



COLORADO

Department of Health Care
Policy & Financing

303 E. 17th Avenue
Denver, CO 80203

DQ UHAA 2024-0156 Doula Stakeholder Engagement Q&A

Office Hours QA held November 2023

Question 1: Can you confirm if the Doula Advisory Committee (DAC) Monthly Meetings and Reporting (listed in the deliverable table) are indeed a deliverable and the requirements for that?

Answer: The narrative for the deliverable monthly meeting report has now been added in the solicitation modification posting on VSS. In regard to the requirements for this deliverable, the Department will work with this vendor to determine the structure of the DAC and to reporting needs around that deliverable. The Department wanted to allow some flexibility with this reporting as the structure and needs of the committee have yet to be determined. The vendor should include a structure for the monthly reporting in their work plan in their solicitation response.

Question 2: Is the Department or vendor responsible for the decision point on who is on the DAC?

Answer: Decisions on the composition of the DAC will be made by the Department and informed by feedback solicited through the stakeholder process, run by this vendor.

Question 3: I have been poking around on the VSS website, and I see that the deadline to submit is 11/10/23. However, I do not see any place to submit a bid on the website. Am I missing something?

Answer: The solicitation is posted in the CORE VSS system, you can search for the solicitation on the [Colorado VSS website](#). You can access it by going to that website, clicking on the "Public Access" button in the lower left-hand side of the page, and then putting the solicitation number listed above in the search box. Once at the listing, you can click "details" for additional information. Under the "attachments" tab you will find the solicitation documents and appendices.

All bids should be sent to the procurement point of contact, erica.crofford@state.co.us with a CC to hcpf_rfpquestions@state.co.us. All communication from the Department will be via postings on the CORE Web site. For questions related to CORE, the CORE Vendor Self-Service Help Desk is available Monday through Friday 8:00 a.m. to 5:00 p.m. MT and can be reached by calling (303)-866-6464 or emailing VSSHelp@state.co.us.

Question 4: Will the award process be delayed or affected if applicants for the vendors don't meet the requirements outlined in the contract?

Answer: In the context of our procurement process, it is essential to ensure that all vendor bids align with the stipulated requirements outlined in the solicitation and subsequent contract. This alignment is crucial for a bid to be deemed as "acceptable" and, subsequently, eligible for consideration in the awarding process. Bids that do not conform to these requirements will regrettably be unable to proceed to the award consideration stage. Our commitment to transparency and fairness in the

procurement process necessitates strict adherence to these established criteria in order to maintain the integrity of the process and uphold the principles of open and competitive procurement.

Question 5: Can you describe the scoring and evaluation criteria for this solicitation? What is the process for vetting applicants? Is there an interview part to this process or is selection just based on responses to the solicitation?

Answer: The Department is issuing the Document Quote solicitation method to procure the services needed. Please refer to Section 10. Evaluation Methodology of the Document Quote for information on the selection process and Section 11. Award and PO for information on the next steps once a vendor has been selected. There is not going to be an interview phase with this solicitation. This solicitation and the resulting Contract or Purchase Order will be awarded to the responsible Respondent whose acceptable Quote is evaluated to best meet program goals, with price/cost being the primary consideration. Other considerations may include, but are not limited to, sample quality, and lead time for delivery. The Department will follow up with individual applicants if we have clarifying questions regarding individual applications.

Question 6: Looking at page 19, the Deliverables table, it says that the stakeholder meetings report is due by 1/31/24. Does that mean all stakeholder meetings must be completed by then?

Answer: Yes; due to the timelines set forth by legislation, the Department needs stakeholder meetings to conclude by 1/31/24, in order to make decisions about system updates and other internal operations to ensure the doula benefit can go live by 7/1/24, as required by the legislation.

Question 7: How will the capacity of applicants be evaluated to ensure that the stakeholder process will meet the tight timeline?

Answer: While the Department does not know the capacity of individuals or organizations applying for this funding, by applying to this DQ, the applicants are committing to completing all work outlined in the solicitation by the agreed-upon due dates.

