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COOK COUNTY HEALTH

REQUEST FOR PROPOSAL (RFP) H20-0010

TITLE: Enterprise Secure Messaging and Mobile Communications Solution

DATE ISSUED: January 27, 2020

GENERAL DESCRIPTION: Cook County Health is seeking an Enterprise Secure Messaging and Mobile Communications Solution.

RESPONSE/PROPOSAL DUE DATE: February 28, 2020 by 2:00 p.m. CST.

Responses to this proposal shall be delivered after 8:00 AM (CST) but no later than 2:00 PM (CST) to:

Cook County Health
C/O John H. Stroger, Jr. Hospital of Cook County
1969 West Ogden Ave., Lower Level Room # 250A
Chicago, IL 60612
Attention: Supply Chain Management Department

Please note that it takes approximately 20 minutes to pass security and walk to room 250A.

Delivery of proposals must include the **Proposal Acknowledgement Form** included at the end of this document.

PREPROPOSAL CONFERENCE:

Date and Time: February 5, 2020, 10:00 AM

Location: 1969 West Ogden, Chicago IL, 60612

John H. Stroger Jr. Hospital, 5th Floor Conference Room 5305

VENDOR QUESTIONS DUE DATE: February 7, 2020 by 2:00 p.m. CST.

All questions regarding this RFP should be directed to purchasing@cookcountyhhs.org

The RFP and related Addenda will be posted at the <http://www.cookcountyhhs.org> website under the "Doing Business with Cook County Health" tab.

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ATTACHMENTS ARE ATTACHED TO THE PDF AS A PAPERCLIP.

1 Background

The Cook County Health (CCH) is a unit within Cook County government. CCH provides a full continuum of health care services through its seven operating entities, referred to as System Affiliates. System Affiliates provide a broad range of services from specialty and primary care to emergency, acute, outpatient, rehabilitation and preventative care. CCH services are offered without regard to a patient's economic status or ability to pay.

CCH operates John H. Stroger, Jr. Hospital of Cook County (JHSH), the Ambulatory and Community Health Network (a system of fifteen clinics), the Cook County Department of Public Health, Cermak Health Services of Cook County (a health facility operated within the confines of the Cook County Department of Corrections), Ruth M. Rothstein Core Center, and Oak Forest Health Center of Cook County. The System also operates CountyCare, a Medicaid health plan for low-income adults established under the Affordable Care Act.

John H. Stroger, Jr. Hospital of Cook County (JHSH) is seeking to replace/integrate the existing pager solution with a new Enterprise Secure Messaging and Mobile Communications solution, including infrastructure hardware, material, mobile devices, subsystem integration, software and all required professional services that encompass a fully deployed Enterprise Secure Messaging and Mobile Communications solution. The solution must support the following but is not limited to: texting, SMS, MMS, video, email, paging, scheduling, alerts and notifications (see Appendix 1 for full list of required integration).

2 Purpose

Cook County Health understands that patients have a choice in selecting their preferred provider. The Enterprise Secure Messaging and Mobile Communications Project will focus on the patient experience, creating an environment of care that places the patient and their families at the center. Leveraging technologies such as Secure Messaging and Mobile Communications will directly impact the quality of care our patients and their families receive at CCH.

The purpose of this Request for Proposal (RFP) is to invite prospective Proposers to submit a proposal for a new Enterprise Secure Messaging and Mobile Communications Solution to CCH. The pricing structure must be based on an Enterprise Solution.

The RFP provides Proposers with the relevant operational, performance, application, and architectural requirements of the solution. CCH intends to use the information provided in the responses to identify the Proposers best qualified to meet the requirements of this project.

3 Business Goals and Objectives

Cook County Health is seeking proposals for an Enterprise Secure Messaging and Mobile Communications Solution that will enhance collaboration opportunities, improve over-all communications, reduce costs, provide better patient care, ensure compliance with Federal and State laws, provide disaster recovery and business continuity capabilities, deploy up-to-date and advanced technologies that enable new application development and allow for future growth. CCH expects 1% growth per year over the next three (3) years. CCH intends to award one contract, for a duration of thirty-six (36) months with one (1) year extension option. Through the provision of services identified in this RFP, the selected proposer shall assist CCH in meeting the following business goals and objectives:

- a. All required work must be performed without interruption to Patient Care operations.
- b. Existing systems must remain fully functional until the new systems are installed, tested, commissioned and can operate as intended.

