



# Contract User Guide for PRF80

## PRF80: Technology-Based Behavioral Health Services

**UPDATED:** November 27, 2024

<b>Contract #:</b>	PRF80
<b>MMARS MA #:</b>	PRF80*
<b>Initial Contract Term:</b>	August 3, 2021 – July 31, 2022
<b>Maximum End Date:</b>	July 31, 2026
<b>Current Contract Term:</b>	August 1, 2022 – July 31, 2026
<b>Contract Manager:</b>	Eleanor Baumgarten, <a href="mailto:ebaumgarten@dhe.mass.edu">ebaumgarten@dhe.mass.edu</a> <i>Designated Contract Manager, DHE</i>
<b>This Contract Contains:</b>	Volume Discounts, Prompt Payment Discounts
<b>UNSPSC Codes:</b>	<b>93-14-00</b> Community and social services <b>85-12-22</b> Individual health screening and assessment services <b>85-1-17</b> Healthcare providers specialists' services <b>93-14-15</b> Social development and services
<b>Updates:</b>	Quote Requirement Specifications and ADA Accessibility Update Contract Manager Update

**\*The asterisk is required when referencing the contract in the Massachusetts Management Accounting Reporting System (MMARS).**

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## Contract Summary

This is a Statewide Contract for PRF80 – Technology Based Behavioral Health Services. Massachusetts public colleges and universities offer an array of campus services to address student success, health, and well-being. However, the COVID-19 pandemic has exacerbated the scope and acuity of student behavioral health issues and the demand for support services has expanded beyond the capabilities and capacity of many institutions.

The Executive Office of Education and Department of Education have collaborated with the Operational Services Division and established a Statewide Contract for Technology-Based Behavioral Health Services for public higher education institutions.

Technology-Based Behavioral health services will improve access, enhance capacity, and increase responsiveness for behavioral health services for Massachusetts public post-secondary students and other eligible entities within the Commonwealth.

**This contract does not have minimum [quote requirements](#).**

## Contract Categories

Technology-Based Behavioral Health Services provide students with access to personalized video and chat counseling sessions, a 24/7/365 crisis hotline, and educational resources, all supported through an online platform.

Services Include:

- Access to 24x7x365 triage to identify service and appropriate response
- Screening and assessment to identify treatment needs
- Brief crisis counseling
- Short-term treatment through individual therapy, group therapy, and/or other means of providing counseling services
- Support and referral to other community supports (e.g., 12-step programs, peer groups, etc.)
- Referrals and bridge services to longer term treatment
- Outreach and marketing to raise awareness of services and incentivize engagement, informed by student feedback
- Maintenance and support of a mobile-friendly application, providing access to services as well as general wellness

## Benefits and Cost Savings

Statewide contracts are an easy way to obtain benefits for your organization by leveraging the Commonwealth's buying power, solicitation process, contracting expertise, vendor management and oversight, and the availability of environmentally preferable products.

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- Competitive pricing
- Volume Discounts
- Prompt payment discounts

## Find Bid/Contract Documents

- To find all contract-specific documents, including the Contract User Guide, RFR, specifications, price sheets and other attachments, visit [COMMBUYS.com](https://www.commbuys.com) and search for PRF80 to find related Master Blanket Purchase Order (MBPO) information.
- All common contract documents are located in the “Master Contract Record” Master Blanket Purchase Order (MBPO) for PRF80 and can be accessed directly by [Master Blanket Purchase Order PO-22-1080-OSD03-SRC02-22983](#)
- To find vendor-specific documents, including price sheets, see links to individual vendor MBPOs on the [Vendor Information](#) page.

## Who Can Use This Contract

### Applicable Procurement Law

Executive Branch Goods and Services: MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00;

### Eligible Entities

Please see the standard list of Eligible Entities on our [Eligible Entities Which May Use Statewide Contracts](#) webpage.

## Subcontractors

The awarded vendor’s use of subcontractors is subject to the provisions of the Commonwealth’s Terms and Conditions and Standard Contract Form, as well as other applicable terms of this Statewide Contract.