Question 8: Will this vendor be playing a neutral role? How is the department ensuring that?

Answer: Vendor will synthesize content to reflect data collected from the community and national best practices because the scope of this contract is as a facilitator of stakeholder work that influences policy design. Policy design balances allowable state and federal authorities, allocated funding for programs, evidence-based implementation science AND stakeholder input from providers, advocates and members. To collect that stakeholder input, the Department holds all its vendors—particularly those responsible for equitable community engagement—accountable to act with integrity that reflects diverse and sometimes conflicting feedback. Any stakeholder work requires creating open and safe space where differing opinions can be respectfully discussed with the shared goal of improving the experiences of pregnant and postpartum members.

Question 9: Will the vendor help with the implementation when the July launch date happens, specifically, will they be part of that implementation after the 6/30/2024 deadline?

Answer: The contract is set to conclude on June 30, 2024. Therefore, any work related to the implementation that may be required after that date will necessitate a separate and distinct

discussion and agreement. The Department will consider the requirements and options for any work beyond the contract end date as the situation evolves closer to the conclusion of the existing contract.

Question 10: Will the implementation of payments to doulas be the responsibility of this vendor? Is there going to be a third vendor?

Answer: No, the Department is responsible for managing payments to doulas. There is no third vendor involved in this particular initiative. This solicitation process is exclusively dedicated to securing the services of the doula stakeholder engagement vendor, who will play a pivotal role in facilitating stakeholder engagement and informing on the implementation of this new benefit.

Question 11: Is there another state in particular that you have looked to when you talk about some of the best practices of stakeholder engagement?

Answer: Yes, the Department has indeed examined several states, including California, New Jersey, Michigan, and Maryland, to gain insights into best practices for stakeholder engagement but would like an approach that considers the unique needs and objectives of our Colorado landscape.

Question 12: Will this vendor be responsible for all decision points, such as what the scope of practice will be for doulas and whether they should be mandatory reporters, etc.?

Answer: As answered above in the response provided to Question 2, decisions made by the Department are informed by feedback solicited through the stakeholder process, run by this vendor. Policy design, balances allowable state and federal authorities, allocated funding for programs, evidence-based implementation science and stakeholder input from providers, advocates, and members. The vendor's central function is to solicit the collection of stakeholder input on decision points in a way that reflects the diverse needs of the community—including and not limited to doulas.

Question 13: Where can I watch the Office Hours Recording?

Answer: Thank you all for participating in the Department's Office Hours session. Your engagement is greatly appreciated. For those who might have missed the session or would like to review it, we have provided a video link for your convenience.

Zoom Recording Link: https://us06web.zoom.us/rec/share/egont3INN8-dpYr12gCYWl4Mlj_spOswW0y403fEsRiCuZjM2xwmXaDZxMWvdwGv.a7_0wLwXJ0ajxt2

Video Passcode: *CJ*ji6G!*

The following is our schedule of events:

1. SOLE POINT OF CONTACT

1. The Department's sole point of contact for this solicitation is:
 1. Erica Crofford
 2. Erica.crofford@state.co.us
 3. CC: HCPF_RFPQuestions@state.co.us

2. Schedule of activities

1. The timeline for activities associated with this DQ is as follows:

ACTIVITY	DATE DUE ¹
Inquiries Deadline (This deadline has passed, at this point, we are unable to accept any further inquiries) Inquiries will be accepted only via email to erica.crofford@state.co.us with a CC to HCPF_RFPOptions@state.co.us .	November 7 th , 2023 3:00 PM Mountain Time
Quotation Response Deadline Quotation responses will be accepted only via e-mail to erica.crofford@state.co.us with a cc to HCPF_RFPOptions@state.co.us	November 17, 2023 3:00 PM Mountain Time
Vendor Selection Estimated the week of:	November 20 th , 2023
PO Term Estimated:	December 2023-June 30, 2024
¹ NOTE: All dates after Quotation Response Deadline are estimates for informational purposes only.	

Your continued interest and involvement are instrumental in the success of our program, and we look forward to your continued support. Thank you once again for your participation.