

RFP 2026-01 Responses: Q & A

Questions	Answers
Please clarify whether a cover page and table of contents may be included in our submission prior to the signed cover letter.	Yes, a cover page and table of contents may be included before the signed cover letter, provided the placement supports the overall organization and clarity of the RFP submission.
What is the annual and two-year budget allocation or anticipated funding range for this proposal opportunity?	Budget information is currently unavailable for disclosure.
Could you clarify where our responses to Section 2.1, "Scope of Supplier's Work and Responsibilities," should be included in the proposal? Should this section be placed before Section 3.1, "Requirements of Proposal"? Please advise.	Yes, responses to Section 2.1, 'Scope of Supplier's Work and Responsibilities,' should be included within Section 3.1, Parts I–IV, as applicable.
Where in our proposal response should we disclose our Alabama supplier number, as noted in item #2 on page one of the RFP document?	The supplier number may be included in the signed cover letter.
Please clarify the specific grade levels included in the scope of this program/opportunity. This type of service is typically most appropriate for students in grades 6-12, but please confirm.	This is available to K-12 students; as well as employees.
Please clarify whether after-hours and weekend counseling support may be included for consideration as part of this RFP.	It may be included; however, after-hours and weekend counseling services are not currently required for this RFP.
Please clarify whether 24/7 crisis services may be included for consideration as part of this RFP.	It may be included; however, 24/7 crisis services are not currently required for this RFP.
Appendix A must be included with our RFP submission and advise on the appropriate placement of this section within the order of our response.	Appendix A should be included at the end of the RFP submission as supporting documentation.
Does the ALSDE anticipate awarding more than one vendor for this RFP?	The preference is a single vendor, however, multiple providers are possible.
Would you accept electronic signatures on the proposal forms as part of the emailed submissions to rfpproposals@alsde.edu ?	Yes, and only by an official authorized to legally bind the supplier to the information being submitted.
Is "Response to RFP ALSDE 2026-01 by COMPANY NAME" an acceptable subject line for the emailed submissions?	Yes, this is acceptable.

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Would providing the vendor's E-Verify number and date of authorization be sufficient documentation as proof for the vendor's E-verification with Appendix A?	Appendix "A" must be submitted as it is a required component of the RFP submission.
Following the proposal format under Section 3, should the vendor include a new Part V that provides for Appendix A and any other attachments/sample agreements that the vendor consists of in the response?	Yes, if the vendor chooses to do so.
In place of the Cover Letter being Page #1 of the document, can the vendor's proposal contain a Title Page and Table of Contents before providing "Part I Signed Cover Letter" as the start of the proposal?	Yes, a cover page and table of contents may be included before the signed cover letter, provided the placement supports the overall organization and clarity of the RFP submission.
Can you confirm that all virtual counseling/mental telehealth (teletherapy) services will be delivered to students while they are at school sites/school buildings (i.e., not home-bound)?	No.
Can the vendor's virtual counseling services be offered only to students and not to district employees?	Services are available to K-12 students; as well as employees.
Can you confirm that the vendor would adhere to ALSDE's and/or the school district's established approach for obtaining written consent for the vendor by elaborating on the consent procedures for the educational model?	The school district/school will work with the selected vendor to ensure the appropriate process is followed for obtaining written consent prior to rendering services.
Can you confirm that all services rendered under this RFP shall be billable directly to ALSDE and/or the school district(s) for reimbursement (i.e., the vendor would not bill any third parties or insurances for direct reimbursement)?	No.
Can you verify that, while the vendor's HIPAA/FERPA-compliant platform may securely store student data, the vendor does not need to have or maintain any other external Electronic Health Record system?	A telehealth vendor that uses an external Electronic Health Record company for documenting and storing Protected Health Information (PHI) must have a signed Business Associate Agreement with its Electronic Health Record company.
If the vendor's pricing may differ after the initial one (1) year, how does ALSDE handle price adjustments if the vendor seeks to negotiate price increases on an annual basis mutually?	Pricing adjustments may be made upon mutual agreement of all parties.