Prior approval of the buyer is required for any subcontracted service of the Contract.

Contractors are responsible for the satisfactory performance and adequate oversight of their subcontractors.



## Supplier Diversity Requirements

When soliciting quotes, the following requirements apply:

Expected annual value of the RFQ	RFQ process requirements
Less than or equal to \$250,000/year	<ul style="list-style-type: none"><li>• <b>Notify at least two small businesses</b> capable of providing the product or service of the opportunity, if available.</li><li>• Include SBPP contract language and place it prominently within the RFQ.</li><li>• Evaluate bids received from, and award a contract to, an SBPP-participating small business that meets the department’s best value criteria.</li><li>• Award to a large business only if there is no SBPP participating business meeting departments’ best value criteria.</li><li>• Conduct a clarification/BAFO/negotiation before disqualifying an SBPP-participating business based on price or desirable criteria.</li><li>• See the <a href="#">Best Value Evaluation of Responses to Small Procurements: A Guide for Strategic Sourcing Teams</a> for additional guidance.</li></ul>
More than \$250,000/year	<ul style="list-style-type: none"><li>• <b>Notify at least two diverse and/or small businesses</b> capable of providing the product or service of the opportunity, if available.</li><li>• Make a preference for contractors with higher SDP commitments and/or performance whenever such information is available (or is requested from contractors by the department) and the preference is feasible.</li><li>• <b>Note:</b> Departments may ask the prime Contractor for an additional SDP commitment specifically related to the Department’s purchase or engagement. SDP spending for such a purchase or engagement must be reported by the Contractor using the SDP Reporting Form directly to the Department and may not be included in any other SDP reporting filed by the Contractor.</li></ul>

OSD provides up-to-date information on the availability of diverse and small businesses on statewide contracts through the [Statewide Contract Index](#) available on the COMMBUYS home page. See the “Programs (SDO and SBPP)” tab for current certification and small business status of contractors on this contract.



## Pricing, Quote and Purchase Options

### Purchase Options

The purchase options identified below are the only acceptable options that may be used on this contract:

- This is a fee for service contract

### Pricing Options

**Ceiling/Not-to-Exceed:** Contract discounts and other pricing published under the contract represents “ceiling” or “not-to-exceed” pricing and may be further negotiated. Vendors may not charge buyers any price in excess of the ceiling prices.

### Product/Service Pricing and Finding Vendor Price Files

Product pricing for each vendor is listed in [Appendix B](#). Product pricing may also be found by reviewing vendor specific MBPO in COMMBUYS. See [Vendor Information Page](#) for details.

### Setting Up a COMMBUYS Account

COMMBUYS is the Commonwealth’s electronic Market Center supporting online commerce between government purchasers and businesses. If you do not have one already, contact the COMMBUYS Help Desk to set up a COMMBUYS buyer account for your organization: (888)-627-8283 or [OSDhelpdesk@mass.gov](mailto:OSDhelpdesk@mass.gov).

*Per 801 CMR 21.00, Executive Branch Departments must use established statewide contracts for the purchase of commodities and services. Specifically, Executive Departments are required to use OSD’s statewide contracts, including designated statewide contracts, if available, for their specific commodity and service needs. Exceptions will only be permitted with prior written approval from the Assistant Secretary for Operational Services, or designee. )*

When contacting a vendor on statewide contract, always reference PRF80 to receive contract pricing.

### Quick Search in COMMBUYS

Log into COMMBUYS and use the Search box on the COMMBUYS header bar to locate items described on the MBPO or within the vendor catalog line items. Select Contract/Blanket or Catalog from the drop-down menu.

### How To Purchase From The Contract

#### Solicit quotes and select and purchase quoted item in COMMBUYS

This COMMBUYS functionality provides a mechanism to easily obtain quotes, as specified by the

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Contract. The buyer would create a Release Requisition, and then convert it to a Bid. After approval by the buyer approving officer, the bid is then sent to selected vendors to request quotes. Buyers must include “PRF80 RFQ” when entering information in the Description field.

