulting from the RFP document will be made only by written authorization (contract/purchase order) from the Purchasing Department.

Specific questions regarding specifications and technical requirements of this RFP document must be submitted to the Purchasing Department, Kim Murphy, Purchasing Supervisor, and emailed to [kmurphy@truman.edu](mailto:kmurphy@truman.edu). Submission questions and subsequent responses will be issued as an addendum to all prospective Contractors on file. No addenda will be issued later than 72 hours prior to

the time and date scheduled for the receipt of responses except an addendum postponing or withdrawing the RFP.

Contractors must show evidence of financial responsibility to enter into this relationship and to sustain this project by providing current audited financial statements, which includes the most current quarter's and last year-end, including Balance Sheet and Income Statement for their company. Please include a description of any litigation in which the Contractor's company is currently involved, as well as indicating any potential conflict of interest. The Contractor should provide this information as an electronic file and place in a separate email, marked with "SP20-18 Financial Statements". If Contractor has concerns of safety of file, the electronic file can be password protected and then provide the password in a separate email or call the agent for this project. This information will be used to determine overall financial strength of the Contractor's company and will be maintained as confidential information by the University.

Disclosure of any information to the possibility of proposed takeovers; both for this company by another company, or any takeovers of other service providers by this company, must be provided. If the Contractor plans to subcontract any of the work described in the scope of work, the Contractor must respond to all items for each proposed subcontractor. If a Contractor plans a joint venture with another company, the Contractor shall specify accordingly and respond to all items for each company involved in the joint venture.

Proposals shall be prepared simply and succinctly providing a straightforward, concise description of the Contractor's abilities to satisfy the requirements of this request. Emphasis shall be on completeness and clarity of content.

To facilitate the evaluation process, Contractors are requested to organize their proposal into distinct sections that correspond with the individual evaluation categories described herein. Each distinct section should be titled with each individual evaluation category and all materials related to that category should be included. Contractors are requested to provide this information in their response.

## **E. PROPOSAL REQUIREMENTS**

The Contractor must respond to this RFP document by submitting all data required herein for their proposal response to be evaluated and considered for award. Failure to submit such data may be deemed cause for proposal disqualification.

Proposal responses should be as thorough and detailed as possible so that Truman may properly evaluate the Contractor's capabilities to provide the required services. Experience, reliability, and economic stability of the Contractor's organizations are considered in the evaluation process. Therefore, the Contractor is advised to submit any information that documents successful and reliable experience in past performances, especially those performances related to the requirements of the RFP document, as well as financial backing of the organization to ensure successful contract completion.

In order to facilitate the analysis of responses to this RFP, Contractors are required to prepare their proposals in accordance with the instructions outlined in this section. Each Contractor is required to submit their proposal in a sealed package. Contractors whose proposals deviate from these instructions may be considered non-responsive and may be disqualified at the discretion of Truman.

Proposals should be prepared as simply as possible and provide a straightforward, concise description of the Contractor's capabilities to satisfy the requirements of the RFP. Expensive bindings, promotional material, etc., are not necessary or desired. *Effort should be concentrated on accuracy, completeness,*

*and clarity of content.* All parts, pages, figures, and tables should be numbered and labeled clearly. The proposal should be organized into the following major parts, explained below:

<u>Section</u>	<u>Title</u>
1	Contractor's Qualifications and Experience
2	Plan for Implementation of Services
3	Schedule of Fees
4	References
5	Sample Contractual Agreement

1. Contractor's Qualifications and Experience (Section 1)
  - a. Executive summary of not more than three pages highlighting qualifications to provide the requested services.
  - b. Provide information on experience providing services.
  - c. Location of the principal office of the Contractor.
  - d. Provide a names, background and credentials of Medical Director or any other personnel that will be employed in the Student Health Center and University Counseling Center.
2. Plan for Implementation of Services (Section 2)
  - a. Contractors are required to schedule a mandatory visit to view locations and meet with University personnel prior to submitting a proposal.
  - b. Contractor's detailed plan to implement service at the University (including a staffing plan).
3. Schedule of Fees (Section 3)
  - a. Provide a detailed schedule of fees for the services described in the Scope of Work.
4. References (Section 4)
  - a. A minimum of 5 references from organizations or professionals who have worked with your company. This must include the name, title, telephone number, e-mail address for each reference.
5. Sample Contractual Agreement (Section 5)
  - a. Contractor is provide a copy of their standard contractual agreement for review.

