



CENTRAL MAINE COMMUNITY COLLEGE

REQUESTS FOR PROPOSALS (RFP)

For

Online Counseling Services for Students

June 26, 2024

CENTRAL MAINE COMMUNITY COLLEGE (CMCC) is requesting written proposals for the services of a highly qualified vendor to provide counseling services for students, as specified below.

BID INFORMATION

- The proposal due date is **3:00 PM, July 19, 2024**.
- Proposals are to be submitted to the attention of Maureen Aube in a sealed envelope plainly marked **Proposal for Online/Virtual Counseling Services** or via email to maube@cmcc.edu with a subject heading of **Proposal for Online/Virtual Counseling Services**. The mailing address is Central Maine Community College, 1250 Turner Street, Auburn, ME 04210.
- Proposals shall remain firm for ninety (90) days from date of submittal.
- Questions should be directed to Grimes Williams by e-mail at gwilliams@cmcc.edu. Please allow sufficient time for questions to be answered prior to the proposal due date. Responses to inquiries, if they change or clarify the RFP requirements in a substantial manner, will be forwarded by addenda to all parties that have received a copy of the RFP. The College will not be bound by oral responses to inquiries or written responses other than addenda.

1.0 GENERAL INFORMATION

- 1.1 Purpose: Central Maine Community College is seeking bids for **Online Counseling Service for Students.**

This Request for Bid (RFB) states the instructions for submitting bids, the procedure and criteria by which a vendor may be selected and the contractual terms by which the College intends to govern the relationship between it and the selected vendor.

- 1.2 Definition of Parties: Central Maine Community College will hereinafter be referred to as the "College." Respondents to the RFB shall be referred to as "Bidders." The Bidder to whom the contract is awarded shall be referred to as the "Contractor."
- 1.3 Scope: The selected contractor will **Online Counseling Service for Students.** More specifications in the attached document on **page 7.**
- 1.4 Evaluation: Award will be made to the low bidder(s) provided that all other requirements are satisfactorily met. However, consideration will be given to the bidder's qualifications, references, and capabilities to provide the specified service.
- 1.5 Communication with the College: It is the responsibility of the bidder to inquire about any requirement of this RFB that is not understood. Responses to inquiries, if they change or clarify the RFB in a substantial manner, will be forwarded by addenda to all parties that have received a copy of the RFB. The College will not be bound by oral responses to inquiries or written responses other than addenda.
- 1.6 Award: The College reserves the right to conduct any tests it may deem advisable, and to make all evaluations. The College reserves the right to reject any or all bids, in whole or in part, and is not necessarily bound to accept the lowest bid if that bid is contrary to the best interests of the College. The College reserves the right to waive minor irregularities. Scholarships, donations, or gifts to the College will not be considered in the evaluation of bids. A bid may be rejected if it is in any way incomplete or irregular. When there are tie bids, there shall be a preference for "in-state bidders". When the bids are either in-state or both out-of-state, the award will be made to the bid that arrives **first** in Central Maine Community College's Business Office.
- 1.7 Award Protest: Bidders may appeal the award decision by submitting a written protest to Central Maine Community College's Dean of Finance and General Services within five (5) business days of the date of the award notice, with a copy to the successful bidder. The protest must contain a statement of the basis for the challenge.
- 1.8 Costs of Preparation: Bidder assumes all costs of preparation of the bid and any presentations necessary to the bidding process.
- 1.9 Debarment: Submission of a signed bid in response to this solicitation is certification that your firm (or any subcontractor) is not currently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from participation in this transaction by any State or Federal department or agency. Submission is also agreement that the College will be notified of any change in this status.

- 1.10 Bid Understanding: By submitting a bid, the bidder agrees and assures that the specifications are adequate, and the bidder accepts the terms and conditions herein. Any exceptions should be noted in your response.
- 1.11 Specification Protest Process and Remedies: If a bidder feels that the specifications are written in a way that limits competition, a specification protest may be sent to Central Maine Community College’s Dean of Finance and General Services. Protests will be responded to within five (5) business days of receipt. Determination of protest validity is at the sole discretion of the College. The due date of the bid may be changed if necessary to allow consideration of the protest and issuance of any necessary addenda. Specification protests shall be presented to the College in writing as soon as identified, but no less than five (5) business days prior to the bid opening date and time. No protest against the award due to the specifications shall be considered after this deadline. Protests shall include the reason for the protest and any proposed changes to the specifications. Protests should be delivered to the Dean of Finance and General Service’s Office in sealed envelopes, clearly marked as: Protest: **(Online Counseling Service for Students)**.
- 1.12 Bid Validity: N/A.
- 1.13 Errors: Bids may be withdrawn or amended by bidders at any time prior to the bid opening. After the bid opening, bids may not be amended. If a significant mistake has been made by an apparent low bidder, the bidder will be given the option of selling at the price given or withdrawing the bid. If an extension error has been made, the unit price will prevail.
- 1.14 Bid Envelope: If a special envelope is not furnished, or if return in the special envelope is not possible, the signed bid should be returned in an envelope or package, sealed and identified as follows:

From _____ **Online Counseling Service for Students.**
 Name Due Date Time

- 1.15 Submission: A signed original **plus** one (1) copy of the bid must be received at the Business Office, Central Maine Community College, 1250 Turner Street, Auburn, Maine 04210, in a sealed envelope by **1:00 P.M. local time July 19, 2024**. Bidders are strongly encouraged to submit bids in advance of the due date to avoid the possibility of missing the 1:00 deadline due to unforeseen circumstances. Bidders assume the risk of the methods of dispatch chosen. The College assumes no responsibility for delays caused by any package or mail delivery service. A postmark on or before the due date **WILL NOT** substitute for receipt of bid. Bids must be date and time stamped by the College on time to be considered. In the event that the College is closed due to inclement weather at the time that a bid is due, the bid will be opened at the same time on the next day that the College is open. Bidders may wish to call 207-755-5100 if the weather is bad, to learn if the College is closed. Bids received after the due date and time will be returned unopened. Additional time will not be granted to any single bidder, however, additional time may be granted to all vendors when the College determines that circumstances require it. **BIDS MAY BE SUBMITTED BY MAIL OR ELECTRONICALLY TO MAUBE@CMCC.EDU.** Clearly marked as: **Online Counseling Service for Students.**

1.16 Tax Exempt: The College is exempt from the payment of Federal Excise Taxes on articles not for resale and for the Federal Transportation Tax on all shipments. The Contractor and subcontractor shall quote **and shall be reimbursed less these taxes**. Upon application, exemption certificates will be furnished when required. The College is exempt from the payment of Maine State Sales and Uses Taxes.

2.0 CONTRACT TERMS AND CONDITIONS:

- 2.1 Contract Documents: If a separate contract is not written, the contract entered into by the parties shall consist of the Request for Bids, the signed bid submitted by the Contractor, the specifications including all modifications thereof, and a purchase order or letter of agreement requiring signatures of the College and the Contractor, all of which shall be referred to collectively as the Contract Documents.
- 2.2 Contract Validity: In the event one or more clauses of the contract are declared invalid, void, unenforceable or illegal, that shall not affect the validity of the remaining portions of the contract.
- 2.3 Contract Administration: Grimes Williams, Associate Dean of Student Services shall be the College's authorized representative in all matters pertaining to the administration of this contract, (207) 755-5290.
- 2.4 Litigation: This Contract and the rights and obligations of the parties hereunder shall be governed by and construed in accordance with the laws of the State of Maine. The Contractor agrees that any litigation, action or proceeding arising out of this Contract shall be instituted in a state court located in the State of Maine.
- 2.5 Assignment: Neither party of the contract shall assign the contract without the prior written consent of the other, nor shall the contractor assign any money due or to become due without the prior written consent of the College.
- 2.6 Equal Opportunity: In the execution of the contract, the Contractor and all subcontractors agree, consistent with College policy, not to discriminate on the grounds of race, color, religion, sex, sexual orientation, transgender status or gender expression, national origin or citizenship status, age, disability or veteran's status and to provide reasonable accommodations to qualified individuals with disabilities upon request. The College encourages the employment of individuals with disabilities.
- 2.7 Sexual Harassment: The College is committed to providing a positive environment for all students and staff. Sexual harassment, whether intentional or not, undermines the quality of this educational and working climate. The College thus has a legal and ethical responsibility to ensure that all students and employees can learn and work in an environment free of sexual harassment. Consistent with the state and federal law, this right to freedom from sexual harassment was defined as College policy by the Board of Trustees. Failure to comply with this policy could result in termination of this contract without advanced notice. Further information regarding this policy is available from, Human Resources, Central Maine Community College, 1250 Turner Street, Auburn, ME 04210, (207) 755-5396.

- 2.8 Smoking Policy: Central Maine Community College must comply with the "Work place Smoking Act of 1985" and MRSA title 22, 1541 et seq, "Smoking Prohibited in Public Places." In compliance with this law, Central Maine Community College has prohibited smoking on campus. This rule must also apply to all contractors and workers that are on campus. The Contractor shall be responsible for the implementation and enforcement of this requirement.
- 2.9 Parking Regulations and Use of Walkways: Unregistered vehicles on the College campus are subject to a parking violation ticket and/or towing off campus. Contractors are advised that parking regulations are strictly enforced by City of Auburn police. Towing will be at the Contractor's expense.
- 2.10 Payments: Payment will be upon final acceptance of product and submittal of an invoice to the College, by the Contractor on a net 30 basis unless discount terms are offered.