Buyers are required to solicit quotes from all three vendors on the PRF80 contract. Buyers should develop a list of requirements specific to their institution’s needs. Guidance describing the Scope of Services within the Statement of Work (SOW) is attached on Appendix A for your consideration.

**Please Note:** If an institution is currently in negotiation with any of the approved vendors for services related to the provision of mental and behavioral health services and you wish to transition those negotiations to conform with the PRF80- Technology-Based Behavioral Health Contract, that must be done through written acknowledgement with the vendor.

For a description of how to complete this purchase in COMMBUYS, visit the [Job Aids for Buyers](#) webpage, and select:

- The *COMMBUYS Purchase Orders* section, and choose the *How to Create a Solicitation Enabled Bid Using a Release Requisition* job aid or one of the quick reference guides.

### Quote Requirements

Contract users should always reference PRF80 when contacting vendors to ensure they are receiving contract pricing. Quotes, not including construction services, should be awarded based on best value.

For a full description of how to complete a quote in COMMBUYS visit the [Job Aids for Buyers](#) webpage, and select:

- The *COMMBUYS Purchase Orders* section, and choose *Request Quotes From Vendors on Statewide Contracts* job aid.

### Product and Demonstrations

Buyers may request product demonstrations as part of their engagement process.

### Additional Services

The scope of services contain in the PRF80 contract is considered comprehensive. Any requests for additional services to be offered under the PRF 80 Technology-based Behavioral Health contract must be approved by the Department of Higher Education.

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## Instructions for MMARS Users

MMARS users must reference the MA number in the proper field in MMARS when placing orders with any contractor.

## Emergency Services

Many statewide contracts are required to provide products or services in cases of statewide emergencies. [ML - 801 CMR 21](#) defines emergency for procurement purposes. Visit the [Emergency Response Supplies, Services and Equipment Contact Information for Statewide Contracts](#) list for emergency services related to this contract.

This contract was established due to the 2020 COVID pandemic.

## Additional Information/FAQs

### Geographical Service Area

All three vendors provide coverage for at least one and ideally all public institutions of higher education in Massachusetts via their online capabilities. Any local provision of services should be negotiated between the buyer and the vendor. A map of the MA public higher education system campuses is provided below and can be found here:

<https://www.mass.edu/system/documents/MassPublicHigherEdMap2016.pdf>

### Other Discounts

- **Prompt Pay Discounts:** A discount given to the buyer if paid within a certain time period. These discounts may be found in the [Vendor List and Information](#) section below. All discounts offered will be taken in cases where the payment issue date is within the specified number of days listed by vendor and in accordance with the Commonwealth's Bill Paying Policy. Payment days will be measured from the date goods are received and accepted / performance was completed OR the date an invoice is received by the Commonwealth, whichever is later to the date the payment is issued as an EFT (preferred method) or mailed by the State Treasurer. The date of payment "issue" is the date a payment is considered "paid" not the date a payment is "received" by a Contractor. Vendors' Prompt Payment Discount (PPD) is available in the Vendor Information table, additionally, PPD forms for each vendor is attached to their Master Blanked Purchase Order in COMMBUYS.
- **Volume Discounts:** discounts are calculated by vendor as a statewide aggregation across more than one contract. Vendor pricing and the discount schedules are provided in Appendix C.





### **If the Needed Product Can Not be Found**

If a service cannot be found in the vendor's price sheet in [Appendix B](#), it is recommended to contact the vendor directly to inquire if it is available for purchase on this contract. If the service meets the scope of the product category, the vendor may be able to add it to their product offerings if approved by DHE

### **Memorandum of Understanding/Statement of Work**

**Sample Statement of Work (SoW):** Template can be found in the attachment tab of PRF80. PRF80 Bid/Contract Docs: RFR, Contract User Guide, Sample SOW, etc. COMMBUYS MBPO Number: [Purchase Order PO-22-1080-OSD03-SRC02-22983](#). See [Appendix A: Statement of Work Guidance for IPHE](#) for more details.