## **F. PROPOSAL EVALUATION**

1. All proposals received from qualified Contractors will be evaluated. Truman reserves the right to accept or reject any or all proposals submitted for consideration. In addition, Truman reserves the right to negotiate specific aspects of a proposal submitted. The selection committee will first determine whether a proposal satisfies the requirements stated in this RFP document.
2. All responsive and responsible proposals will be subjected to a comparative assessment of the published evaluation criteria. The award of a contract/purchase order will be based on the best proposal response in accordance with the evaluation criteria listed below:
  - a. Qualifications relating to similar type of work to include prior experience and demonstrated ability in related services, performance record and quality of work.
  - b. Fee Structure: Review of provided fee structure.
  - c. Recommendations from references for similar services.
  - d. Financial Stability of the Contractor.

3. The University reserves the right to make an award to the responsive and responsible Contractor whose service meets the terms, conditions and specifications of the RFP and whose proposal is considered to best serve the University's interests. Award of the contract will be made to the Contractor who provides the best combination of services, cost and value as determined by Truman.
4. After the initial screening process, those Contractors whose proposals are selected for further consideration may be asked to participate in a conference call or on-campus presentation with the committee in advance of the final selection. Contractors who are selected to participate in a conference call or presentation will be contacted. It is requested that the person who will be directly responsible for servicing the account be present on this call. Contractors are cautioned not to contact employees of Truman concerning this RFP during the evaluation process.
5. Truman reserves the right to consider historic information and fact, whether gained from the Contractor's proposal response, question and answer conferences, references, or any other source, in the evaluation process. Truman shall have the right to take such steps as it deems necessary to determine the ability of a Contractor to perform the work, and each Contractor shall furnish to Truman such information and data for this purpose as it may request. The right is reserved to reject any proposal response where an investigation, or consideration of the information submitted by such Contractor, does not satisfy Truman that the Contractor is qualified to carry out properly the terms of these specifications.
6. The Contractor is cautioned that it is the Contractor's sole responsibility to submit information related to the evaluation categories and that Truman is under no obligation to solicit such information if it is not included with the Contractor's proposal response. Failure of the Contractor to submit such information may cause an adverse impact on the evaluation of the Contractor's proposal response.
7. Pursuant to Section 610.021 RSMo, proposals and related documents shall not be available for public review until after a contract is executed or all proposals are rejected. Truman will notify all Contractors responding to this RFP the Contractor whom has been selected to perform these services. Any proposal award protest must be received within 10 days after the date of notification of award in accordance with the State statute.

## **G. GENERAL CONTRACT REQUIREMENTS**

1. The term of any contract resulting from this RFP will be effective as of January 1, 2021 (or earlier based on the mutual agreement of the University and the Contractor) and end on June 30, 2025, with the option to renew annually for up to five subsequent 1-year terms.
2. The contract between Truman and the selected Contractor shall consist of (1) Contractual Agreement prepared and submitted by the Contractor (2) RFP and any amendments thereto, and (3) the proposal submitted by the selected Contractor in response to this RFP. In the event of a conflict in language between the documents referenced above, the provisions and requirements set forth and/or referenced in the Contractual Agreement shall govern. However, Truman reserves the right to clarify any contractual relationship in writing with the concurrence of the selected Contractor and such written clarification shall govern in case of conflict with the applicable requirements stated in this RFP or the selected Contractor's proposal response. In all other matters not affected by the written clarification, if any, the RFP shall govern. The Contractor is cautioned that its proposal shall be subject to acceptance by Truman without further clarification.

