

## **Community Health Network of Connecticut, Inc. (CHNCT)**



### **Doula Integration Request for Information**

Respond To:

[Doula Integration](#)

## Table of Contents

<b>1. General Information .....</b>	<b>3</b>
1.1 Community Health Network of CT, Inc. ....	3
1.2 Background .....	3
1.3 Scope of Work.....	3
1.4 Eligible Entities .....	4
<b>2. Questions for Response .....</b>	<b>5</b>
<b>3. Instructions for Completing RFI.....</b>	<b>5</b>
3.1 Relevant Dates and Submission .....	6
3.2 Response Instructions .....	6
3.3 Pricing.....	7
3.4 Bidder’s Recommendations .....	7
3.5 References .....	7
3.6 Confidentiality .....	8
3.7 Disclaimer.....	8
<b>4. Vendor Information.....</b>	<b>8</b>
4.1 General Information .....	8
4.2 Vendor Documentation .....	9
4.3 Risk Assessment .....	10
4.4 Culture and Strategy .....	10

# 1. General Information

## 1.1. Community Health Network of Connecticut, Inc. (CHNCT)

Community Health Network of Connecticut, Inc. (CHNCT) is a 501(c) 4 not-for-profit organization providing administrative health services. CHNCT was founded in 1995 by a group of federally qualified health centers who sought to bring non-profit oversight to Medicaid managed care in Connecticut. CHNCT, as a managed care organization for 17 years, served the State of Connecticut’s HUSKY and SAGA program populations. Effective January 1, 2012, the Department of Social Services (DSS) selected CHNCT as the sole medical administrative services organization (ASO). CHNCT has helped the state to improve health outcomes for members, reduce costs for both the State of Connecticut and healthcare providers, and improve transparency and accountability. Under the ASO model, CHNCT proudly serves over 1,000,000 members.

CHNCT’s mission is to improve the health of underserved and vulnerable populations by providing equitable and culturally appropriate access to high-quality and comprehensive healthcare to all Connecticut residents. Our vision is for our members, providers, policymakers, community organizations, and others to recognize CHNCT as a leader in building healthier communities where race, ethnicity, and economic status do not impact health outcomes. We recognize the importance of what we do and how it impacts the individuals and communities we serve. We acknowledge that inequities in health and healthcare limit the continued improvement of the population’s quality of care and overall health.

## 1.2. Background

In 2023, DSS will launch a Maternity Bundled Payment program aimed at reducing maternal mortality, improving health outcomes, and improving health equity for birthing people in Connecticut. DSS plans to incorporate access to doula services as a core feature of the program, along with other vital supports, including community health workers (CHWs) and lactation consultants. In preparation for this launch, DSS is seeking a CT-based organization, or collaborative with local presence, with an equity focus, to support the design, planning, and successful integration of doula supports into the Maternity Bundled Payment program.

## 1.3. Scope of Work

Under a contract with CHNCT, the selected organization will:

1. Assess current doula capacity within Connecticut, including structure, workflows, and barriers. DSS anticipates this task will include at least the following activities:
  - Identify doulas across the state to establish a network of doulas that will receive education about the Maternity Bundle Payment program.

- Identify those who can participate in planning and capacity-building activities as described throughout this scope of work.
  - Document any current partnerships between doulas and physician practices and/or hospitals, as well as gaps where doulas and/or physician practices do not have any existing partnerships.
  - Identify doula providers who are embedded in and understand the populations of the communities they serve to inform the doula service provider network needed for the bundled payment program.
  - From the baseline and gap analysis described above, develop an action plan for supporting doula and physician practice needs to create partnerships and referrals, focusing on building partnerships between doulas and physician practices that support maternity care for people of color.
  - Make recommendations for actions needed in preparation for and during the operation of the bundled payment program to develop a doula workforce that provides and increases the representation of black, indigenous, and people of color (BIPOC) doulas.
  - Identify and engage with established community organizations/entities who can help facilitate the connection and recruitment of doulas/doula organizations for this work.
  - Analyze current doula coverage across geographic regions and cultures in CT to inform the development of a statewide doula network.
    - Assess whether existing facilities and/or communications are set up to reach the target populations. If not, recommend steps that should be taken to make the appropriate changes.
    - Create a mitigation plan for areas with a current lack of doulas to address how to close that gap by 2024.
2. Develop workflows and document business processes between doulas and OBGYN/CNM providers and hospitals.
- Document doula integration approach and processes, including model policies and processes for:
    - Doula partnership and/or integration into OBGYN/CNM practices.
    - Doula inclusion in labor and delivery services.
    - Additional doula services.
    - Coding and billing (including data gathering/sharing and reporting doula utilization to DSS).
3. Summarize recommendations and actions for DSS and the Maternity Bundled Payment Advisory Council.