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For “Part II Supplier Qualification and Experience,” can you verify that the vendor may provide licensed School Psychologists to provide these services?	All practitioners providing telehealth services must hold one of the following licensures in the State of Alabama: Licensed Psychologist (PhD or PsyD), licensed by the Alabama Board of Examiners in Psychology Licensed Psychiatrist (MD), licensed by the Alabama Board of Medical Examiners & Medical Licensure Commission. Licensed Professional Counselor (LPC), licensed by the Alabama Board of Examiners in Counseling. Associate Licensed Counselor (ALC), licensed by the Alabama Board of Examiners in Counseling. All ALCs must be under the clinical supervision of a Supervising Counselor, approved by the Board, who is an LPC. Licensed Independent Clinical Social Worker (LICSW), licensed by the Alabama State Board of Social Work Examiners. Licensed Master Social Worker (LMSW), licensed by the Alabama State Board of Social Work Examiners. All LMSWs must be under the clinical supervision of a LICSW approved by the State Board. Licensed Marriage and Family Therapist (LMFT), licensed by the Alabama Board of Examiners in Marriage and Family Therapy. Licensed Marriage and Family Therapy Associate (LMFTA), licensed by the Alabama Board of Examiners in Marriage and Family Therapy and is practicing marriage and family therapy under a Board approved supervisory arrangement. Applied Behavior Analysts (ABA), licensed by the Alabama Behavior Analyst Licensing Board.
Can the vendor offer only one or more of the staff credentials listed on pages 8-9 of the RFP (e.g., the vendor may only provide LPC and LICSW and may not provide PhD/PsyD, MD, ALC, LMSW, LMFT, LMFTA, and ABA)?	Yes.

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Should the vendor's required responses to section 4.5 about AI Systems be included under the "Part II Supplier Qualification and Experience" section of the response?	Yes.
Would the ALSDE or school district(s) provide their students with the necessary hardware (e.g., computers, webcams, headsets, etc.), test kits, supplies, and other materials they need for services?	The school districts will provide eligible students the necessary hardware for school-based telehealth services.
How many students does ALSDE currently anticipate needing or foresee participating in regular support under this RFP?	That will vary based on the specific needs of each school system.
What is the range of the service? a. How many schools? b. What is the estimated number of students and school district employees seeking services through the pilot program? c. Is it statewide? d. Can we request to serve specific areas if this is a statewide or multiple region/county/district service? e. Will there be multiple providers?	a. It will vary. b. It will vary. c. Yes, it is statewide. d. No, this is statewide. e. The preference is for a single vendor; however, multiple providers are possible.
The RFP says that Providers must work in partnership with State-funded mental health services already delivered in the schools. What is the existing State-funded mental health services?	State funded school-based mental health services include School Mental Health Coordinators supervised by ALSDE; Tier-3 Mental Health Services delivered by ADMH Community Mental Health Center
What if a school and/or district doesn't have an existing state-funded MH service available? Would the provider be responsible for getting partnerships, or would the school be responsible for getting partnerships, or would we be the only provider?	Each school district/school has access to state-funded mental health services.
Where are all locations a client could receive services from this RFP (i.e. home, school, community, etc.)?	The RFP is intended for schools; however, implementation may vary based on the individual needs of those receiving services.
Where will client device(s) be located for services? a. How do clients get access to a device?	The school district or school will determine the service location and device access.
How will the schools help facilitate parental consent for youth under that age of 16?	The school districts/schools will collaborate with the selected vendor to facilitate consent for students under the age of 16.

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Is there a model that they are trying to emulate or one the State has in mind?	At minimum, the vendor must provide evidence-based trauma-informed ethical clinical models.
What is the existing source of funding?	Alabama Education Trust Funds
What is an estimated amount of funding available annually?	Budget information is currently unavailable for disclosure.
Who are the possible payor(s) for services provided under this contract?	The payor for mental health services may vary.
Are providers required to bill insurance and/or Medicaid if an applicable client has insurance and/or Medicaid?	Yes, this is open for consideration.
Would the services that will be proposed in the fee schedule required to be billed in hourly and/or 15-minute increments or would we have flexibility to provide other rate structures in the fee schedule (i.e. daily rate per client, monthly rate per client, flat fee per service, etc.)	Respondents may determine the format of the cost/fee proposal, provided it complies with the RFP requirements.
What is the expectation for billing for services? Would providers have the ability to possibly propose a flat base fee (for service availability) in addition to fee-for-service billing for services provided?	This can be determined in the final contract.
Is there an annual rate review and availability to negotiate updated rates OR at minimum, at contract renewal? The contract term is for an initial two year with contract renewal of no more than three years.	Yes.
Will providers be able to invoice/bill for no show/cancelled appointments?	This can be determined in the final contract.
Is a full budget/cost proposal required to be submitted with the proposal or would a fee schedule be sufficient?	The response should include a fee structure and pricing for the services. A separate cost proposal must also be submitted along with all other required information.
What is the required format for the cost/fee proposals, or at minimum what information are you requiring in the cost/fee portion of the proposal?	Respondents may determine the format of the cost/fee proposal, provided it complies with the RFP requirements.
Is it permissible to include the executive summary and the beginning of the proposal or must it be included in Part III as described in section 3.0?	The Executive Summary should be placed in Part III as outlined in the RFP.
Is the only funding available in this RFP the \$2.5 million that the legislature approved last year? Is that funding meant for 1 year of service or 2 years of service?	Budget information is currently unavailable for disclosure.