OPERATIONAL SERVICES DIVISION

# Contract User Guide for PRF80

## Strategic Sourcing Team Members

- Ann Reale, Executive Office of Education
- David Cedrone, Department of Higher Education
- Elhame Kajtazi, Department of Higher Education
- Laura Murphy, Worcester State University
- Christine McCarey, Cape Cod Community College
- Heidi Holland, Department of Mental Health
- Margaret Guyer-Deason, Department of Mental Health
- Hayley Lebert, Operational Services Division
- Gerard Dawson, Operational Services Division

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## Vendor List and Information\*

**IMPORTANT NOTE:** Vendors whose renewals are still pending are shaded in yellow. Current engagements with those vendors may continue, but no new engagements may be processed until their contracts have been renewed.

Vendor	Master Blanket Purchase Order (MBPO) #	Contact Person	Phone #	Email	Discounts (PPD, Dock Delivery, Other)	SDO Certification Type	SDP Commitment Percentage
**[Master Contract Record] [Master MBPO] (All contract documents)	<a href="#">PO-22-1080-OSD03-SRC02-22983</a>	Hayley Lebert	617-720-3146	<a href="mailto:hayley.lebert@mass.gov">hayley.lebert@mass.gov</a>	N/A	N/A	N/A
***[Solicitation Enabled MBPO] (for requesting quotes)	<a href="#">PO-22-1080-OSD03-SRC02-22984</a>	Hayley Lebert	617-720-3146	<a href="mailto:hayley.lebert@mass.gov">hayley.lebert@mass.gov</a>	N/A	N/A	N/A
Christie Campus Health	<a href="#">PO-21-1080-OSD03-SRC02-22980</a>	Mark Deasy	781- 686-8420	<a href="mailto:mdeasy@christiecampus.com">mdeasy@christiecampus.com</a>	2%-10 Days 0%-15 Days 0%-20 Days 0%-30 Days	N/A	5%
TELUS Health (US) Ltd. <i>[FKA LifeWorks, (US) LTD]</i>	<a href="#">PO-21-1080-OSD03-SRC02-22980</a>	Colleen Hunter	716-406-7866	<a href="mailto:colleen.hunter@lifeworks.com">colleen.hunter@lifeworks.com</a>	1%-10 Days 1%-15 Days 1%-20 Days 0%-30 Day	N/A	1%
Uwill, Inc	<a href="#">PO-21-1080-OSD03-SRC02-22982</a>	Jillian Wiseman	781-208-2593	<a href="mailto:jwiseman@uwill.com">jwiseman@uwill.com</a>	2%-10 Days 1%-15 Days 1%-20 Days 0%-30 Days	N/A	1%

\*Note that COMMBUYS is the official system of record for vendor contact information.

\*\*The Master Contract Record MBPO is the central repository for all common contract files. Price files may be found in the individual vendor’s MBPO.

\*\*\*The Solicitation Enabled MBPO is to be used to solicit Requests for Quotes (RFQs) from multiple vendors.

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## Appendix A: Statement of work Guidance for IPHE

Massachusetts Public Higher Education Institutions considering the services under the PRF80 Technology-Based Behavioral Health statewide contract should prepare a Statement of Work to solicit proposals from approved vendors.

The following are suggested topics to address in a Statement of Work. This should not be considered an all-inclusive list. Institutions best understand the needs of their students and the capabilities and capacity of their organization to meet those needs. Institutions should consider how complementary services can improve student access to behavioral health services, increase capacity to serve more students, equitably, and improve the timeliness of response to student needs 24x7x365.

After reviewing the services offered by the three awarded vendors and considering student/institution needs, each campus should prepare a simplified framework of their requirements to provide to each of the three vendors and solicit a proposal. The following are recommended topics.