- c. The new Secure Messaging and Mobile Communication system will be installed over multiple phases by zones, areas or floors and will require a high degree of coordination between Cook County Health leadership, departments, and end-users and the selected Proposer.
- d. Selected Proposer will provide a full organizational assessment and recommendations for the installation and deployment of the new Enterprise Secure Messaging and Mobile Communications system.
- e. Selected Proposer will complete Current State and Future State departmental workflows as part of the design phase of the project and submit these to CCH leadership for approval prior to project start.
- f. Selected Proposer will be required to include integration to all listed products/services that are outlined in the Scope of Work in section 5.
- g. Selected Proposer will document baseline performance metrics and project targets during the initiation phases of the project. Baseline metrics and target performance will be reported to CCH leadership post live at intervals of 90 and 120 days. For metrics that fall below target, the selected Proposer will provide operational and system configuration recommendations/changes that drive achievement of target metrics. Metrics include but are not limited to:
 1. Data Encryption
 2. HIPPA Compliance
 3. End-User Adoption
 4. Resource Optimization
 5. Performance Use Metrics
 6. Increase Patient Satisfaction
 - i. Reduce Medical Errors
 - ii. Reduce Visit Time
 - iii. Higher Patient Satisfaction
 7. Increased Staff Productivity
 - i. Department Transfers
 - ii. Workflows
 - iii. Discharges
 - iv. Team Collaboration
 8. Increased Intra Communication
 9. Decrease Response Times
 10. Decrease Overhead Pages
 - i. Quite Health Care Environment
 11. Network and Mobile Device Security

4 Schedule

Cook County Health anticipates the following schedule.

Activity	Estimated Date
RFP posted to the website	January 27, 2020
Pre-Proposal Conference	February 5, 2020 at 10:00 am
Vendor Questions Due Date	February 7, 2020 by 2:00 pm
CCH response to Vendor Questions – Tentative	Week of February 10, 2020
Proposal Due Date	February 28, 2020 by 2:00 pm
Evaluation of Proposals -Tentative	March

5 Scope of Work

5.1 Overview

John H. Stroger, Jr. Hospital of Cook County (JHSH) is a 450-bed teaching hospital that serves as the hub for Cook County Health for delivery of specialty and sub-specialty care. Home to one of the busiest Level 1 trauma centers in the nation, JHSH's emergency room treats approximately 120,000 adults and children annually. JHSH is approximately 1.2 Million SQ. FT. and consists of eight (8) floors including a basement and is located at 1901 W. Harrison Street, Chicago, Illinois. CCH is seeking a new Enterprise Secure Messaging and Mobile Communications Solution, including infrastructure hardware, material, mobile/smart devices, subsystem integration, software and all required professional services that encompass a fully deployed and integrated Secure Messaging and Mobile Communications Solution. The proposed solution should be based on five (5) nines (9's) 99.999 % uptime, high availability, redundancy and failover. CCH expects 1% growth per year over the next three (3) years.

5.2 Current Operation

5.2.1 Current Operations

CCH currently leverages the use of a wireless pager system and a variety of wireless pager devices ranging from Numeric, Alpha Numeric, and Secure Alpha Numeric pagers. CCH uses these devices and technology for all critical codes, emergency response and day to day communications between departments and staff. The current pager system has headend electronic equipment located within the main (JHSH) hospital to provide coverage to all floors and departments. The current pager system also works offsite and is used to communicate to staff when they are not on campus. CCH has a total pager count of approximately three thousand (3,000) devices. CCH is seeking an Enterprise Secure Messaging and Mobile Communications Solution that encompasses all of the above mentioned into a single intuitive solution.

5.3 Secure Messaging and Mobile Communications Requirements:

5.3.1 General Requirements:

Cook County Health is seeking to deploy a new Enterprise Secure Messaging and Mobile Communications Solution. The general requirements are meant to provide a high-level overview, and the proposer shall respond to the below requirements in the Solution Requirements Matrix (Appendix 1).

- a. Selected Proposer shall provide all labor, materials, software, and equipment to install a fully functioning Enterprise Secure Messaging and Mobile Communications system, including infrastructure hardware, material, mobile devices, subsystem integration, deployment, testing, training, software and all required professional services that encompass a fully deployed Enterprise Secure Messaging and Mobile Communications solution. **All required equipment must be provided regardless if included in the requirements or not.** All work shall be in accordance with all Federal, State, and Local laws, codes, and ordinances.
- b. Proposer must supply a modular system design that allows for phased expansion into other facilities and areas of CCH.
- c. Proposer must provide a logical schematic diagrams and physical design drawings in Visio format representing physical and environmental parameters.
- d. Proposer must provide an itemized list of proposed system, equipment including all common, stationary and auxiliary components necessary for the successful operation of the proposed system.
- e. Proposer will be required to assist in the completion of a Return on Investment (ROI) analysis.
- f. Proposer will include a suggested internal support model for its proposed solution that will detail appropriate staffing levels for all aspects including but not limited to help desk, break/fix, field technical support and system administration.
- g. Proposer will be required to project manage all migration efforts with staff and departments.

