



Request for Quotes

Mississippi Department of Mental Health Certified Telephone Crisis Counseling Services for After Hours Helpline Calls

Contact: Toni Johnson
MS Department of Mental Health
239 North Lamar St.
Jackson, MS 39201
601-359-1288

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Date: Wednesday, May 16, 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.

Project Overview

The Mississippi Department of Mental Health, Central Office seeks to contract with a vendor to provide Certified Telephone Crisis Counselors to answer the DMH Helpline and DMH Main number calls received by the agency after normal hours of operation.

Deadlines/Timelines

Request Issue Date	Wednesday, May 16, 2018
Quote Submission Deadline	Wednesday, June 6, 2018 by 5:00 p.m. CST
Selection Completed	Monday, June 11, 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 Wednesday, June 6, 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 Services

- A. Contracted Vendor will answer Helpline and Main Number (601-359-1288) calls for the MS Department of Mental Health during the hours of 5:00 p.m. until 7:30 a.m. Monday through Friday and during the hours from 5:00 p.m. on Fridays until 7:30 a.m. on Mondays.
- B. In the event that additional coverage is needed by DMH will notify the Contracted Vendor as soon as need is identified. Contracted Vendor may seek reimbursement from DMH for these additional documented hours of coverage.

- C. Contracted Vendor will provide DMH with agreed upon call reports by 9:00 a.m. the morning following the shift covered or the following work day.
- D. Contracted Vendor will provide DMH with agreed upon monthly statistics.
- E. Contracted Vendor will utilize procedures for responding to calls as agreed upon by DMH and Contracted Vendor.
- F. The unanswered rate for all calls shall not exceed 90% of the total calls for any given month.

Selection

It is the intent of the MS Department of Mental Health to select up to 3 vendors to provide the above stated services. 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 July 1, 2018. The end date is June 30, 2019.

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