### 1. Vendor Profile

- a. Leadership team – background, diversity, areas of expertise
- b. Business focus related to tele- behavioral health services provided to post-secondary student populations
- c. Organizational awareness, capability, and capacity to provide culturally responsive and relevant services

### 2. Organizational Capability and Capacity

- a. Access to licensed behavioral and mental health clinicians
- b. Adaptable capacity to provide services to all enrolled students of Massachusetts public higher-education system
- c. Established technology platform, organizational capability and capacity to deliver behavioral health teleservices 24 x 7 x 365, including emergency crisis support
- d. Data reporting on student participation and satisfaction, response times and other performance measures
- e. Implementation of best practices, internal controls and system audits that ensure student privacy is protected pursuant to both HIPAA and FERPA
- f. Protocols for utilizing evidence-based practices for assessing and responding to risk of personal safety and public safety including escalation plans developed in collaboration with the contracting institution and triaging capabilities to differentiate student needs

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- g. Professional liability coverage for behavioral and mental health providers
- h. Ability to support students who are not physically located in Massachusetts
- i. Alignment and coordination of telehealth services with campus resources and student support protocols
- j. Online education and self-assessment tools and student behavioral health resources

**3. Core services**

- a. Access to 24x7x365 triage to identify service and appropriate response
- b. Screening and assessment to identify treatment needs
- c. Crisis counseling
- d. Short term treatment through individual therapy, group therapy, and/or other means of providing counseling services
- e. Support and referral to other community supports
- f. Referrals and bridge services to longer term treatment
- g. Outreach and marketing to raise awareness of services and incentivize engagement, informed by student feedback
- h. Maintenance and support of a mobile-friendly application providing access to services as well as general wellness information

**4. Equity Agenda**

- a. Massachusetts places a high priority on achieving racial equity for all students in every aspect of public higher education, including behavioral health services. Proposals should demonstrate attention to diverse representation among the clinician, how vendors recruit diverse clinicians who are qualified to address the needs of all students, and the ability to match students with diverse and culturally competent counselors who reflect the demographic and cultural characteristics of Massachusetts public post-secondary students.



## **Appendix B: Recommended Engagement Process for Massachusetts IPHE**

Massachusetts institutions of public higher education which elect to engage in the Technology-based Behavioral Health PRF80 Contract are encouraged to follow the guidance below:

### **Recommended Engagement process:**

- Be informed of the services and pricing offered by each of the vendors approved for the Statewide Vendor list to provide Technology-based Behavioral Health services.
- Be informed and adhere to “Best Value” procurement guidelines of the Commonwealth of Massachusetts.
- Develop a Statement of Work (SoW) describing student and institutional needs, specific to the institution that you represent, for mental and behavioral health services that could be addressed through the PRF80 Technology-Based Behavioral Health Contract.
- Solicit proposals through the SoW from each of the 3 vendors currently approved to offer services through the PRF80 Technology-Bases Behavioral Health Contract.

### **Institutions may:**

- Engage the three awarded vendors in discussions to learn more about their product/service offerings and pricing under the Technology-based Behavioral Health Contract.
- Request a product demonstration which could be delivered by webinar or another online format.
- Assess one or more vendors regarding the institutions needs expressed in the Statement of Work issued to solicit a proposal.
- Select one of more vendors to enter contract negotiations.
- Finalize a contract for services offered under PRF80 Technology-Based Behavioral Health Contract.



## Appendix C: Vendor Prices and Services

All vendors must offer the services identified in the Section 3.5 of the PRF80 RFR.

### Christie Campus Health

#### Overview

Christie Campus Health is pleased to offer the following pricing proposal to the Massachusetts Department of Higher Education/Operational Services Division in accordance with the requirements of the RFP. CCH is proposing 2 service packages to address the varying level of support needs across the full spectrum of MA public institutions. CCH has the flexibility to customize additional packages to meet any school specific needs.

#### Pricing Chart/Quotes

Services Included	Program Option 1	Program Option 2
● 24/7/365 Unlimited In-the-Moment Clinical Support	✓	✓
● School Branded Wellness Hub and App	✓	✓
● Campus Awareness Campaign	✓	✓
● Service Communication and Reporting	✓	✓
● Telehealth and Face-to-Face Visits (5 visits per issue per year)	✓	
● Telehealth and Face-to Face Visits (10 visits per issue per year)		✓
● Full-Service Navigators		✓
● Self-Guided ICBT with Navigator Support		✓
● Headspace Meditation and Mindfulness App (full access subscription).		✓
<b>Total Cost Per Student Per Year (PSPY)</b>	<b>\$12.00</b>	<b>\$25.00</b>