- h. Proposer must supply an itemized list of proposed system equipment including all common, stationary and auxiliary components necessary for the successful operation of the proposed system, such as equipment cabinets, distribution frames, and power requirements.
- i. Proposer must provide project management for the entire project including, but not limited to, coordination and scheduling of walk-throughs, site surveys, installations and inspections. Proposer must provide resumes of all proposed project management resources.
- j. The proposed equipment, software, and components furnished shall be fully compatible with Nurse Call System, Overhead Paging System, VOIP PBX System, Cerner (EMR) and other applications outlined in Appendix 1.
- k. All work in conjunction with this installation shall meet the provisions of the National Electrical Code and other applicable codes (where applicable).
- l. The system shall conform to the current NFPA, UL, ETL and FCC standards (where applicable).
- m. The Proposer shall provide a single point of contact 24/7/365 that will coordinate technical and service support. Technical and Service Support must be provided by factory trained personnel.
- n. The selected proposer/vendor shall have technicians certified or approved by the manufacturer in the installation and operation of the system to be installed. On-premises maintenance shall be provided at no cost to the owner, for a period of 12 months from date of completion of installation, unless damage or failure is caused by misuse, abuse, neglect or accident.
- o. The system shall (Cloud Based or on Premise) consists of a modular design, with high availability (redundancy), high quality servers and components, and end devices for optimum performance and uptime.
 - 1. The proposed solution must be based on five (5) nines (9's) 99.999 % uptime and have built in redundancy and failover.
 - 2. CCH expects 1% growth per year over the next three (3) years.
 - 3. Operation shall be accomplished simply and easily with minimal training required.
 - 4. Ability to receive and relay to the emergency call computer signals from Cerner and various alarm devices
 - 5. Incoming alarms shall be displayed by location and call type with automatic arrangement of calls by priority and time of placement.
 - 6. Full operation during power failure utilizing alternate power supplies.
 - 7. Ability to provide annunciation on a care provider's mobile device describing room and location of the call being received
 - 8. Ability to send alerts to any VoIP direct messaging device or email address without requiring third party middleware
 - 9. Programmable escalation patterns
- p. CCH requires three environments during the deployment phase as well as all subsequent upgrades (Production, Test, and Training). These requirements will be used for deployment of the new solution and future upgrades throughout the product Life Cycle.
 - 1. Test Environment – A test environment is required that mirrors the live production environment, including hardware and software. This test environment would be used to test application changes before they are deployed to production. This step is an important part of quality assurance, where all changes are tested to minimize the risk of adverse reactions in the production environment. While it is necessary to mirror all of the functions of the production environment, it is not necessary to maintain the same load capacity
 - 2. Training Environment – A training environment is also required that allows CCH to provide hands-on training to users. This environment would allow CCH to maintain unique data for use in training and conduct training without interference with the test and/or production environments. This environment would have occasional use.
 - 3. Production Environment - Also known as the live working environment where the equipment, software and applications are being interacted directly with.

5.3.2 Secure Messaging and Mobile Communications System Requirements:

The below outlined requirements are a high level overview of what integration Cook County Health is requiring as part of the Enterprise Secure Messaging and Mobile Communications Solution. A full detailed list of all requirements will be found in Appendix 1. It is important for the proposer to respond in a concise manner to each item in Appendix 1. The proposer will be required to indicate the level of compliance with required specifications for each item listed in Appendix 1.

a. Secure Messaging:

Cook County Health requires that all messages (see Appendix 1 for complete list) be HIPPA Compliant to individuals, groups and teams. CCH requires that these messages be archived for reporting and auditing purposes. This solution must also include (but not limited to) the following:

1. Secure and HIPPA compliant Image capture and sharing (Only within and to external sources)
2. Secure and HIPPA compliant document capture and sharing (Only within and to external sources)
3. Message acknowledgement
4. Group Messaging
5. Forward and Backup/Escalation
6. Message to non-licensed organizations
7. Archive
8. PC/Web Based Console (Web Interface)
9. Solution must be managed and Set-Up via an intuitive web-based interface

b. VOIP Telephone Integration:

CCH requires the integration into the existing VOIP Cisco CUCM 11.x telephone system for all external and internal calling from within the Secure Messaging and Communications Solution application.

1. CCH requires Connectivity and redundancy from WiFi to Cellular
2. CCH requires that all calls made from within the application while at any CCH location be made via the integration between the application and the Cisco CUCM 11.x VOIP telephone system

c. Alert Integration:

CCH requires full integration into the subsystems for alerting, codes and escalations. The integration must also include (but not limited to) the following

1. CCH requires integration and setup of a Discharge Workflow with alerts to individuals, teams and groups with escalation to management.
2. CCH requires Critical Lab alerts to be sent to individuals, teams and groups with escalation to management.
3. CCH requires integration and alerts from the Cerner EMR system
4. CCH requires integration and alerts from patient monitoring devices
5. CCH requires integration and alerts from EMR rules (such as Sepsis)
6. CCH requires alert escalations when system alerts are not acknowledged
7. CCH requires alert tone priority to be set based on criticality of alert
8. CCH requires all alert acknowledgements be trackable

d. Scheduling Integration:

CCH requires full integration into calendars and on call schedules

1. CCH requires integration with Office 365 calendars
2. CCH requires integration with oncall schedules/rotations

3. CCH requires integration with Cerner Clarvia
4. CCH requires the ability to set role based assignments
5. CCH requires the ability to set off-call/rotation and Do Not Disturb schedules

e. EMR Integration:

CCH requires full integration into the EMR (Electronic Medical Records System, Cerner).

