



Request for Quotes

Mississippi Department of Mental Health Consumer Satisfaction Survey

Contact: Toni Johnson
MS Department of Mental Health
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Date: Tuesday, April 10, 2018

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...one person at a time.

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 Consumer Satisfaction Survey to fulfill requirements of the Community Mental Health Services Block Grant (MHBG) award.

Deadlines/Timelines

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|---------------------------|--|
| Request Issue Date | Thursday, April 12, 2018 |
| Quote Submission Deadline | Tuesday, May 1, 2018 by 5:00 p.m. CST |
| Selection Completed | Monday, May 14, 2018 at 12:00 p.m. CST |

Quote Submission

A signed quote must be submitted on letterhead directly to Mrs. Toni Johnson via email at Toni.Johnson@dmh.ms.gov by 5:00 P.M. CST on Tuesday, May 1, 2018.

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.

Pricing

DMH has allocated a maximum of \$49,999.00 for this project.

Contract Dates

The anticipated start date for this contract is July 1, 2018. The end date is June 30, 2019.

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.

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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 at least quarterly throughout FY 19 (July 1, 2018 – June 30, 2019)
3. Incorporate a mechanism within the satisfaction survey to assess satisfaction with services provided during FY 18 (July 1, 2017 – June 30, 2018)
4. Collect and analyze the data from the administered client surveys
5. Prepare Uniform Reporting System (URS) Data tables including data from FY 18 and FY 19
6. Prepare a report inclusive of FY 18 data, URS tables and analysis by November 1, 2018
7. Prepare a final report of FY 19 data, URS tables and analysis to be received by July 15, 2019

Quote should include paper, telephone and electronic methodologies.