



## **Request for Quotes**

**Mississippi Department of Mental Health  
Bureau of Community Services  
Consumer Satisfaction Survey**

**Contact: Toni Johnson  
MS Department of Mental Health  
239 North Lamar St.  
Jackson, MS 39201  
601-359-1288  
[toni.johnson@dmh.ms.gov](mailto:toni.johnson@dmh.ms.gov)  
Date: Thursday, October 5, 2017**

**Introduction**

The Mississippi Department of Mental Health (DMH) certifies, provides and/or financially supports a network of services for people with mental illness, intellectual/developmental disabilities, substance use disorders and/or other dementia. It is DMH’s goal to improve the lives of Mississippians by supporting a better tomorrow...today.

The Bureau of Community Services (BCS) is responsible for the administration of state and federal funds utilized to develop, implement and expand a comprehensive continuum of services for adults with serious mental illness and children with serious emotional disturbance. This includes crisis response as well as access to care and training to assist with the care and treatment of persons with Alzheimer’s disease/other dementia.

**Project Overview**

DMH seeks to contract with a single vendor to assist the BCS by conducting the Mississippi Department of Mental Health’s Consumer Satisfaction Survey. Completion of these surveys fulfills requirements of the Community Mental Health Services Block Grant (MHBG) award.

**Deadlines/Timelines**

Request Issue Date	Thursday, October 5, 2017
Quote Submission Deadline	Thursday, October 19, 2017 by 5:00 p.m. CST
Selection Completed	Friday, October 20, 2017 at 9:00 a.m. CST

**Quote Submission**

A signed quote must be submitted on letterhead directly to Ms. Kathy VanCleave via email at [Kathy.VanCleave@dmh.ms.gov](mailto:Kathy.VanCleave@dmh.ms.gov) by 5:00 P.M. CST on Thursday, October 19, 2017.

The quote must, at a minimum, contain the following information:

- a) a statement of price;
- b) terms of the agreement (i.e. valid dates of the quote);
- c) a description of the services to be offered by the vendor to the agency; and,
- d) name, address and telephone number of the offeror

### **Scope of Work**

The scope of work for this project is included as Exhibit A.

### **Selection**

In compliance with regulations regarding small purchases, DMH will award the contract to the vendor offering the lowest and best proposal/quote.

### **Contract Dates**

The anticipated start date for this contract is Monday, October 23, 2017. The end date is June 30, 2017.

### **Special Conditions**

These services are being obtained to fulfill requirements of the Community Mental Health Services Block Grant (MHBG) award. The Mississippi Department of Mental Health Consumer Satisfaction Survey is designed to obtain information from each of the State's Community Mental Health Centers (CMHCs) and will survey consumers receiving adult services as well as services provided to children and youth.

*End of Page*

## **Exhibit A – Scope of Work**

This proposed Scope of Work (Scope) describes the tasks to be performed by the Contracted Entity (Contractor) in assisting the Mississippi Department of Mental Health (DMH), Bureau of Community Services with implementation of the administration and analysis of the Mental Health Consumer Satisfaction Survey.

### **Basic Scope of Services**

1. Provide consultation for the client satisfaction survey(s) for Adult mental health services and Children and Youth mental health services
2. Administer the client satisfaction survey(s) statewide
3. Collect and analyze the data from the administered client surveys
4. Prepare Uniform Reporting System (URS) Data tables

Prepare a final report and provide analysis of the data collected by November 17, 2017