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Is it possible that there could be other funding streams that go through this RFP over the course of the contract?	Yes, this is a possibility.
What are the ages of the students to be covered under this program?	K-12 (4/5 years old to 18/21 years old), plus employees (various ages).
What is the total population to be covered by this program? Students? School District Employees?	This number is based on the number of students in each school district. This number is based on the number of employees that each school district hires or presently has employed.
What company is providing the existing state-funded mental health services implemented within the school or district?	Foundation program provides a percentage of funding for a mental health coordinator per district. The state does not presently provide a particular company for all school districts to receive mental health services. Districts may contract with companies, individuals, or others presently to provide additional services outside of the mental health coordinator.
Does the mental health provider need to reside in the state of Alabama while providing telehealth services?	No. The vendor may be required to meet in-person with school districts, ALSDE staff, and ADMH staff as needed.
Is this service meant to be supplied to all schools in Alabama?	Yes, for the school districts selected for the pilot.
Is this service available to students of all ages, or specific age ranges?	The services will be available to K-12 public school students.
When do you anticipate award and/or the beginning of work?	This will be determined after the selection of the awarded vendor.
For more accurate pricing, can you share how many students will be eligible for care?	Not currently. It will depend on the needs of the school districts.
Should the cost proposal be submitted as a separate document?	The cost proposal is to be included in Part IV as outlined in the RFP.
Scope of clinical responsibility Does ALSDE expect vendors to provide any crisis-level or same-day response services in addition to scheduled outpatient teletherapy? If	This will vary based on the incident and schedule format per district. What one district needs via tele-mental health over the weekend may not be the same needs of the next school

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so, how is “crisis response” defined and what response timelines are expected?	district. It is possible that weekend or after hours “may” be a request depending on the situation. Most school districts define crisis response as an immediate response to the traumatic need (depending on the situation). Most response times for therapy or services such as those typically happen within 24-48 hours of the incident.
Integration with existing school-based services What level of ongoing coordination is expected with current school mental health staff (e.g., Tier-3 providers, coordinators)? Should we plan for routine case consultation meetings, shared documentation, or only general coordination as needed?	The expectation is for consultation with the school district based on the individual need of the incident/situation. Case consultation meetings, shared documentation, and general coordination would be between the LEA and the Tele-mental health company.
Geographic coverage expectations Will ALSDE consider proposals that serve defined regions or selected school systems, or is statewide coverage required for award consideration?	Statewide school district coverage. All public-school districts in the State of Alabama.
Reporting obligations What specific outcome/utilization metrics will be required (e.g., frequency of sessions, attendance, outcome scales, satisfaction data), and at what reporting cadence (monthly, quarterly, etc.)? Will ALSDE provide a reporting template or should vendors propose one?	There will be a document developed with monthly reporting. This information will be reported to the LEA/School District, as well as the ALSDE Specialists. Data will be maintained locally at the school district, as well as the State for record keeping and data tracking of services provided across the State. A reporting template will be provided.
Payment model and renewal conditions Is the payment structure anticipated to be upfront disbursement, per-session reimbursement, or another model? Additionally, are contract renewals contingent on meeting specific performance or utilization thresholds?	Contract renewals are not based on thresholds. Services will be based on the need from each school district/LEA. Payment structure is being finalized.

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Historical or target reimbursement benchmarks If available, does ALSDE have any historical benchmarks or recommended rate parameters from prior telehealth or school-based counseling contracts that can help vendors develop a competitive and realistic cost proposal?	This is a new law. We do not have any such data at this time. School districts may have samples if such requests if they've contracted with an external vendor.
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