3. Any change in the contract including the Scope of Work described herein, whether by modification or supplementation, must be accomplished by a formal contract amendment signed and approved by and between the duly authorized representatives of the selected Contractor and Truman. Any amendments to the contract shall (1) specify an effective date; (2) specify any increases or decreases in the amount of the selected Contractor's compensation, if applicable; (3) describe changes, if any, to the provisions of the contract; (4) be entitled as an "Amendment"; and (5) signed by the parties identified in the preceding sentence. The selected Contractor expressly and explicitly understands and agrees that no other method and/or no other document, including correspondence, acts, and oral communications by or from any person, shall be used or construed as an amendment to the contract.
4. The University reserves the right to evaluate Contractor performance in both the SHC and the UCS at any time. The Contractor will address any University concerns on a timely basis.
5. All reports, data and materials developed or acquired by the selected Contractor as a direct requirement specified in the contract/purchase order shall become the property of Truman. All reports, data or materials that may reveal names or identification numbers of individuals, employees, or corporate entities, if not returned to Truman, must be properly destroyed so as to keep such information confidential. No reports or materials prepared, as required by the contract/purchase order, shall be released to the public without the prior written consent of Truman.
6. The selected Contractor shall not at any time sell, convey, transfer, mortgage or assign any interest in the contract/purchase order, either in whole or in part, nor any of its rights, title, interest or privilege hereunder whatsoever, in the contract/purchase order without the prior written consent of Truman.
7. Contractor agree that they presently have no interest and shall not acquire any interest, directly or indirectly, which would conflict in any manner or degree with the performance of the services hereunder. Contractors further agree that no person having any such known interest shall be employed or conveyed an interest, directly or indirectly, in the contract/purchase order.
8. Contractors shall not provide any perquisites, favors, or gifts to any Truman employees which tend to curry favor with any specific persons or which incur expenses to be borne by Truman. Contractors shall not attempt to gain support and appreciation from any group of employees other than providing the high quality consulting services possible.
9. Contractors shall not offer any gift to the University or its Board of Governors or any of their representatives pursuant to an active or open bidding, purchasing or any other procurement process.
10. Upon filing for any bankruptcy or insolvency proceeding by or against the Contractor, whether voluntary or involuntary, or upon the appointment of a receiver, trustee or assignee for the benefits of creditors, the Contractor must notify Truman immediately. Upon learning of such actions, Truman reserves the right at its sole discretion to either cancel or reaffirm the contract.
11. Truman may cancel the contract at any time for a breach of any contractual obligation by providing the selected Contractor with a written notice of such cancellation. At its sole discretion, the University may give the Contractor an opportunity to cure the breach or to explain how the breach will be cured. If the Contractor fails to cure the breach, the University reserves the right to obtain services to be provided pursuant to the contract from other sources and charge the contractor for any additional costs incurred as a result. Should Truman exercise its right to cancel the contract/purchase order for such a reason, the cancellation shall become effective on the date as specified in the Notice of Cancellation sent to the selected Contractor.