1. CCH requires integration into the Patient's Information (ADT Feeds)
2. CCH requires integration with Care Teams and all subsequent roles, workflows, alerting, and team communication
3. CCH requires integration to a patients medical and pharmacy orders and all associated alerts
4. CCH requires the ability to attach and send HIPPA compliant and encrypted images
5. CCH requires that images be directly transferred/transmitted to patient chart
6. CCH requires integration into Cerner (EMR) patient chart
7. CCH requires integration to support workflows
8. The reporting system will allow discrete data to be exported to the CCH Business Intelligence database. Data elements should include but are not limited to:
 - i. Time and Date
 - ii. Shift-Range
 - iii. Room/Bed Number
 - iv. Area Name
 - v. Call Priority
 - vi. Event

f. Hardware:

CCH is seeking the proposer to offer three (3) choices of hardware (cell phone/smart handheld devices to run the application) to support the new Secure Messaging and Mobile Communications Solution. Each options should be priced individually and all supporting/relating specifications as well as Pro's and Con's to each device need to be listed. Proposer should recommend the best device to use based on the requirements set forth in section 5.3 and Appendix 1.

Requirements

1. Device must have the ability to perform Patient band scanning
2. Device must be rugged enough to withstand use by 24/7 staff (rugged case and extended/additional batteries will be required)
3. Device must be warranted for the term of the contract
4. Device must be large enough to clearly read, respond and interact with the Secure Messaging and Mobile Communications Application
5. Device must have the ability to load additional application from the Google Play Store and Apple Store
6. The proposed solution must integrate with Microsoft Intune and Airwatch
7. Device must be clinically approved to be used in a Health Care Environment
 - **Main System Hardware: See Appendix 2 for Server Requirements**
 - The proposed solution should be based on five (5) nines (9's) 99.999 % uptime be highly available and have built in redundancy/failover
 - All proposed server hardware will need to meet Server requirements

g. Auditing:

A full auditing, reporting and message archiving solution is required as part of this solution. All messages (text and video), alerts, phone calls, notes etc. are required as part of this auditing and reporting function.

5.3.3 Integration Requirements:

Proposer must provide an annotated, detailed solution integration diagram and describe how the overall proposed solution would meet each of the following:

- a. Overall architecture design of the solution including all connection points to integrated systems (on-prem, cloud based) EMR, Paging, Calendars, Schedules, Labs results, Nurse Call etc
- b. Must support bi-directional Cerner EHR and Care Aware Connect device integrated workflow/alerts using standard HL7 protocols
- c. Must support medical device integration (both wired and wireless)
- d. Must support data feeds (critical alerts, response time, overall usage of solution) into Executive Dashboard
- e. Solution must be compatible with IOS and Android devices, including tablets, phones and BYOD devices

NOTE: Potential solution gaps must be visually represented and described in detail. Proposer must also indicate each component that is supplied by a third party. Any additional costs associated with third party hardware/software must be clearly delineated in the cost proposal.

5.3.4 Network, Security and Server Technical Requirements:

Proposer must meet and or exceed the listed requirements in each appendix for Security, Network and Server parameters.

a. Network Requirements:

1. Preferred network connections to system components must be connected at 1000mbps
2. Minimum connection allowed will be 100mbps
3. All Ethernet connection must support auto negotiation
4. All connection must be baselined for internet and LAN based communication
5. Wireless connectivity must meet IEEE 802 protocols (802.11ac, 802.11n, 802.11g, 802.11ax) at a minimum
6. System must be SIP and Multicast enabled (if applicable)
7. IP addressing scheme format (Static or DHCP)
8. CCH does not support "broadcast only" traffic devices
9. Provide Mac addresses for each device connecting to the Network

b. System Security Requirements: See Appendix 3 for Security Requirements

1. All IP networked communications between systems and devices must be encrypted and authenticated.
2. The system authenticates and authorizes users using a secure integration to the Hospital System's directory services and uses the information to provide secure, single sign-on credentialing for staff members via on premise and cloud based systems such as Azure.
3. All data must be encrypted while in transit or at rest.
4. All software/security updates and patches are communicated directly to CCH and installed by proposer at no additional charge.
5. All systems must have robust logging and auditing for access and transactional reporting.
6. Compatibility with Splunk (security incident event management system)

c. Server Requirements: See Appendix 4 for Security Requirements

1. All on premise servers will be required to support the latest Microsoft Supported Operating systems
2. Minimum Operating Systems
 - i. Microsoft Windows Server 2012 R2 (64-bit)
3. All new servers will be virtual machines
4. CCH supports both Microsoft, Hyper-V and VMware Hypervisors
 - ii. Hyper-V is strongly preferred and recommended
 - iii. VMware will only be used if a solution does not support Hyper-V

5.4 Work Plan and Task List

Limit this response to the work plan, task list and related timeline. Proposers should provide detailed scope tasks/activities, organized in phases including, but not limited to project management activities, milestones, and estimated hours per key activity. The timeline must demonstrate the proposer's ability and understanding of the work required ***to meet the defined timeline objectives***, and the coordination required with various teams to minimize deployment challenges.

The timeline should specify the work that can be performed on weekends to accommodate CCH patient services. However, CCH requires normal working hours (8 am to 5 pm is the standard).

Microsoft (MS) Project plans are acceptable as attachments but this section requires an easy to read format (do not insert long "black lines" for the last pages of MS project plans). Proposers must explain which key tasks can occur simultaneously/in parallel.