#### **1.4. Eligible Entities**

Under the direction of DSS, CHNCT intends to engage one primary entity to be accountable for this scope of work. Eligible organizations should meet the following criteria:

- CT-based organization or collaborative with local presence, including regional hubs/collaboratives that support individually licensed doulas.
- Preference for entities that work to advance health equity and reproductive justice, supporting BIPOC, community-based populations.

## 2. Questions for Response

CHNCT requests responses to the following questions. We encourage all interested parties to provide comments and suggestions for consideration.

### *Respondent Characteristics*

1. Please provide detailed information on your organization's experience in working with doulas or community-based providers. What type of providers has your organization worked with, and for how long?
  - a. Does your organization have experience working with a linguistically, racially, or culturally diverse population including BIPOC?
  - b. How do you incorporate health equity into your program and/or the organizations you support or have supported?
2. Identify credentials and background of the organization, including leadership. Describe all services and programs available through your organization. Detail any collaborations or partnerships with community organizations. How would your organization support a statewide initiative with doulas?

### *Capabilities*

3. Please detail the capabilities of your organization incorporating each of the three primary tasks requested in Section 1.3 Scope of Work. Identify any capabilities that cannot be satisfied. Describe your organization's approach to executing the tasks requested in Section 1.3.

### *General Comments on Potential Doula Services Program*

4. Do you have any general comments on the proposed Doula Integration with the Maternity Bundled Payment Program?

## 3. Instructions for Completing RFI

### 3.1. Relevant Dates and Submission

All RFI submissions must be complete and submitted in writing. Please adhere to the specific guidelines provided so that CHNCT may effectively evaluate all submissions. CHNCT reserves the right to reject any submissions that are incomplete and/or fail to comply with the format requirements.

The contact information for CHNCT’s RFI Manager is as follows:

RFI Manager: Patricia Caron

Title: Enterprise Project Manager

E-mail: pcaron@chnct.org

Phone: 203-949-6120

Bidders will be evaluated on their responsiveness to the Schedule of Events. CHNCT may decide, at its sole discretion, to terminate any relationship with Bidders that fail to comply with the Schedule of Events, and rescind this RFI and any implied or expressed agreements between the parties. The RFI Timeline is as follows:

#### RFI Timeline

Schedule Item	Date	Description
RFI Distribution	6/8/2022	CHNCT distributes RFI to prospective vendors
RFI Due Date	6/22/2022	RFI due to CHNCT
RFI Award	8/15/2022	
Go Live	1/01/2023	

The dates outlined above may be changed by CHNCT through written notice to responsive Bidders.

All expenses for the preparation and submission of RFI responses are the responsibility of the Bidder.

### 3.2. Response Instructions

This RFI has been provided electronically and is to be used to prepare your response. It is required that all portions of the RFI are completed in the same format and numbering scheme as presented in the RFI. An inaccurate submission may be judged as indicative of the Bidders’ capabilities or professionalism. Your submission should include responses to Section 2 Questions for Responses, Section 3.3 Pricing, Section 3.5 References and Section 4 Vendor Information. Please feel free to add content in areas where you are proposing capabilities not

specifically requested herein. Attach any such supplemental information as an Appendix appropriately referenced within your response.

The content of your RFI submission will be held in confidence and will not be divulged to any other Bidder.

Submit an electronic copy of your submission to the RFI Manager by no later than (5pm EDT 6/22/2022). Submissions received after the required due date will not be considered unless CHNCT determines that there would be no adverse impact and that consideration of late submissions would be in the best interest of CHNCT. Any Bidder request for an extension of the submission due date must be made in advance and in writing, specifying the reasons for the requested extension. At this time, CHNCT does not intend to grant extensions.

Delivery of your response to anyone other than the RFI Manager could result in the elimination of your response from further consideration. CHNCT requires that your RFI submission be valid for at least ninety days from 6/22/2022.

