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ADDENDUM NO. 3

April 4, 2023

**Title: Contract Labor Management Services For Nurse Agency Services
RFP # H23-0015**

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. RFP # H23-0015 - **Proposal due date has been changed from April 7, 2023, to April 19, 2023, by 2:00 PM, Central**
- b. Response to questions received.

4. Attachments

- a. Non-Disclosure Agreement
Proposer(s) may access the following attachments by 1) download and save this Addendum file to a local drive and 2) open the Addendum document using Adobe application, 3) expand the navigation pane (left of window) and click on the paper-clip icon.

Responses to Vendor Questions

	Section of the RFP	Question	CCHHS Response
1		How does the government expect exceptions to be submitted?	Do not understand question
2		Are redlines to the contract allowed?	Yes
3		Will this be single or multiple award?	Single Award is contemplated. CCH reserves the right to make multiple awards
4		Are subcontractors allowed?	Yes
5		Are you selecting the VMS and MSP independently? Or are you requiring a consolidated offering?	Requires clarification.
6	General Question	Our response team is largely remote. Is it acceptable to use electronic and/or scanned signatures on physically and electronically submitted documents?	It will depend on the type of document circumstance and Cook County Health Dept.
7	Master Services Agreement	Can you provide a list of all the Cook County entities covered in this agreement? We are specifically concerned with any included correctional facilities, but a comprehensive list will be appreciated.	See Appendix A to this Addendum 1. Yes, correctional facilities are included.
8	Financial Status	It is our policy to require a non-disclosure agreement be signed before providing Audited Financial Statements. Will CCH sign an NDA?	See attached and return NDA
9	Reporting and Record Keeping Requirements: 8ai	Is there flexibility on this? Industry standard for paying agency personnel is one week.	It is up to the selected vendor to determine how often they will pay their contracted agencies.
10	General Question	What does CCH consider to be its top three challenges around its clinical workforce?	To be discussed upon contract award.
11	General Question	What is CCH's current permanent nurse vacancy rate?	To be discussed upon contract award.
12	General Question	How many temporary contracted laborers have CCH converted to permanent staff members in the last three years?	To be discussed upon contract award.
13	General Question	Does CCH see an opportunity to strengthen its internal float program?	To be discussed upon contract award.

	Section of the RFP	Question	CCHHS Response
14	General Question	Does CCH currently recruit local clinicians for shiftwork, FMLA leave or any additional circumstances?	To be discussed upon contract award.
15	General Question	How many hours of CCH staff time is currently consumed in the processes of sourcing and managing contract labor?	To be discussed upon contract award.
16	General Question	How does CCH handle interviewing for candidates? Are unit managers involved in the hiring process?	Depending on the area, the Hiring Manager may interview and/or recommend an offer based on our criteria.
17	General Question	Upon receiving a submission, what is CCH's average time to interview a candidate?	24-48 hours of receipt of resume.
18	General Question	Which contract positions have been most challenging to procure?	To be discussed upon Contract award.
19	General Question	Does CCH currently have a plan in place to reduce its reliance upon contract labor?	Yes.
20	Key Performance Indicators: 9ci, ii, iii	Is CHS currently receiving and/or tracking these KPIs? If yes, can those indicators be shared?	Yes, and they will be defined with the selected Proposer.
21	General Question	What is the estimated percentage of contract labor usage in each CCH setting (e.g., hospitals, Renal Dialysis, corrections)? What percent of CCH contract labor usage is required to support the DOC?	N/A
22	Security Questionnaire - Section D	How should vendors respond in the Information Security Questionnaire - Section D if questions are not applicable to us? The questionnaire provides no obvious mechanism to do so. It contains a scoring system in which entering the lowest score will seemingly count against us and entering the highest score seems to indicate something is in place even if the question is 'not applicable.' Please describe clearly how vendors are to respond when questions do not apply and are not down-scored for it.	You may enter "Not Applicable" within the note field to the specific questions that do not apply.
23	8.3	Can the Security Questionnaire be returned by email vs. hard copy?	It should be returned as a part of the complete package.

