

# DEPARTMENT OF MENTAL HEALTH

## State of Mississippi

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The Department of Mental Health has received several questions concerning IFB#:3160002155. Listed below is a list of the questions and answers.

### Questions and Answers for IFB#:3160002155

1. Can you provide more details regarding expectations of the provision of overview training for DMH staff and provider agencies?
  - a. How many trainings would be expected? **One - for all providers – there are less than 30 providers for these services**
  - b. Which delivery method would be desired - in-person, other? **It could be via webinar.**
  - c. How many attendees would there be at each training? **We would need to see the contractor's ability – would need to be able to have at least 50 call in**
  - d. What would be the length of training(s)? **Around 2 hours**
  - e. If in-person training, will the contractor be responsible for the training logistics, including facilities and catering? **N/A**
  - f. If in-person training, which locations could the contractor anticipate? **N/A**
  
2. Can you provide more information regarding the communication with people receiving services and staff at day and residential programs? Will the contractor be responsible for the mailing of notification letters to people receiving services, explaining the project and alerting them to the possibility of a phone call from an interviewer? What communication will be provided to program staff? **BIDD will work with Support Coordinators to provide an overall notification to families/people receiving services.**  
**Interviews are to be done in person during observation of each site. Many of our people do not respond well to surveys on phone calls.**
  
3. The Scope of Services section does not mention site observations. Is the contractor responsible for site observations? **Yes.** If so, can further details be provided regarding the tool(s) and length of observations? **A tool has been developed, but we would want the contractor to review to assist in determining if it is too subjective. Length of observation would depend on if it is a day program or home. At least an hour in the day program during “peak” times – 9:00 am until around 1:00 pm. The visits to the homes would need to take place during late afternoon/evenings/weekends to ensure people are in the home.**
  
4. Can you describe all the components of the site-specific assessment components that the contractor will be responsible for executing? The scope of services section states that interviews will be involved, but does not specify other potential components. **The observations of services being provided/staff interactions, etc.**

5. What will be the approximate length of interviews with staff and people receiving services?  
Probably 20 minutes - 45 at the most, depending on how much information a person may want to relay.
6. Is there written consent required for any of the interviews? We do not anticipate this.  
The contractor would sign a Business Associate Agreement to ensure confidentiality of information for contractor staff. DMH staff will assist in training about confidentiality.
7. Can you provide more detail regarding the expected scheduling process? Should interviewers reach out to people receiving services directly or will they coordinate with day and residential program staff to schedule appropriate assessment days and times? It will more than likely have to be coordinated with program staff. It needs to be an organized effort. For instance, contractor staff may go to a day program to conduct interviews and observe and can then visit group homes in the evenings in a given city.
8. Should legal guardians be contacted prior to contacting people receiving services? If so, will DMH provide legal guardian contact information to the contractor? We will work to have Support Coordinators contact legal guardians.
9. Will DMH provide contact information for both people receiving services and staff? The interviews will be conducted in person; therefore, there should be no need for contact information.
10. How would the interviewer determine which staff member(s) should be interviewed?  
That will have to be based on professional judgement. However, in training, we will tell providers that contractor staff will interview staff providing direct services, not supervisory staff.
11. Can you provide additional details regarding the requirement of supervision of reviews of sites and conducting of interviews? Please clarify.
12. Will the contractor receive day and residential program contact information? Yes.
13. Will interviews be conducted in languages other than English? If so, which languages and approximately how many interviews? Will surveys be translated into other languages or will interpreters be available to the contractor? It is anticipated that no other languages will be found during interviews.
14. Is there a maximum budget for this project? No maximum budget has been set.
15. Can you describe the degree to which the contractor will be responsible for developing a valid sampling plan? What will assisting the state with this entail? DMH wants a representative sample of people served by each provider to be interviewed and to have 100% of the sites reviewed using the Observation Tool. Therefore, we will need assistance to ensure there is a statistically valid sample.
16. To clarify question 12 above, page six of the IFB states as part of the scope of services: "Have Mississippi specific staff supervising the reviews of sites and conducting of interviews." Can you provide more details about this, such as:
  - Approximately how many MS staff will be supervising the project team?  
"Supervise," in this context would be more like contract management.
  - Will the project team's ability to visit sites depend on availability of MS staff to supervise? No.