The selected Proposer is responsible for accurately estimating effort and presenting a comprehensive plan **reflecting experience, and careful assessment** of the requirements. **Negligence to read the details is not a justification for a change order.**

5.5 Project Management

Proposers must acknowledge and/or clarify or propose modifications, that if selected:

- a. Will assign a dedicated project manager (PM) with all required experience to ensure that all tasks, milestones and deliverables are met as stated in this SOW document;
- b. The assigned PM will not be the Account Manager (who has a different skill set);
- c. PM shall coordinate with CCH PM the project kickoff and conduct meetings to review project plans, status/progress, and risks/issues on a mutually agreed schedule and no less than one (1) time per week during the project. The PM shall document these meetings to provide an audit trail.
- d. The PM shall produce written status/progress reports on a regular basis (and no less than once per week), detailing progress to date, milestones achieved, plans for the next reporting period, and any unresolved issues or problems.
- e. The PM shall develop a comprehensive project plan that shall be reviewed, accepted and accessible by CCH. The PM shall update the project plan as needed and communicate any changes to CCH immediately, so CCH can discuss and concur with changes before implemented.
- f. The PM shall develop a communications matrix.
- g. The PM shall then manage the contractual requirements including but not limited to the following management areas, as described in the approved Project Plan:
 1. Scope Management;
 2. Quality Management;
 3. Project Schedule Management;
 4. Contract Change Management;
 5. Communications Management;
 6. Project Cost Management;
 7. Risk Management;

8. Resource Management;
9. Delivery Acceptance Management.
10. The PM shall adhere to project management best practices but shall tailor a project approach to effectively manage this project.
11. The PM shall validate with key stakeholders the appropriate level of reporting information.
12. The PM shall make sure all stakeholders have access to all information. Note that COOK COUNTY HEALTH uses SharePoint and the PM may want to consider this as a location for all project documentation and communications.
13. The PM shall individually track each COOK COUNTY HEALTH requirement, listed in this document or identified during the validation process.

5.6 Deliverable Acceptance Process

The selected Proposer must acknowledge and/or suggest modifications to the following deliverable acceptance process.

- a. Provide deliverables to the designated CCH Project Manager for review, accompanied by a deliverable acceptance form. The acceptance form shall include a description of the deliverables;
- b. Log all submissions of deliverables. This log shall include the deliverable number, submission date, deliverable description, approval authority, rejection reason (where applicable), and date returned;
- c. Develop with CCH project manager a mutual understanding of the content of the deliverable when it is determined to be complete.
- d. Response to each deliverable must be formal acceptance or rejection in writing (no verbal, conditional or automatic approvals). E-mail approvals are acceptable if they are explicit (as on the acceptance form).
- e. The acceptance form shall list the specific acceptance date and impact to other deliverables and associated dates.

Acceptance of defined deliverables means that CCH agrees that a deliverable met the defined criteria.

5.7 Approach to Perform the Work

- a. Proposer must provide a succinct description of the approach to complete the work including but not limited to phases and milestones and other critical scope components. The approach should at minimum describe the proposed sequential and parallel phases, per location/scope if necessary.
- b. Proposer must demonstrate the proposer's approach to accomplish the scope of work within the time frame listed in the goals and objectives, including high-level descriptions of work on a floor-by-floor, or wing-by-wing, or room-by-room basis, and the number of personnel required per location.

5.7.1 Deliverables

Proposer must provide a list of expected deliverables in the following format. This list should align with the Payment Schedule in the Pricing Proposal.

Expected Deliverables	Due Date
1.	
2.	

The selected Proposer will be responsible for completing all the Deliverables and CCH will be responsible for reviewing and formally approving each deliverable unless otherwise noted or agreed to by CCH in writing.

5.7.2 General Requirements

Proposer must acknowledge in the table below that if selected it will meet the following requirements, and must provide a succinct description of its ability to meet said requirements as needed. If the succinct description to the approach to meet a given requirement is provided in the Approach to Perform Work section, please insert a specific page and bullet number reference to where the response is provided.

Requirement	Proposer's response and/or description of its ability to meet this requirement
a. Adhere to the Cook County Health ICRA, PCRA, LSM procedures and guidelines.	
b. Provide proper staff training with respect to conduct in a healthcare facility including sensitivity awareness, standard of employee competency, conduct, integrity, punctuality and sobriety. Provide adequate orientation to ensure that all proposer's staff do not engage in unauthorized use of hospital property.	
c. The use of hospital telephones and computer equipment is expressly prohibited unless authorized.	
d. Cell phones are not permitted to be used in patient areas due to possible interference with medical equipment.	
e. Alcohol, drugs and music are strictly prohibited while on hospital property.	
f. Adhere to zero tolerance standards whereas any employee who is found to be using profanity, harassing CCH employees, guests, or patients, appears under the influence of alcohol or other substances, or behaves in any other manner deemed unacceptable by Cook County Health (CCH) will be immediately removed from CCH property.	
g. Provide direct supervision of all identified staff.	
h. Provide all necessary equipment, supplies and materials necessary for the deployment.	
i. Coordinate all activities with Cook County Health and the Cook County Health teams to ensure the timeline objectives are met.	
j. Meet local union labor requirements.	
k. Provide staff with experience working in similar environments.	
l. Adhere to parking regulations both at CCH and in the areas surrounding the campus.	
m. Must secure all permits, licenses and waivers required to meet the objectives of the resulting contract, and be responsible for any fees required to obtain permits, licenses or waivers.	

