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ADDENDUM NO. 2

April 20, 2023

**Title: Provision of Environmental Services (EVS) Management and Support Staff
RFP # H23-0021**

1. General

This addendum revises RFP documents. This addendum is issued to respondents of record prior to execution of contract and forms a part of contract documents and modifies previously issued documents. Insofar as previously issued contract documents are inconsistent with modifications indicated by this addendum, modifications indicated by this addendum shall govern. Where any part of the contract documents are modified by this addendum, all unaltered provisions shall remain in effect.

2. Addendum Acknowledgement Form

Acknowledge receipt of this addendum in the space provided on the Addendum Acknowledgement Form. Proposers must include the signed form with their response. Failure to do so will subject Proposers to disqualification.

3. Changes and Clarifications

A. Responses to Questions received on or before 04/10/2023.

4. Attachments

None

Responses to Vendor Questions

ID	Question	CCHHS Response
1	Are non-audited financials acceptable for a small business applicant?	CCH can accept three years of Tax returns (2019, 2020, 2021) prepared under a certified CPA.
2	Is the current vendor union, and if so, can you provide pay rates, seniority, etc., for current employees?	Yes, the current vendor is union. The vendor pay rates and staff seniority is proprietary information.
3	What is the current custodial staffing by shift and in-house v. contractors?	JHS First Shift: Staff Level = 82, Approximate Contractor % = 35% JHS Second Shift: Staff Level = 82, Approximate Contractor % = 35% JHS Third Shift: Staff Level = 51, Approximate Contractor % = 50% Provident (All): Staff Level = 35, Approximate Contractor % = 35%
4	Can we submit a proposal for both requirements with a caveat that we will perform one but not both?	Yes, you may submit a proposal for one or both.
5	Will MBE prime contractors with 100% participation be required to add a WBE subcontractor?	Yes, you would be required to fulfill the WBE subcontractor.
6	Will Cook County Health provide healthcare-mandated vaccinations and testing? If so, at what cost?	No.
7	Is square footage provided in the RFP CLEANABLE square footage only, or is it TOTAL building square footage?	It is net cleanable square footage.
8	What is the average discharges per day or per year for both Provident Hospital and Stroger Hospital?	For JHS, there are about 26,000 discharges annually; for Provident, there are about 2,600 discharges annually.
9	What is the average number of surgeries per day at both Provident Hospital and Stroger Hospital?	For JHS, there are about 17,000 surgeries annually; for Provident, there are about 5,000 surgeries annually.
10	Please provide any vaccine mandates that would be required for the supplier.	The Flu vaccine and full vaccination for Covid-19 are required. There are additional immunizations required: Measles, Mumps, Rubella, TB (Quantiferon/2 step TB), Varicella and Hepatitis B.
11	Please provide a copy of the current Collective Bargaining Agreement (CBA).	Please visit the following page: https://www.cookcountyil.gov/service/collective-bargaining-agreements

ID	Question	CCHHS Response
12	Please provide the current number of budgeted FTEs by location (both for CCH employed and agency support).	Please see response to question #3.
13	Are you able to provide a Statement of Work or scope of work for what is provided from a cleaning perspective by location? i.e. frequencies	Please refer to the list of locations as outlined in the RFP.
14	Should the training program in Section 5.1 included training for all CCH employed front line staff, or just the staff that the supplier is providing?	The training program will include all CCH staff and vendor staff.
15	Please confirm that supplier should provide window cleaning services, elevator operator services and security services. If so can you provide further details as to scope of work?	Exterior window cleaning, elevator operator services and security services are not part of this RFP.
16	Stroger Hospital: Please clarify the understanding for the current staffing structure to ensure adequate allocations: -Cook County Health approximately 145 support staff -Current agency providing 65 associates with a potential need for 80-100 agency staff members as capacity increases?	Please see response to question #3.
17	Provident Hospital: Please clarify the understanding for the current staffing structure to ensure adequate allocations: -County County Health approximately 30 support staff -Current agency providing 15 associates with a potential need for 30-45 agency staff members as capacity increases? -During rounds at the Dialysis outbuilding it was communicated that that area is cleaned by a separate contract vendor. Please confirm that this area is outside of scope? -The RFP document states that there are 8 ORs at Provident. During rounds, there was mention of 3 additional OR suites for Ophthalmology. Is that correct for a total of 11 ORs?	Please see response to question #3. The Dialysis Center at Provident is out of scope for this RFP. Yes, there are 8 operating rooms in the main OR and there are 3 procedural areas used for eye procedures on the 4th floor.