- Which agency would Mississippi specific staff be from? **Department of Mental Health.**
17. To follow up on question 10 above, will the contractor be provided with a list of names of people receiving services at each site as part of the sample? **To the greatest extent possible. If names are not available, then the number of people at each site will be provided.**
  18. To follow up on questions 16 above, does DMH want a representative sample in terms of waiver, demographics, or any other specific targets? If so, will the contractor be provided with this information for people receiving services in the sample? **The sample will be drawn from the number of people being served by each provider; a provider-specific sample.**
  19. We anticipate a need for an in-person training of the contractor's project team around navigating instruments and protocols for scheduling, conducting interviews and conducting site visits.
    - To what degree will DMH be involved in training of the contractor's project team? **DMH staff will provide project team staff training regarding CMS's Final Rule and the expectations of the DMH.**
    - Will DMH attend training? **Yes.**
    - What content delivery, if any, does DMH anticipate giving the project team? **DMH staff will provide project team staff (those conducting interviews and observing settings) training regarding CMS's Final Rule and the expectations of the DMH. Additionally, it is envisioned DMH staff and contractor project management staff will jointly provide training regarding the Survey Tools. It is expected that the contractor will provide training to project staff regarding how to interview and interact with people with disabilities.**
  21. Please provide a list of stakeholder entities, including advocacy groups, that were involved with the Department's transition plan. Which groups would the Department anticipate the selected vendor will work with as part of the outreach and feedback to the proposed setting reviews? **The ARC of MS and Disability Right of Mississippi.**
  22. What are the time estimates for completion of each instrument individually and then combined? **20 to 25 minutes per person during interviews. Observations should last approximately one hour per each site.**
  23. The selected vendor will develop HIPAA compliant methods of collecting, transmitting, and storing data. Does the Department have an information system that they would prefer be used for this purpose? If not, will Department staff require access to the vendor's information system or would generated reports be adequate for purposes of sharing information between vendor and Department? **Generated reports would be adequate.**

24. Can any or all of the staff interviews be conducted over the phone? In cases where the vendor is unable to conduct the interview when onsite for the site-specific assessment, this would reduce the need to travel to the site of service delivery a second time. **Interviews need to be conducted face to face.**

25. It is stated that the anticipated date of completion of all observations and interviews is October 31, 2018. With the anticipated contract start date of July 1, 2018 and then a need to recruit and train field staff (per 2.2 Scope of Services), we expect that there will only be three (3) months to perform all required assessments and interviews. Is this correct? What work does the Department anticipate the selected vendor will perform between 11/1/18 and 6/30/2019? **Please review the last five bullets in the Scope of Service.** What will the selected vendor be tasked to do in any option years? **During the option years the vendor will be expected to provide DMH the information from site specific assessment and interviews that can be used to write a Final Rule Compliance Reports for each provider. There may also be additional assessments to be completed if the funding allows.** Is it expected that the selected vendor will need to staff up for the three (3) months to perform the assessments, and then staff down for the remainder of the contract year? **Yes unless additional interviews or site visits need to be completed.** Would the Department consider allowing the selected vendor to perform the observations and interviews over the initial contract year? **Timeline changes for observations and interviews will only be allowed if DMH does not provide the vendor information in a timely manner.**

26. The anticipated term of the initial contract is from approximately July 1, 2018 through June 30, 2019. The contract can be renewed by DMH for a period of three (3) successive one-year period(s) under the same conditions of the original contract. Please explain the expected scope of services to be performed during one or more of those option years. **In FY20 the vendor will continue to assist with reviewing final rule compliance reports for adherence to the final rule. In FY21 assessments will need to be completed again if funding is available.**

27. Does DMH have a price target or maximum for this bid? **No**