Requirement	Proposer's response and/or description of its ability to meet this requirement
n. All telecommunications work must be performed in accordance with the CCH Telecommunications Structured Cabling Guidelines and Specifications included in this RFP as an attachment.	
o. Must keeping work sites orderly, clean and safe at all times. Packing, crating materials and miscellaneous debris must be removed daily from the hospital and lawfully disposed of by the selected proposer at its expense and in containers provided by the selected proposer.	
p. The selected proposer shall be responsible for repairing or replacing property and premises damaged as a result of the performance of this scope.	
q. Attend CCH meetings as directed by CCH.	
r. Final sign-off of the entire project will occur when every item on the punch list has been completed and all damages claimed as a result of the performed work have been satisfied.	

5.8 Staffing Plan

Proposers must identify the proposed personnel responsible for performing the work required under the scope of work. At minimum, proposers must provide a summary table with the following information:

- a. Proposed key personnel (Project Manager and supervisors) title and resumes;
- b. Numbers of workers/staff types planned for this scope;
- c. Shift times.

The Chief Procurement Officer reserves the right to reject any key personnel proposed if it is determined not to be in Cook County Health's best interest. The evaluation of proposals includes the qualifications of the personnel proposed; therefore, proposers must name key personnel and/or minimum qualifications for the proposed position as part of their response. Key Personnel must not be replaced during the contract without the approval of the Chief Procurement Officer.

5.9 Transition

The Proposers should provide a succinct description of their approach to transition knowledge and all project documentation/assets, including a formal transition and sign off meeting.

5.10 Principal Contact

The Proposer shall identify a principal contact person, other than the Project Manager, and a backup contact person, who can serve as escalation point. Contact information for both shall include full name, email, phone, cell phone.

6 Required Proposal Content

This RFP provides potential Proposers with sufficient information to enable them to prepare and submit proposals. CCHHS is supplying a base of information to ensure uniformity of responses. It must be noted, however, that the guidelines should not be considered so rigid as to stifle the creativity of any Proposer responding.

This RFP also contains the instructions governing the submittal of a Proposal and the materials to be included therein, which must be met to be eligible for consideration. All Proposals must be complete as to the information requested in this RFP in order to be considered responsive and eligible for award. Proposers providing insufficient details will be deemed non-responsive.

CCHHS expects all responses to reflect exceptional quality, reasonable cost and overall outstanding service.

Any page of a Proposal that Proposer asserts to contain confidential proprietary information such as trade secrets or proprietary financial information shall be clearly marked "CONFIDENTIAL PROPRIETARY INFORMATION" at the top of the page. Additionally, the specific portions of the page that are asserted to contain confidential proprietary information must be noted as such. However, note that ONLY pages that are legitimately confidential should be marked Confidential. CCHHS will return proposals that mark all pages Confidential or are copyrighted. All proposals submitted to CCHHS are the property of CCHHS.

Further, the Proposer is hereby warned that any part of its Proposal or any other material marked as confidential, proprietary, or trade secret, can only be protected to the extent permitted by Illinois Statutes.

Proposals shall not contain claims or statements to which the Proposer is not prepared to commit contractually. The information contained in the Proposal shall be organized as described in this section.

6.1 Cover Letter

Please limit this section to one page.

Please limit this to one page. The cover letter shall be signed by an authorized representative of the Proposer. The letter shall indicate the Proposer's commitment to provide the services proposed at the price and schedule proposed. Do not forget to sign your cover letter.

6.2 Response to Scope of Work

Please insert your response to the Scope of Work Section 5 in this section.

6.3 Qualifications of the Proposer

6.3.1 Proposer's Profile

Proposer must include a description of the organization's track record as follows:

Company Profile	
1.	Legal Name
2.	Assumed Names if any
3.	Legal form (e.g. sole proprietor, partnership, corporation, joint venture)
4.	If a subsidiary, provide the same information about the Parent Company as required in this table format.
5.	Proposer's principals/officers including President, Chairman, Vice Presidents, Secretary, Chief Operating Officer, Chief Financial Officer, and related contact information.
6.	Point of Contact for this RFP including contact information.
7.	Number of employees
8.	Number of years in business

- | |
|--|
| 9. Relevant Certifications |
| 10. Proposer's Federal Employee Identification Number (or Social Security Number, if a sole proprietorship) |
| 11. List any contracts which the Proposer has entered into during the past (10) years with Cook County, any Cook County Department or CCH. |
- a. Provide a list of installations of similar scope performed by your company during the last 24 months.
 - b. Provide at least three (3) relevant references in the required table format below, from clients.

Contract/Project Name
Name of the organization
Name of the contact person (title, email and phone number)
Prime or subcontractor?
Contract dollar value
Contract Period
Project Scope
Proposer's role/scope (succinct description)

6.4 Key Personnel

Provide a table with the following information:

- i. Proposed project resources;
- ii. Roles;
- iii. High level skills (project alignment);
- iv. Proposed work location for each resource (onsite/offsite);
- v. Time commitment to the project if awarded;

The Chief Procurement Officer reserves the right to reject any key personnel proposed if it is determined not to be in CCH' best interest. The evaluation of proposals includes the qualifications of the personnel proposed; therefore, proposers must name key personnel as part of their response. Key Personnel must not be replaced during the project without the approval of the Chief Procurement Officer.

