

Mississippi State University
Request for Proposals (RFP) 26-17
After-Hours Mental Health Coverage

Questions and Answers

December 1, 2025

See below the questions asked and answered for RFP 26-17 and use this information to respond accordingly.

1. What was the reason for cancelling the July 2025 solicitation?
a. There was an internal procedural error.
2. What EMH/EHR does Student Counseling Services (SCS) utilize?
a. Titanium
3. What LMS does the university use for students?
a. Canvas
4. Can you confirm the hours of coverage required? The RFP says 5 pm - 8 am however the SCS website says they are open 9 am - 4 pm (which leaves coverage gaps).
a. 5:00 p.m. to 8:00 a.m. is correct. SCS is open from 8:00 a.m. until 5:00 p.m. Students are scheduled for services from 9-4, however, we will see students who walk in before 9:00 and after 4:00.
5. As your current telehealth provider also covers MSU employees, are you seeking employee coverage with this RFP?
a. No
6. How many students utilized vendor-provided telehealth counseling appointments in the past year? How many called the crisis line? How many accessed digital self-help assets?
a. N/A
7. Is there any incumbent for this opportunity?
a. N/A
8. If there is an incumbent then why you are looking for other companies? Are you not happy with them?
a. N/A

9. If there is an incumbent then are they bidding for this opportunity?
a. N/A
10. What is the allocated budget for this RFP?
a. We do not provide budget information
11. Will the State accept a custom-developed solution, or are you specifically expecting a COTS platform configured to your needs?
a. We would consider a custom-developed solution as long as it meets the outlined requirements.
12. What is the expected volume of students requiring after-hours services, and what are the peak periods?
a. Volume varies and peak periods can also vary but are highest Aug-Dec and Jan-May.
13. What specific "emergency" or "crisis" scenarios are expected to be handled via the platform, and how are these defined in the context of after-hours services?
a. Students present with a variety of concerns including, but not limited to, suicidality, psychosis, depression, anxiety, domestic violence, and sexual assault.
14. Are there additional compliance standards or reporting requirements that need to be integrated beyond FERPA and ADA (e.g., HIPAA or state-specific mental health data regulations)?
a. HIPAA standards are expected to be followed in compliance with SCS HIPAA standards.
15. Will the proposed solution need to integrate with MSU's existing Student Counseling Services (SCS) system for data exchange, and if so, what format or protocols are required?
a. SCS would like the proposed solution to integrate with SCS system for continuity of care. Ideally, the vendor's data would be linked to Titanium.
16. Are there any specific third-party applications or services (besides Adobe Sign) that must be integrated (e.g., student health records, academic scheduling systems)?
a. None, other than those listed.
17. Will the proposed solution need to integrate with other MSU's system for data exchange, and if so, what format or protocols are required?
a. No
18. Are there any additional costs for optional services, and if so, should these be included in the base proposal or as separate items?
a. As separate items

19. "All clinicians – educated at master's or PhD level, with at least a provisional license in Counseling or Social Work. Full licensure is preferred." This statement is written under the REQUIRED criteria, please clear should the vendor will provide clinicians? If yes, please provide the list of clinicians along with complete details.

a. N/A