	Section of the RFP	Question	CCHHS Response
24	Cover Page	If using a courier, the proposer can't control the time of delivery. If the response is received the day before or outside of the time window on the due date, will it be disqualified?	Proposals are due before the due date by 2 pm.
25	8.3	Is it acceptable to send the response only electronically with separate emails for the pricing and technical proposals?	Hard copy as well as E-mail
26	5.6	Does the County have a preferred pricing format to help with comparison among suppliers?	Proposers may propose it cost format.
27	5.6	This section states proposers should include reference to the pricing RFP see Attachment D. Attachment D is the security questionnaire. Is there another attachment to reference?	There is no pricing Attachment.
28	4	Can you provide an estimated annual volume for the roles included in this bid?	To be discussed upon contract award.
29	2	What are the pain points Cook County is experiencing with the current providers for these roles?	To be discussed upon contract award.
30	2	What is the selection process for this bid and what roles are included in the selection committee?	See section 6 of the RFP.
31	2	Is this RFP required due to contract expiration dates with the current provider or is there another business reason that the RFP is released at this time?	The current contract is set to expire.
32	N/A	If our organization would commit to a Service Level Agreement (SLA) with Key Performance Indicators (KPIs) like time to fill, would that be of interest to Cook County Health?	This is a requirement in section 8d of the RFP.
33	N/A	What are the most important outcomes of the RFP? Rate reductions, speeding up your time to fill, etc.?	At a minimum it should meet the objectives described in section 2.a and also meet the minimum requirements outlined in the KPI's found in Section 5.4.

	Section of the RFP	Question	CCHHS Response
34	N/A	Does Cook County prefer a managed services provider that is “vendor neutral” and doesn’t have a vested interest in prioritizing their own staff over the rest of the talent in the market?	CCH is open all approaches.
35	N/A	Can you provide the decision making process?	See Response to question 30.
36	PAGE 6 OF 20 License, Permits and Qualifications	Kindly confirm, do we have to provide resumes of key personnel in the RFP response?	Yes, for the firm that will providing services.
37		Is this a new initiative? If not, please provide the names of the current vendor(s) providing the services.	No. Vaya Workforce Solutions, LLC
38		Can you please let us know the previous spending of this contract?	To be discussed upon contract award.
39		Please confirm if we can get the proposals or pricing of the incumbent(s).	A request may be made via the Freedom of Information Act request.
40		Are there any pain points or issues with the current vendor(s)?	No.
41		Please confirm the anticipated number of awards.	See response to question 3.

**Appendix A CCH Locations
CCH Facilities**

Name	Address	City	State	Zip
John H. Stroger, Jr Hospital	1969 W. Ogden Avenue	Chicago	IL	60612
Provident Hospital	500 E. 51 st Street	Chicago	IL	60615
Cermak	2800 S. California Avenue	Chicago	IL	60608
Juvenile Temporary Detention Center	1100 S. Hamilton Avenue	Chicago	IL	60612
Ambulatory & Community Health Network (ACHN) Stroger Specialty Care Clinics	John H. Stroger, Jr Hospital 1969 W. Ogden Avenue	Chicago	IL	60612
Ambulatory & Community Health Network (ACHN) Stroger Specialty Care Clinics	Professional Building 1950 W. Polk Street	Chicago	IL	60612
John Sengstacke Health Center of Cook County Primary Care and Specialty at Provident Hospital	500 E. 51 st Street	Chicago	IL	60615
Arlington Heights Health Center of Cook County	3250 N. Arlington Heights Road, Suite 300	Arlington Heights	IL	60004
Austin Health Center of Cook County	4800 W. Chicago Avenue	Chicago	IL	60651
Blue Island Health Center of Cook County - Primary Care and Specialty	12757 S. Western Avenue	Blue Island	IL	60406
Children's Advocacy Center of Cook County	1240 S. Damen Avenue	Chicago	IL	60608
Cicero Health Center of Cook County	5912 W. Cermak Road	Cicero	IL	60804
Cottage Grove Health Center of Cook County	1645 Cottage Grove Avenue	Ford Heights	IL	60411
Englewood Health Center of Cook County	1135 W. 69th Street	Chicago	IL	60621
Logan Square Health Center of Cook County	2840 W. Fullerton Avenue	Chicago	IL	60647
Morton East Adolescent Health Center of Cook County	2423 S. Austin Boulevard	Cicero	IL	60804
Near South Health Center of Cook County	3525 S. Michigan Avenue	Chicago	IL	60653
North Riverside Health Center of Cook County	1800 S. Harlem Avenue	North Riverside	IL	60546

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