6.5 MBE/WBE Participation

The Proposer may be comprised of one or more firms as to assure the overall success of the project. The proposer must present a team chart that clearly identifies each team member and specify their role in the project (this should be more detailed than the information provided in the executive summary). For each subcontractor, provide the name of the firm(s), brief company background, level of participation, MBE or WBE if applicable, the type of services each resource, from each firm, will provide. For each MBE/WBE certified firm proposed, provide the appropriate information in the [Economic Disclosure Statement](#) Forms (in a separate envelop). [MBE/WBE Participation Goals](#) for this procurement are stated in section 5.5 of this document. The Chief Procurement Officer reserves the right to accept or reject any of the team members if in The Chief Procurement Officer's sole opinion replacement of the team member, based on skills and knowledge, is in the best interest of the County.

Consistent with Cook County, Illinois Code of Ordinances (Article IV, Division 8, and Section 34-267), and CCH has established a goal that MBE/WBE firms retained as subcontractors receive a minimum **25% MBE and 10% WBE** of this procurement. **The Office of Contract Compliance has determined that the**

participation for this specific contract is 25% MBE and 10% WBE participation. The Proposer shall make good faith efforts to utilize MBE/WBE certified firms as subcontractors. In the event that the Proposer does not meet the MBE/WBE participation goal stated by CCH for this procurement, the proposer must nonetheless demonstrate that it undertook good faith efforts to satisfy the participation goal. Evidence of such efforts may include, but shall not be limited to, documentation demonstrating that the proposer made attempts to identify, contact, and solicit viable MBE/WBE firms for the services required, that certain MBE/WBE firms did not respond or declined to submit proposals for the work, or any other documentation that helps demonstrate good faith efforts. Failure by the proposer to provide the required documentation or otherwise demonstrate good faith efforts will be taken into consideration by CCH in its evaluation of the proposer's responsibility and responsiveness.

6.6 Financial Status

- a. Provide the audited financial statements for the last three fiscal years. Include the letter of opinion, balance sheet, schedules, and related auditor's notes. Summary format and links to online financials are allowed. If applicable, submit the financial report of your parent company.
- b. State whether the proposer or its parent company has ever filed for bankruptcy or any form of Reorganization under the Bankruptcy Code, and, if so, the date and case number of the filing.
- c. State whether the proposer or its parent company has ever received any sanctions or is currently under investigation by any regulatory or governmental body.

6.7 Conflict of Interest

Provide information regarding any real or potential conflict of interest. Failure to address any potential conflict of interest upfront may be cause for rejection of the proposal.

If no conflicts of interest are identified, simply state "[Company X] has no conflict of interest."

6.8 Insurance Requirements

Prior to contract award, the selected Proposer will be required to submit evidence of insurance in the appropriate amounts. However, with its Proposal, ***the Proposer is required to provide a statement on their company letterhead stating their agreement to meet all insurance requirements by CCH.***

6.9 Contract

Sample Contract General Terms and Conditions are available in the [Doing Business with CCH](#) website. Execution of the Contract is not required at the time the qualifications are submitted. However, if the proposer disagrees with any Contract provisions, or is proposing alternate language, it shall include the language for consideration by submitting the proposed redlines on the sample Contract General Terms and Conditions document. CCH will not consider any exceptions or proposed alternate language to the Contract General Terms and Conditions if the proposer does not include these objections or alternate language with the proposal. CCH shall not be deemed to have accepted any requested exceptions by electing to engage a Proposer in negotiations of a possible Contract.

6.9.1 Cook County Health Special Conditions

For each of the following statements, Proposers must acknowledge, accept and/or provide additional information.

ID	COOK COUNTY HEALTH Statement/Questions	Proposer's Response
a.	Proposer's deliverables are considered "works made for hire" or otherwise assigned to or owned by Cook County Health. Specifically, the Proposer must address intellectual property ownership individually with respect to each of the following:	

ID	COOK COUNTY HEALTH Statement/Questions	Proposer's Response
	<ul style="list-style-type: none"> a. Project plans; b. Documentation; c. AUTO CAD drawings; d. Training materials; e. Other Deliverables. 	
b.	<p>Does the Proposer intend to impose upon CCH any additional terms and conditions, such as acceptable use policies, terms of service, etc.?</p> <p>If the response is affirmative, <u>provide a copy</u> of the additional terms and conditions in the appendix.</p>	
c.	Do any additional terms limit the Proposer's liabilities or CCH's remedies?	
d.	<p>If due to any act on the part of the selected Proposer, its employees or agents, property owned or controlled by Cook County Health is lost or damaged during the performance of this contract, the selected Proposer shall be responsible to Cook County Health for such loss or damage. Cook County Health, at its option, may require the selected Proposer to repair/replace, at the selected Proposer's expense, all property lost or damaged. Cook County Health shall, within ninety (90) calendar days after project sign off alert the selected Proposer of any damage or loss of property and the cost of repair or replacement. Cook County Health reserves the right to initiate the repair/replacement immediately upon discovery of said damage/loss. The selected Proposer's liability shall be measured by the repair or replacement cost, whichever is less. The selected Proposer shall reimburse Cook County Health within thirty (30) calendar days of submittal of claim.</p>	

6.10 Legal Actions

Provide a list of any pending litigation in which the proposer may experience significant financial settlement and include a brief description of the reason for legal action.