**NOTICE TO VENDORS AND BIDDERS:
STANDARD TERMS AND CONDITIONS APPLICABLE TO ALL MCCS CONTRACTS**

The following standard contracting terms and conditions are incorporated and shall become a part of any final contract that will be awarded by any college or other operating unit of the Maine Community College System (collectively "MCCS"). These terms and conditions derive from the public nature and limited resources of the MCCS. **MCCS DOES NOT AGREE TO:**

1. Provide any defense, hold harmless or indemnity;
2. Waive any statutory or constitutional immunity;
3. Apply the law of a state other than Maine;
4. Procure types or amounts of insurance beyond those MCCS already maintains or waive any rights of subrogation;
5. Add any entity as an additional insured to MCCS policies of insurance;
6. Pay attorneys' fees; costs, including collection costs; expenses or liquidated damages;
7. Promise confidentiality in a manner contrary to Maine's Freedom of Access Act;
8. Permit an entity to change unilaterally any term or condition once the contract is signed;
9. Automatic renewals for term(s) greater than month-to-month;
10. Limitations on MCCS' recovery of lawful damages incurred as a result of breach of the contract;
11. Limitation of the time period under which claims can be made or actions brought arising from the contract;
12. Vendor's terms prevailing over MCCS' standard terms and conditions, including addenda; and
13. Unilateral modifications to the contract by the vendor.

BY SUBMITTING A RESPONSE TO A REQUEST FOR PROPOSAL, BID OR OTHER OFFER TO DO BUSINESS WITH MCCS, YOUR ENTITY UNDERSTANDS AND AGREES THAT:

1. The above standard terms and conditions are thereby incorporated into any agreement entered into between MCCS and your entity; that such terms and condition shall control in the event of any conflict with such agreement; and that your entity will not propose or demand any contrary terms;
2. The above standard terms and conditions will govern the interpretation of such agreement notwithstanding the expression of any other term and/or condition to the contrary;
3. Your entity will not propose to any college or other operating unit of the MCCS any contractual documents of any kind that are not in at least 11-point black font on a white background and completely contained in one Word or PDF document, and that any references to terms and conditions, privacy policies or any other conditions referenced outside of the contract will not apply; and
4. Your entity will identify at the time of submission which, if any, portion or your submitted materials are entitled to "trade secret" exemption from disclosure under Maine's Freedom of Access Act; that failure to so identify will authorize MCCS to conclude that no portions are so exempt; and that your entity will defend, indemnify and hold harmless MCCS in any and all legal actions that seek to compel MCCS to disclose under Maine's Freedom of Access Act some or all of your submitted materials and/or contract, if any, executed between MCCS and your entity.

SCOPE INFORMATION

Student mental health plays a critical role in student success. To that end, the college is seeking to contract with a vendor who can provide teletherapy counseling to the Auburn campus. The college seeks a relationship with an experienced mental health provider that allows CMCC to increase the availability and scope of mental health services offered to students.

The College has a strong preference for providers who can offer a wide range of services, including, but not limited to:

- 24/7 mental health teletherapy (Day, Night, Weekends)
- 24/7/365 Crises Hotline Services
- License Providers
- Virtual Workshops
- Facilitation of support groups
- Unused Counseling Credits Roll-Over (Year-to-Year)
- Life Student-Usage Data

The proposal should:

1. Outline the vendor's plan to provide 24/7 tele-therapy mental health counseling for students.
2. Include a comprehensive fee schedule for all charges to be billed to the College.
3. A detailed description of how students access and use tele-therapy services.

CMCC is Maine's second largest community college. The college serves approximately 4,000 students annually in degree and workforce programs. The college is located in Auburn, Maine (Androscoggin County) and also serves Franklin, Lincoln, and Oxford Counties.

About CMCC Students:

- Age – 74% are age 18-24, 21% are 25 or older.
- Diversity – 68% of students identify as white, 42% identify as a minority or student of color
- Background – 13% are students are first-generation or will be the first in their family to attend college

About CMCC's related offerings:

- Over 31 degree programs that include trades such as Precision Machining, Electromechanical, Automotive, Culinary, and Building Construction. Other programs include Nursing, Medical Coding, Physical Fitness Specialist, Business, and Human Services. Degrees focused on transferring to four-year institutions include General Studies, Liberal Studies, and Life Sciences.
- 40% of enrolled students are from Androscoggin County, 7% are from Central/Mid-Coast, and 12% from Oxford County
- On-campus housing is available to approx. 255 students at the Auburn Campus. Approximately 95 students live in off campus housing at Mustang Hall. These students are typically between 17 and 20 years old.
- One full-time Accessibility Coordinator

REQUIREMENTS

- A. The following must accompany the proposal:
1. A statement of qualifications, including state licensure information;
 2. A list of three references;
 3. An estimate of the time requirement between contract signing and the delivery of service
 4. A description of all proposed services
 5. A total annual contractual cost for proposed services
- B. The cost and compensation for **all** services shall be clearly indicated and accurate even if only some of the services are ultimately contracted.
- C. It is the vendor's responsibility to confirm they have sufficient information required for the proposal. Any additional information required is to be brought to CMCC's attention.
- D. This RFP shall be referenced in, and considered part of, any final contract.
- E. All applicable costs are to be built into the proposal. No separate costs for items not included in the proposal will be accepted unless agreed to by CMCC in advance.
- F. Any obligations to CMCC must be clearly described.
- G. CMCC is exempt from sales, property and excise taxes. Such taxes shall not be included in quoted prices. If any taxes are known by the Vendor to apply they shall be considered an expense of the Vendor and deemed a part of the quoted prices.
- H. The following MCCS Standard Terms and Conditions apply to all contracts with CMCC.