12. Truman reserves the right to terminate the contract at any time without penalty or recourse, by giving written notice to the Contractor at least 60 days prior to the effective date of such termination. In the event of termination pursuant to this paragraph, all documents, data, reports, supplies, equipment and accomplishments prepared, furnished or completed by the Contractor pursuant to the terms of the contract shall, at the option of Truman, become the property of Truman. The Contractor shall be entitled to receive just and equitable compensation for that work completed pursuant to the contract prior to the effective date of termination.
13. Any written notice of the Contractor shall be deemed sufficient when deposited in the United States mail, postage prepaid, and addressed to the Contractor or at its address as listed on the signature page of the contract, or as such address as the Contractor may have requested in writing.
14. Neither party shall be held responsible for any losses resulting if the fulfillment of any terms or provisions of the Agreement which are delayed or prevented by any cause not within the control of the party whose performance is interfered with, and which by the exercise of reasonable diligence, said party is unable to prevent.
15. Indemnification and hold harmless. Any and all claims that arise or may arise against selected Contractor, its agents, servants or employees as a consequence of any act or omission on the part of selected Contractor or its agents, servants, employees while engaged in the performance of the contract shall in no way be the obligation or responsibility of Truman. The selected Contractor shall indemnify, hold harmless and defend Truman, its Board of Governors, its officers and employees against any and all liability, loss, costs, damages, expenses, claims or actions, including attorney's fees which Truman, its Board of Governors, its officers or employees may hereafter sustain, incur or be required to pay, arising from any injuries or death of any person or damages to property or by reason of any act or omission of the selected Contractor, its agents, servants or employees, in the execution, performance, or failure to adequately perform selected Contractor's obligations pursuant to this Contract. Truman shall also be indemnified for any attorney's fees it incurs in enforcing this provision or any other indemnification provision in the contract.
16. As a public institution, Truman must follow State of Missouri rules and regulations regarding the procurement of services. Data obtained through this consulting process must be handled as confidential and may not be shared with other Contractors who may want to do business with Truman without the prior written approval of the University's Purchasing Department. Any future business with Truman will be obtained through a proposal process.
17. The contract shall be construed according to the laws of the State of Missouri. The Contractor shall comply with all local, state and federal laws and regulations related to the performance of the contract to the extent that the same may be applicable. Be advised that State of Missouri "Open Records" law is applicable to all records.
18. The Contractor represents himself/herself to be an independent contractor offering such services to the general public and shall not represent itself or its employees to be an employee of Truman. Therefore, the selected Contractor shall assume all legal and financial responsibility for taxes, FICA, employee fringe benefits, workers compensation, employee insurance, minimum wage requirements, overtime, etc. and agrees to indemnify, save and hold Truman, its officers, agents and employees, harmless from and against any and all loss; cost (including attorney fees); and damage of any kind related to such matters.
19. The selected Contractor and all subcontracted Contractors doing business with Truman must agree not to discriminate on the basis of race, color, religion, national origin, sex, sexual orientation, disability or veteran status. If discrimination by the selected Contractor or subcontracted company is

found to exist, Truman will take appropriate action which may include, but not be limited to, cancellation of the contract, removal from all bidders' lists until corrective action is made and ensured, and referral to the Attorney General's Office.

**TRUMAN STATE UNIVERSITY PROPOSAL CERTIFICATION**

The Contractor certifies it is authorized to obligate the represented Contractor and further agrees with all terms, conditions, and requirements of the Truman’s RFP.

The Contractor further certifies the responses and resulting proposal to Truman’s Request for Proposal are true and accurate.

In submitting a response to Truman’s RFP, the Contractor understands that Truman retains the right to reject any and all proposals and to waive irregularities and informalities therein, and to award the contract in the best interests of Truman. It is also understood that proposals may not be withdrawn for a period of **30 days** after the date and time set for the receipt of proposals.

The Contractor hereby affirms:

- (1) That I am the Owner (if the Contractor is an individual), a partner in the Company (if the Contractor is a partnership), or an officer or employee of the Company having authority to sign on its behalf (if the Contractor is a corporation);
- (2) That the proposal has been arrived at by the Contractor independently, and has been submitted without collusion with, and without any agreement, understanding, or planned common course of action with, any other Contractor of materials, supplies, equipment or services described in the RFP designed to limit independent bidding or competition;
- (3) That the contents of the proposal has not been communicated by the Contractor or its employees or agents to any person not an employee or agent of the Contractor or its surety on any bond furnished with the proposal, and will not be communicated to any such person prior to the official opening of the proposal; and
- (4) That the Contractor has fully assured in regarding of the accuracy of the statements made in their response.
- (5) The Contractor is registered with and maintains good standing with the Secretary of State of the State of Missouri, as may be required by law or regulation.
- (6) The undersigned certifies that their Contractor (check one) \_\_\_\_\_ IS or \_\_\_\_\_ IS NOT currently debarred, suspended, or proposed for debarment by any federal or state entity. The undersigned agrees to notify the University of any change in this status, should one occur, until such time as an award has been made under this procurement action.

In compliance with this RFP document, Project No. SP20-18, and after carefully reviewing all the terms, conditions, and requirements contained therein, the undersigned agrees to furnish such services in accordance with the specifications of this RFP.

