

DEPARTMENT OF MENTAL HEALTH

State of Mississippi

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Diana S. Mikula - Executive Director

October 30, 2019

DEPARTMENT OF MENTAL HEALTH AMENDMENT #1 IFB#: 3160003244 for

Certified Crisis Telephone Services for the DMH After Hours Helpline and the National Suicide Lifeline Network

Dear Prospective Bidders:

Reference is made to our Invitation for Bid #3160003244 for Certified Crisis Telephone Services for the DMH After Hours Helpline and the National Suicide Lifeline Network dated October 22, 2019. This letter will serve to acknowledge that the IFB is amended to include the attached pre-bid questions received from prospective bidders and the answers provided to them by the MS Department of Mental Health. All other terms, conditions, and specifications of this solicitation remain unchanged.

Bid Opening Date and Time: November 22, 2019 at 10:00 a.m. CST

Issued by: Toni Johnson, Director
Bureau of Human Resources
601-359-6244

ACKNOWLEDGEMENT

This amendment must be signed and returned with your bid, or otherwise acknowledged prior to the opening date and time shown above. If you have already submitted your bid and need to make corrections, submit a corrected bid with this amendment prior to the opening date and time shown above.

Company Name

Signature

Title

Date

IFB # 3160003244 PRE-BID QUESTIONS AND ANSWERS

1. Please reconfirm the due date for this procurement by providing it in response to answers to questions.
Answer: November 22, 2019 @ 9:00 a.m.
2. Why has this bid been released at this time?
Answer: To secure Certified Crisis Telephone Services for the DMH After Hours Helpline and the National Suicide Lifeline Network.
3. Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees, or can bidders create their own pricing categories?
Answer: All pricing must be submitted on the bid form in the IFB (Attachment B). Failure to complete and/or sign the bid form may result in the bidder being determined nonresponsive.
4. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.
Answer: The agency does not have any issues with the service currently provided.
5. Has the current contract gone full term?
Answer: The one-year contract will expire in December 2019.
6. Have all options to extend the current contract been exercised?
Answer: Due to the need to modify the original scope of services the renewable terms will not be exercised.
7. Who is the incumbent, and how long has the incumbent been providing the requested services?
Answer: Contact the Crisis Line has been under contract for these services for two years.
8. How are fees currently being billed by any incumbent(s), by category, and at what rates?
Answer: The contractor submits monthly invoices. (Additional information can be found on MS Transparency)
9. What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?
Answer: The agency would like to refer you to MS Transparency for this information.
10. Please provide a complete list of the means of inbound and outbound communication the call center must accommodate.
Answer: The contractor is required to answer the DMH Helpline, Lifeline, and National Suicide Lifeline affiliated crisis hotline services according to demand.
11. Is previous experience with any specific customer information systems, phone systems, or software required?
Answer: Preferred but not required as training on the data system can be provided.

12. What is the minimum required total call capacity?
Answer: Multi-line systems are needed to ensure 100% of the calls are answered, but the agency does not specify a minimum requirement.
13. What is the minimum simultaneous inbound call capacity?
Answer: 90%
14. What is the maximum wait time?
Answer: The agency prefers no one in crisis has to wait for their call to be answered.
15. What is the maximum hold time?
Answer: The agency prefers no one in crisis has to be placed on hold.
16. What percentage of inbound calls must be answered by a live operator?
Answer: 100%
17. What percentage of calls must be resolved without a transfer, second call, or a return call?
Answer: 100%
18. What is the maximum percentage of calls that can be terminated by the caller without resolution?
Answer: The agency expects the call center to never abort a call.
19. Is there a minimum or maximum number of operators and supervisors?
Answer: No
20. What are the call center's hours of operation?
Answer: 24/7
21. What are the required language options?
Answer: English is the primary language but the option to connect with a Spanish speaking operator to provide assistance must be available.
22. What is the required degree of dedication for the call center?
Answer: 100%
23. What is the required degree of dedication for the operators?
Answer: 100%
24. Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact?
Answer: All calls must be answered by a live operator.
25. What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?
Answer: None

26. What are the recording and storage requirements for non-phone communications?
Answer: None as all communications should be conducted via telephone.
27. What information is to be included in call logs?
Answer: Any demographical information as well as other information provided that is relevant to how the caller was assisted.
28. What was your average monthly call volume over the past year?
Answer: Information provided for the previous year documented approximately 1790 calls for the DMH Helpline and 4136 calls for the National Suicide Prevention Lifeline calls.
29. What is the current number of seats for operators and supervisors at your existing call center?
Answer: The agency does not have the answer to this question.
30. What is the current average wait time for phone calls?
Answer: There is no wait time. Calls are typically answered within 15 seconds.
31. What is the current average handle time for phone calls and other types of communications?
Answer: Approximately 15 minutes but this is not documentation that is formally tracked.
32. What is the current average after-call work time for operators?
Answer: Operators have various work schedules to cover 24/7.
33. Over the past year, what is the percentage of calls received in English versus non-English?
Answer: Most of the calls received are in English.
34. Over the past year, what percentage of calls received were in Spanish?
Answer: There have only been two calls during this year that have required Spanish speaking assistance.
35. What time of day, days of the week, or times of the year do calls typically peak?
Answer: Calls generally peak during the holidays, day light savings time, and during weather events.
36. Can companies from Outside USA can apply for this? (like from India or Canada)
Answer: No company is prohibited from submitting a response to the IFB.
37. Would the company need to come over there for meetings?
Answer: There are no face to face meetings required.
38. Can we perform the tasks (related to RFP) outside USA? (like from India or Canada)
Answer: The calls for the DMH After Hours Helpline and the National Suicide Lifeline Network need to be answered in the state of Mississippi.
39. Can we submit the proposals via email?
Answer: The IFB requires the original and 3 copies of the response to be signed and submitted in a sealed package or envelope to the Department of Mental Health, 239 North Lamar Street, Jackson, MS 39201.