

Mississippi State University
Request for Proposals (RFP) 25-63
After-Hours Mental Health App

Questions and Answers

June 20, 2025

See below the questions asked and answered for RFP 25-63 and use this information to respond accordingly.

1. Scope of Services: Is Mississippi State University seeking both six counseling sessions per student and access to crisis support, or is the university looking to implement only one of these options?
 - a. **Both**
2. Eligible Population: Can you confirm whether the university intends for services to be available to all enrolled students (approximately 21,500+)?
 - a. **Correct**
3. Current Contract Details: What is the current annual contract value for the university's mental health support services as described in this RFP opportunity?
 - a. **The annual contract value is not defined. The total lifecycle cost shall not equal or exceed \$250,000.**
4. Utilization Data: Could you please share recent student utilization rates, including the number of students who accessed similar services and the average number of sessions per student?
 - a. **From September 2024-April 2025, 377 students utilized services from the current mental health app, with an average of three (3) sessions per student.**
5. Are you seeking crisis support 24/7 but counseling services after hours only? If not, please clarify.
 - a. **We are only seeking AFTER-HOURS support. The line in the RFP about 24/7 services should be stricken. Correction to the first item listed in "REQUIRED functional elements" - We are seeking crisis and real-time multilingual support available in multiple modalities to meet student needs, including crisis assessments.**
6. For what purposes in this project would you be utilizing Adobe Sign?
 - a. **Authorization forms**

7. Does restriction on users refer to student users? Admin users? Clinical users? All?
 - a. **Student/Admin/Clinical**
8. How many students utilized counseling sessions last year/ How many visits were delivered? How many crisis calls were received?
 - a. **From January to December 2024, 492 students utilized the current mental health app. There were 154 telehealth visits delivered and 22 crisis visits.**
9. I see that there is a physical delivery requirement. In an effort to be sustainable, can the VPATs and HECVATS be made available upon request rather than submitting via paper?
 - a. **Yes this will be fine. Jennifer Mayfield will contact you when the documents are needed.**