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Company

\_\_\_\_\_  
Federal Tax ID No.

\_\_\_\_\_  
Telephone Number

\_\_\_\_\_  
Address

\_\_\_\_\_  
Fax Number

## **APPENDIX A – CURRENT EMPLOYEE POSITIONS**

### **Administration**

Current Administrator is supervising both clinical operation, and is a certified Family Nurse Practitioner (Doctorate degree and post-Masters prepared)

### **Student Health Center:**

Medical Director / Collaborating Physician – 1 (4 hours per week)

Family Nurse Practitioner (Master's Degree, Certified) - 1 (10-month contract)

Women's Health Nurse Practitioner (Certified) – 1 (10-month contract)

Registered Nurse (BSN Prepared) – 2 (one 11-month contract; one 9-month contract)

Health Insurance Specialist (10-month contract) - 1

Medical Receptionist (12-month contract) - 1

### **University Counseling Services:**

Masters Prepared Counselors – 6 (one 12-month contract; five 10-month contracts)

Secretary - 1 (12-month contract)

## APPENDIX B – STUDENT HEALTH CENTER DATA

<b>Services Data</b>	<b>FY19</b>	<b>FY18</b>	<b>FY17</b>
New patients accessing SHC	1,027	1,024	1,247
Total Appointments	5,350	5,395	6,641
Nurse Practitioner	3,608	3,804	4,449
Physician	161	235	271
Independent Nursing	1,581	1,571	1,921
<b>Most frequent diagnostic categories</b>			
Acute Illness/Injury (Ex. Respiratory illnesses, sprains & strains, etc.)			
Psychiatric Illness (Ex. Anxiety, Depression, bipolar disorder, PTSD)			
Preventive Care (Ex. Immunizations, physicals, contraceptive care)			
Genitourinary (Ex. STI testing, urinary complaints)			
<b>Provide in-house Labs (CLIA-waived):</b>			
Strep			
Mono			
UA			
Influenza			
Pregnancy Testing			
<b>Send out labs</b>			
Quest			
Lab Corp			

## APPENDIX C – UNIVERSITY COUNSELING SERVICES DATA

<b>Services Data</b>	<b>FY19</b>	<b>FY18</b>	<b>FY17</b>
Number of individual students receiving individual counseling (excludes crisis calls, outreach services & consultations regarding concern for another person)	755	816	752
Average number of counseling visits per student	4-5	4-5	4-5
Group sessions offered Anxiety Depression Equine Therapy Social Anxiety Stress Management Survivors of Sexual Abuse and Assault 3 session series Workshop on Anxiety 3 session series Workshop on Depression 3 session series Workshop on Resiliency	8	10	13
Crisis Services Emotional distress Suicidal Ideation/gesture Suicide attempt Panic attack Self-injury Other	160	144	85
<b>General Client Information</b>			
Clients report previous counseling experience (not UCS)	62.4%	66.8%	72.0%
International students	3.6%	4.0%	2.0%
First Generation students	21.7%	18.6%	17.4%
Receive emotional support from family	57.6%	59.8%	61.5%
Financial situation consistently causing stress	30.2%	29.5%	34.6%
<b>Primary Client Concerns at Initial Assessment</b>			
General anxiety	58.9%	58.9%	72.8%
Depression	51.7%	51.7%	56.3%
Stress	40.7%	40.7%	43.2%
Family	23.8%	23.8%	28.7%
Self-esteem/confidence	21.6%	21.6%	24.2%
Academic performance	19.3%	19.3%	24.0%
Relationship problem/Interpersonal Functioning	16.0%	16.0%	23.1%
<b>Outreach and Training</b>			
Outreach and training presentations (prevention, awareness of services, de-stigmatize counseling, referrals)	99	150	142
Students served through outreach	2,500+	5,175	5,224
QPR or Question, Persuade, Refer Gatekeeper Training	19	N/A	N/A
Truman Community Members Trained in QPR (4 staff members certified instructors)	235	301	326
Faculty/Staff received RESPOND training	16	39	16
Online Ask, Listen, Refer: Suicide Prevention training	1,145	1,805	589