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Rates Net of Volume Discounts Across All Institutions	Option 1	Option 2
25,000-75,000 Students	\$11.64	\$23.15
75,001-99,999 Students	\$11.40	\$22.50
100,000+ Students	\$10.98	\$21.25

### Pricing Confirmations

As part of our pricing proposal, CCH offers the following confirmations:

- Our stated pricing applies to the 2021-22 Academic Year.
- Our Per Student Per Year flat rate applies to all students enrolled in each Institution (as defined by the Institution) and is inclusive of all services listed in each Program Option.
- There are no set-up costs associated with our Pricing Proposals.
- Our program includes no costs to be directly charged to students. Further, CCH will not market our program directly to students. Campus Awareness activities will be developed with each institution to inform students of the services available to them.
- Tiered discounts apply to our pricing proposal through our 2 program service packages which are offered to address the varying level of support needs across the full spectrum of MA public institutions.

Total Covered Students	Program 1 Discount	Program 2 Discount
25,000 to 75,000 students	3%	7.50%
75,001 to 99,999 students	5%	10%
100,000+ students	8.50%	15%

- Volume purchase discounts apply to our pricing proposal. Volume will be based on the number of students in total across all institutions choosing to contract with CCH. CCH will





apply the following discounts based on total students covered. Discounts will be applied to all Programs based on total cumulative volume of students covered across all program types.

- Prompt Pay discounts apply to our pricing proposal. Details are included on our submitted Prompt Payment Discount Form.
- In accordance with Section 6.3.4, our pricing quotations will remain in effect for at least 90 days from the date of our Pricing Proposal submission.

The Christie Campus volume discount will be calculated based on the number of schools under contract as of 11/30/2021. The volume discount will be recalculated based on the number of students under contract each month thereafter. The adjusted volume discount, if any, will be applied to all new and existing schools. The volume discount will be a line item on the school's monthly invoice.

## TELUS Health (US) Ltd. [FKA LifeWorks (US) LTD]

### Overview

**Provide a pricing chart showing:**

- 1. The price per student per month for the portfolio of services proposed to be offered**

My SSP fees are based on a Per Student Per Year model, so the numbers below are represented as such, and below have been divided by 12 months. An institution can be invoiced monthly, quarterly, bi-annually, or annually upfront, depending on preference.

My SSP offers three different levels of support, highlighted below – My SSP 24/7 Phone Support, My SSP Essential, and My SSP Total Care. Given the requirements of the Commonwealth's RFP, LifeWorks if only recommending My SSP Essential and My SSP Total Care services, and pricing for each will follow.

Should any institution be interested in My SSP 24/7 Phone Support, pricing can be provided on an ad hoc basis.

My SSP 24/7 Phone Support:

Real-time, multilingual crisis and in-the-moment tele-mental health support that follows your institution's unique crisis protocols, including hospitalizations and follow-up, integration with existing resources for referrals back to campus, and referrals outside campus to community resources (psychiatry, alcohol and other drug (AOD) abuse support, eating disorder specialists, childcare, etc.).

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This also includes student data reports and utilization engagement and insight reports. Student orientations are offered, and continuous marketing support is available throughout the year. Staff and faculty training, clinical consultations, and Assisted Referrals are also included in this offering.

**My SSP Essential:**

Everything above plus 24/7 real-time, multilingual chat/text support through an institution brand configured app (logo, colors) with your social media feed, including your institution’s campus resource links, on-demand wellbeing content library, health assessments (depression, general anxiety, substance use, alcohol use), and virtual fitness training sessions.

