

Tele-health Trauma Treatment Services – Questions & Answers

Q1. Does Tennessee Tech University require Bidders to register an account in the Tennessee Tech University supplier portal prior to submitting their RFQ response on 9/17?

A1. No. It is not required to respond. However, the process sometimes takes a few weeks on our end to complete, and we will need for the awarded bidder to be registered to complete a contract.

Q2. Would Tennessee Tech University prefer to review a proposal that includes tiered, differentiated pricing across the varied types of trauma-informed modalities listed, or a single proposal focused on EMDR exclusively?

A2. A tiered, differentiated pricing across the various trauma-informed modalities is preferred.

Q3. Of the trauma-focused modalities listed in the RFQ (e.g. EMDR, Brainspotting, somatic therapies), does Tennessee Tech University place value on any one modality over the other?

A3. Tennessee Tech University does not place a preference on one specific trauma-focused modality over another. We value evidence-informed, trauma-focused specialized approaches that are appropriate for the individual needs and circumstances of our students.

Q4. Tennessee Tech University seeks a vendor that “utilizes standardized symptom assessments and ongoing outcome measurement throughout treatment.”

Q4.1 Will Tennessee Tech University be determining an approved list of assessments and measurement tools for this program, or will the Vendor and their treatment providers have full discretion in the selection of assessment and measurement tools?

A4.1 Tennessee Tech University would prefer to establish general expectations regarding assessment and measurement tools while allowing the Vendor and qualified treatment providers some discretion in selecting clinically appropriate instruments based on the individual needs of each student. Tennessee Tech University may identify or approve a core set of standardized assessments to support consistency in evaluating student needs and treatment outcomes; however, providers may use additional validated tools as clinically appropriate. Any assessment or measurement tools utilized should be evidence-informed, appropriate for the student population, and relevant to the goals of treatment and program evaluation.

Q4.2 Can Tennessee Tech University clarify the required scope/frequency of standardized assessments for administration in this program? (e.g. Per session, Pre-and post-treatment only, etc.)

A4.2 Tennessee Tech University anticipates that standardized assessments would be administered at a minimum at the beginning of treatment and again at the conclusion of treatment to support measurement of treatment progress and outcomes. Additional administration during treatment may be appropriate based on the clinical needs of the student, the treatment modality, and the provider’s clinical judgment. Tennessee Tech University is open to recommendations from the Vendor regarding the frequency and selection of standardized assessments, provided that the approach supports consistent evaluation of student outcomes and program effectiveness.

- Q5. Tennessee Tech University requires that a “Vendor shall have a minimum of three (3) years of experience providing trauma-focused mental health services”. Can Tennessee Tech clarify whether the three-years' experience requirement extends to each individual treatment provider as well?
- A5. The three (3) year experience requirement applies to the Vendor and does not necessarily require each individual treatment provider to have a minimum of three (3) years of experience, though this is preferred. However, all individual treatment providers must possess the appropriate education, licensure or credentials, specialized training in the trauma-focused modalities they will provide, and experience sufficient to competently deliver the proposed services. The Vendor will be responsible for ensuring that all treatment providers assigned to the program are appropriately qualified and competent to provide trauma-focused services to Tennessee Tech University students.
- Q6. Will Tennessee Tech University consider Vendor-requested exceptions or proposed modifications to the RFQ Standard Terms and Conditions? If so, please clarify where and how any exceptions or proposed modifications should be identified within the vendor’s quotation.
- A6. Yes, Tennessee Tech University will consider requested exceptions or proposed modifications, but only within the limits of what is allowable for us to amend as an entity of the State of Tennessee. Bidders should submit proposed changes with the final quote.
- Q7. Tennessee Tech University requests that the Vendor “provides measurable outcomes reporting related to trauma treatment and recovery progress”. Will Tennessee Tech University be seeking outcome reports per individual student (including their Protected Health Information, PHI), or de-identified, aggregate population-level outcome data?
- A7. Tennessee Tech University is seeking aggregate population-level outcome data rather than individual student-level reports containing Protected Health Information (PHI). The purpose of outcome reporting is to evaluate the overall effectiveness of the program, including treatment engagement, progress, and outcomes related to trauma treatment and recovery.

Tennessee Tech University requires measurable outcomes related to trauma treatment and recovery. The Vendor will provide Tennessee Tech University with secure access to real-time aggregate data regarding student engagement, participation trends, utilization, and wellness outcomes that support program oversight, evaluation, and informed decision-making.

Tennessee Tech University requires that the Vendor provide Release of Information (ROI) documentation, processes, and HIPAA-aligned data sharing, informed student consent, confidentiality, and the ethical use of program data. The Vendor should also provide platform implementation, onboarding, and training for designated TTU leadership and staff, including instruction on the use of dashboards, reporting tools, and interpretation of engagement and outcome data.

The Vendor should provide monthly reports summarizing engagement rates, utilization trends, treatment participation, and aggregate student wellness outcomes. The Vendor should also provide ongoing consultation and program support to assist Tennessee Tech University in interpreting data, identifying trends, and optimizing program effectiveness.