



## **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, June 25, 2019**

**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 Behavioral Health Services 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 Bureau of Behavioral Health Services 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**

Request Issue Date	Tuesday, June 25, 2019
Quote Submission Deadline	Tuesday, July 15, 2019 by 12:00 p.m. CST
Selection Completed	Friday, July 19, 2019 at 12:00 p.m. CST

**Quote Submission**

A signed quote must be submitted on letterhead directly to Toni Johnson via email at [Toni.Johnson@dmh.ms.gov](mailto:Toni.Johnson@dmh.ms.gov) by 12:00 P.M. CST on Tuesday, July 15, 2019.

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 to meet the need of the agency.

### **Pricing**

DMH has allocated a maximum of \$48,500.00 for this project.

### **Contract Dates**

The anticipated start date for this contract is July 22, 2019. The end date is June 30, 2020. The contract may be renewed for an additional year pending the availability of funding.

### **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 Behavioral Health 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 20 (July 22, 2019 – June 30, 2020)
3. Incorporate a mechanism within the satisfaction survey to assess satisfaction with services provided during FY 19 (July 1, 2018 – June 30, 2019)
4. Collect and analyze the data from the administered client surveys
5. Prepare Uniform Reporting System (URS) Data tables including data from FY 19 and FY 20
6. Prepare a report inclusive of FY 19 data, URS tables and analysis by November 1, 2019
7. Prepare a final report of FY 20 data, URS tables and analysis to be received by July 15, 2020

*Quote should include paper, telephone and electronic methodologies.*