**My SSP Total Care:**

Everything above plus ongoing support sessions with a dedicated clinician by phone or video. In addition, Monitored Referrals are available between My SSP clinicians and campus counseling, with student sign off, to ensure continuity of care

Per Student Per Year Rates	Service Fee Paid to LifeWorks		
Population band	My SSP Essential - Domestic Student Groups & Full Campus	My SSP Total Care - Domestic Student Groups & Full Campus	My SSP Total Care - International & Study Abroad Students
1-1,000 students	\$13	\$18	\$25
1,001-5,000 students	\$11	\$16	\$23
5,001-10,000 students	\$9	\$13	\$20
10,001-15,000 students	\$8	\$12	\$19
15,001-20,000 students	\$7	\$11	\$16
20,001-35,000 students	\$5	\$10.50	\$14
35,001+ students	Special Handle – contact LifeWorks		

Per Student Per Month Rates	Service Fee Paid to LifeWorks

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Population band	My SSP Essential - Domestic Student Groups & Full Campus	My SSP Total Care - Domestic Student Groups & Full Campus	My SSP Total Care - International & Study Abroad Students
1-1,000 students	\$1.09	\$1.50	\$2.09
1,001-5,000 students	\$0.92	\$1.34	\$1.92
5,001-10,000 students	\$0.75	\$1.09	\$1.67
10,001-15,000 students	\$0.67	\$1.00	\$1.59
15,001-20,000 students	\$0.59	\$0.92	\$1.34
20,001-35,000 students	\$0.42	\$0.88	\$1.17
35,001+ students	Special Handle – Contact LifeWorks		

My SSP subscription fees outlined above include a dedicated client success manager who will support the institution through implementation, faculty/staff training, launch, student orientation, continued marketing and promotion, as well as reporting

2. Volume purchase discounts, if applicable.

**Volume discounts are available should multiple Commonwealth institutions partner with My SSP:**

- At least 5 institutions - 5% volume discount
- At least 10 institutions - 7.5% volume discount
- 15 or more institutions - 10% volume discount

**Volume discounts would not be applied retroactively or to mid-term contracts, but only shall be applied to the next contract term for all institutions in the group.**

The Lifework volume discount will apply to each institution when at least 5 institutions commit. Please note that a discount cannot be applied retroactively for a period when there are not enough institutions to meet the volume discount requirements (i.e., If only three institutions have contracts, those institutions will begin without any discount. However, should two additional institutions commit later, all institutions would receive the 5% discount on their subsequent invoices.) Since institutions can select an invoice schedule of monthly, quarterly, bi-annually, or annually, it will benefit Massachusetts colleges to select monthly or quarterly to ensure they can realize the benefit of this discount policy.

3. Tiered discounts, if applicable.

NOTE: Contract User Guides are updated regularly. Print copies should be compared against the current version posted on [mass.gov/osd](http://mass.gov/osd).



**Please refer to the tiers and associated pricing outlined above in Section 1, number 1. No additional discounts are available beyond those grids shown and the Volume purchase discounts displayed in Section 4, number 2.**

**4. Any additional costs not included in the price per student per month, and the approach for determining those costs.**

**There are no additional or hidden costs associated with My SSP that LifeWorks would try to collect beyond the Per Student Per Year costs shown above. Should an institution like to integrate the daily student record data feed with their local campus counseling center's case management system, or health center's EMR/EHR, that vendor may charge a fee for integration, but it is not definite. For example, one vendor, Point N Click, permits API integration with My SSP free of charge, whereas another vendor, Medicat, charges another client \$1000/year for technical setup and maintenance. This service is free for My SSP Total Care clients and not available for other support levels.**



## Uwill

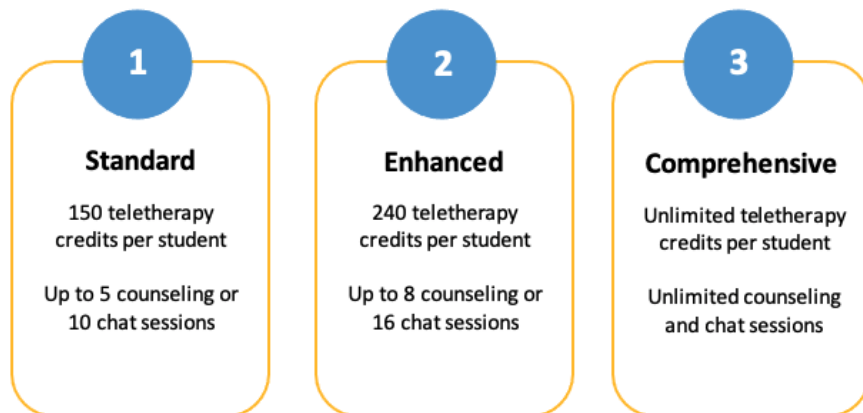
### Overview

Uwill offers the ability to tailor behavioral health services to meet the needs and budget of the individual college. Our flexibility allows each college to select which service(s) they want, select what tier counseling service they want, and what student population they want to cover (i.e., entire school population, graduate students only, online students only, etc.), while taking advantage of a statewide volume discount.