ID	Question	CCHHS Response
18	<p>The request for proposal document states the following:</p> <p>Vendor must provide a System Director for EVS and then collaborate with Cook County Health to fill out the remainder of the organizational chart for a fully staffed management staff; representative EVS management staff may include unless otherwise recommended by the vendor:</p> <p>StrogerCampus:1 Director, 2AM Managers, 2PM Managers,1 Night Manager, 1 Training Manager, 1 Project Manager, 4 AM Supervisors, 4 PM Supervisors, & 2 Night Supervisors Provident: 1Manager, 1AM Supervisor, 1PM Supervisor, & 1 Night Supervisor</p> <p>-Is the preference for vendors to provide the costing for the System Director only at this time? Cook County Health provides the current insourced Management & Supervisors on the Excel document for Stroger & Provident. Could you provide the current vendor provided Management complement? That would provide an overview of the current EVS Org Chart.</p>	<p>As part of the proposal, responses are expected for all roles outlined.</p> <p>Currently 35% of the management positions are filled by the contracted vendor.</p>
19	<p>Contractor will maintain 75th percentile or monthly improving numbers for “Cleanliness of Hospital” HCAHPS score.</p> <p>-What is the previous 12 month & current YTD HCAHPS percentile?</p>	<p>Currently the Cleanliness of Hospital HCAHPS score is 65% of top box.</p>
20	<p>Contractor will ensure minimum staffing levels are maintained. Measure: Weekly reporting of staffing levels for management and frontline workers</p> <p>-Please define what the minimum staffing levels are for each facility and what is currently staffed at each?</p>	<p>The proposed minimum staffing levels are required as part of the proposal. Please refer to question #3 for current staffing levels.</p>

ID	Question	CCHHS Response
21	<p>Contractor will ensure Bed Turns are under 60 minutes or improving. Measure: monthly reporting of time from request to bed cleaned from teletracking averaged.</p> <p>-What throughput software is currently being utilized to measure turn times? -What are the current YTD turn times?</p>	Teletracking is currently used. The current turn times are 85 minutes.
22	<p>Contractor will ensure response time to ticket requests is under 60 minutes. Measure: weekly reporting from ticketing system on response time</p> <p>-What system is being used for ticket requests?</p>	Fresh Service is currently used.
23	<p>Support Staff Augmentation Questions</p> <p>-What is the current hourly wage rate for support staff? -What is the current hourly wage rate for CCH staff that are assigned to janitorial or EVS positions? -Who is the current vendor for support staff augmentation? -Is the current vendor in good standing? -What are the current pain points in relation to support staff augmentation?</p>	<p>The current rates are proprietary information. The current vendor for support staff is EBM and they are in good standing.</p>
24	May proposers partner with MBE/WBE subcontractors that did not attend the site inspection on 4/6/23?	Yes.
25	The RFP materials list a fingerprint-based background check as a pre-employment requirement. Can you confirm that this will be required for Environmental Service Workers/Janitors provided by Contractor?	Yes.

ID	Question	CCHHS Response
26	<p>If a fingerprint-based background check is required, will the following be required in addition to the fingerprint-based background check?</p> <ul style="list-style-type: none"> a. Country-wide Criminal Search b. Healthcare Sanctions List Level 3 c. National Criminal Scan d. National Sex Offender Registry e. Social Security Number Check 	<p>Any additional requirements may need to be worked out with HR prior to onboarding.</p>
27	<p>The following pre-employment qualifications are listed in the RFP materials/have been provided in verbal instructions: drug test, covid-19 vaccination/boosters, annual flu vaccine, TB vaccine. The following requirements are not listed in the RFP materials. Can you confirm if these items will be pre-employment qualification requirements for the Contractor provided employees:</p> <ul style="list-style-type: none"> a. Proof of High School Diploma or GED b. Immunity Testing with needed vaccines for Measles, Mumps, Varicella (ABEMI), Hepatitis B, and Rubella 	<p>Yes, high school diploma or GED is required. Please see response to question #10.</p>

ADDENDUM ACKNOWLEDGEMENT FORM

As required by the RFP, Proposers must submit this acknowledgement form with their response. One acknowledgement form per response, listing all addenda, is appropriate.

Addendum No.: _____

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Addendum No.: _____

Addendum No.: _____

Company Name: _____

Representative's Name: _____

Signature: _____

Date: _____

END OF ADDENDUM