Unless responding to an inquiry or request from CHNCT, after submitting your RFI response, do not contact the RFI Manager, CHNCT, or any of its personnel, agents, consultants, or representatives concerning your submission while it is under evaluation. Upon completion of the evaluation, each bidder will be advised whether or not it has been selected for further consideration. CHNCT will provide additional information if warranted. The final bidders will be tentatively selected 8/15/2022, at which time all bidders will be notified.

CHNCT reserves the right to contact a vendor for clarification of information submitted and contact references to obtain information regarding vendor performance, reliability, integrity, and/or any other information deemed appropriate for the evaluation.

### **3.3. Pricing**

All quotes shall detail all costs to provide the scope of services described by phase. DSS anticipates that the initial phase of doula integration work will occur from the fall of 2022 through June 2023. DSS will evaluate funding availability for the continuation of activities related to this scope of work beyond June 2023.

### **3.4. Bidder's Recommendations**

CHNCT encourages all vendors to be interactive and add any additional explanations and suggestions that may make the RFI submission more effective and timely. All descriptions and suggestions for improvements will be evaluated with each submission; however, all submissions must meet CHNCT minimum requirements for consideration.

### 3.5. References

Please provide at least three professional references. All references should be from a business similar in scope to the type of work detailed in this RFI. Briefly describe the work performed and the time period for such work.

### 3.6. Confidentiality

This RFI, plus any other documents released, the information provided, discussions, etc., as part of the information gathering process, are strictly confidential and should not be divulged to anyone who is not directly involved in the preparation of the response. Additionally, all information within this submission or gained during the RFI or other related processes will remain confidential by the vendor. No information or publicity will be allowed to any third party unless CHNCT provides specific written authorization.

It is a condition of this RFI that the information provided herein is for allowing vendors to present capabilities to CHNCT. It may not be used in any other context nor revealed to any other party not directly involved in the evaluation of information in accordance with the terms of the specification.

### 3.7. Disclaimer

This RFI is not an offer to enter into a Contract but is merely a request for the vendor to submit information. Expenses incurred in responding to this request are the responsibility of the vendor. All materials submitted become the property of CHNCT. CHNCT reserves the right to modify, reject or use without limitation any or all of the ideas from submitted information. CHNCT reserves the right to discontinue the RFI process at any time for any reason. CHNCT reserves the right to reject any and all responses and is not required to make an award resulting from this process. The finalist's response to this RFI will become part of any final contract. CHNCT has no obligation to disclose the results of the RFI process or to disclose why particular prospective vendors were or were not selected to participate in the contract negotiation process.

## 4. Vendor Information

### 4.1. General Information

General Information	Response
1. Company Name	



General Information	Response
2. Street Address (no P.O. box numbers)	
3. City, State, Zip	
4. Mailing Address (if different from Street Address)	
5. Mailing City, State, Zip (if different from Street Address)	
6. Phone	
7. Fax	
8. E-mail	
9. Website and/or social media outlets	
10. Year of Establishment	
11. Total Number of Employees	
12. Primary Contact Name	
13. Primary Contact Title	
14. Primary Contact Email Address	
15. Primary Contact Phone Number	
16. Entity Type / Legal Structure (i.e. Corporation, LLC, etc.)	
17. Publicly or Privately Held	
18. Corporate ID or Federal Income Tax Number	
19. What Are Your Company's Core Competencies and How Do You Differentiate Yourself in the Marketplace?	

**4.2. Vendor Documentation**

### Vendor Documentation

Outline the experience of your management team and individuals who would most likely perform work for this RFI including resumes of the key members.

### 4.3. Risk Assessment

Risks Assessment	Response
1. Are there any lawsuits, judgments, claims, liens, restraining orders, consent decrees, foreclosures, arbitration, proceedings, or suits pending or outstanding against your organization or its officers? If yes, describe.	
2. Has your company, or your company's parent, filed Chapter 11 or 13 bankruptcy in the past ten years, or did a predecessor company or parent file chapter 7 bankruptcy? If yes, explain.	
3. Do you have any consumer actions pending with the Department of Justice or any State Attorney General actions current or pending within the last five (5) years?	

### 4.4. Culture and Strategy

Culture and Strategy	Response
1. Describe the general philosophy of your organization.	
2. Describe the strategic direction of your company as it pertains to the solutions proposed in this RFI.	