Uwill will adjust volume pricing on a quarterly basis for all contracting institutions. Each contracted institution has the ability to select either standard, enhanced, or comprehensive services and what population they want covered (i.e., entire school population, graduate students only, online students only, etc.). Price per student is determined by service selected and the cumulative annual unduplicated credit headcount of all institutions contracted with Uwill. Uwill will reconcile the cumulative headcount at the end of each quarter and adjust pricing accordingly for the next quarter. As many contracted institutions will have different start dates, this will be a rolling assessment for the duration of the contract. All institutions are responsible for paying for 12 months of service at minimum. Any volume adjustments that occur during that time will be credited in the following year.

### Counseling Services

Uwill offers each college three different counseling service tiers:



### Students have multiple ways to access Uwill services:

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1. Scheduled Video/Phone (30-minute sessions, includes post-session notes) – 30 credits
2. Scheduled Chat (15-minute sessions, includes post-session notes) – 15 credits
3. Messaging (one 2-way exchange) – 5 credits

**Priced per student per month**

# of Students	Standard	Enhanced	Comprehensive
0 – 25,000	\$1.24	\$1.66	\$3.31
25,001 – 100,000	\$1.05	\$1.46	\$2.93
100,001+	\$.85	\$1.26	\$2.49

Each contracted institution selects either standard, enhanced, or comprehensive services and what population they want covered (i.e., entire school population, graduate students only, online students only, etc.). Price per student is determined by service selected and the cumulative annual unduplicated credit headcount of all institutions contracted with Uwill. Uwill will reconcile the cumulative headcount at the end of each quarter and adjust pricing accordingly for the next quarter. As many contracted institutions will have different start dates, this will be a rolling assessment for the duration of the contract. All institutions are responsible for paying for 12 months of service at minimum.

**24/7/365 Crisis Line**

**Priced per student per month**

# of Students	Price
0 – 25,000	\$.33
25,001 – 100,000	\$.27
100,001+	\$.23

Price per student is determined by the cumulative annual unduplicated credit headcount of all institutions contracted with Uwill who select to purchase this service. 24/7/365 crisis line must be purchased with Counseling Services and cannot be purchased separately. Uwill will reconcile the cumulative headcount at the end of each quarter and adjust pricing accordingly for the next quarter. As many contracted institutions will have different start dates, this will be a rolling assessment for the duration of the contract. All institutions are responsible for paying for 12 months of service at minimum.

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**Online education content and support:**

**Self-assessment tools and student behavioral health resources**

While Uwill believes that a synchronous session between a student and licensed clinician is optimal, it is important to have additional self-paced and assessment tools as resources. Psychoeducation and coping resources include self-paced e-learning modules on mental health; self-assessment tools to measure anxiety, depression, and trauma among other others; articles and pre-recorded Uwill trainings on coping strategies by topic; and worksheets available to Uwill clinicians for follow up with students. In addition, Uwill works with its school partners to help their students navigate their student health providers and local resources.

# of Students	Price
0 – 25,000	\$.50
25,001 – 100,000	\$.25
100,001+	\$.20

Price per student is determined by the cumulative annual unduplicated credit headcount of all institutions contracted with Uwill who select to purchase this service. Online education content must be purchased with Counseling Services and cannot be purchased separately. Uwill will reconcile the cumulative headcount at the end of each quarter and adjust pricing accordingly for the next quarter. As many contracted institutions will have different start dates, this will be a rolling assessment for the duration of the contract. All institutions are responsible for paying for 12 months of service at minimum.