If no Legal actions are identified, simply state "[Company X] has no pending legal actions in which our firm will experience any significant impact to this Contract."

History of Legal Actions for the last 36 months:

Action	Date

6.11 Economic Disclosure Statement

Execute and submit the Economic Disclosure Statement ("EDS").

The EDS form can be found at <https://cookcountyhealth.org/about/doing-business-with-cook-county-health/>.

The EDS must be submitted with the pricing proposal in a separate envelope.

6.11.1 Confidentiality of Information

The Selected Proposer may have access to confidential information, including Protected Health Information (PHI) to perform the functions, activities, or services for, or on behalf of, Cook County Health as specified in

this RFP. The Proposer must acknowledge that if awarded there is a high likelihood that the Selected Proposer may have access to PHI, in paper or electronic form, and thus, it shall sign a Business Associate Agreement with Cook County Health. As a Business Associate, the Selected Proposer will agree to comply with all federal and state confidentiality and security laws and regulations, including HIPAA, HITECH, the Medicaid Confidentiality Regulations, as defined herein, and all other applicable rules and regulations. The Proposer must commit to require all staff, including drivers, Attendants, and other personnel, and Subcontractors to complete HIPAA training upon hire, and no less frequently than annually thereafter. Cook County Health reserves the right to review and accept the training program prior to implementation, or require the Selected Proposer to use HIPAA materials or training sessions supplied by Cook County Health.

6.12 Pricing Proposal

Proposers must submit pricing proposals in a separate sealed envelope clearly marked with the RFP number and the label "Pricing Proposal." Proposers are required to submit one (1) paper pricing file and one (1) electronic pricing file (*in excel* and emailed to the email addresses specified on the cover page). **The required excel file format is attached to the RFP PDF file.**

The pricing proposal must include any supplemental options or schedules offered by the proposer. All pricing information must be submitted in the required **MS Excel form** to facilitate analysis and **must include all assumptions**. Proposers should include elements or references to the pricing proposal **only in this section and separate the pricing proposal according to the Instructions above.**

Cook County Health makes no guarantee that the services or products identified in this RFP will be required. The proposer must provide sufficient pricing details to permit CCH to understand the basis for the proposal.

Cook County Health is neither obligated to purchase the full quantities proposed by the proposer, nor to enter into an agreement with any one proposer.

Pricing should include at minimum:

- a. All products both hardware and software required for a full integrated solution.
- b. Servers, Mobile Devices, Software
- c. System/Solution provisioning and installation
- d. Telecommunications integration
- e. Bill of materials.
- f. Labor hours, rates, benefits.
- g. Itemized hardware and software List

6.13 Addenda

Since all Addenda become a part of the Proposal, **all Addenda must be signed by an authorized Proposer representative and returned with the Proposal. Failure to sign and return any and all Addenda acknowledgements shall be grounds for rejection of the Proposal.**

Addenda issued prior to the Proposal due date shall be made available via Cook County Health website:

<http://www.cookcountyhhs.org/about-COOK COUNTY HEALTH/doing-business-with-COOK COUNTY HEALTH/bids-rfp/>

7. Evaluation and Selection Process

7.1 Evaluation Process

Proposals will be evaluated by a RFP Evaluation Committee that may invite one or more proposers to make presentations and/or demonstrations.

The evaluation committee, at its option, may request that all or a shortlisted group of proposers engage in proactive pricing feedback, submit clarifications, schedule a site visit of their premises (as appropriate), provide additional references, respond to questions, or consider alternative approaches.

7.2 Right to Inspect

Cook County Health reserves the right to inspect and investigate thoroughly the establishment, facilities, equipment, business reputation, and other qualification of the proposer and any proposed subcontractors and to reject any proposal regardless of price if it shall be administratively determined that in Cook County Health sole discretion the proposer is deficient in any of the essentials necessary to assure acceptable standards of performance. Cook County Health reserves the right to continue this inspection procedure throughout the life of the Contract that may arise from this RFP.

7.3 Consideration for Contract

Any proposed contract including all negotiations shall be subject to review and approval of CCH management and / or CCH legal. Proposed Contracts are also subject to review by the Cook County Office of Contract Compliance.

Following finalization of contract documents to the satisfaction of CCH executive management, CCH shall secure appropriate reviews and may approve the proposed Contract for execution in its sole discretion. The identity of the successful Proposer shall be posted on the website.

8. Evaluation Criteria

8.1 Responsiveness of Proposal

Proposals will be reviewed for compliance with and adherence to all submittal requirements requested in this RFP. Proposals which are incomplete and missing key components necessary to fully evaluate the Proposal may, at the discretion of the Chief Procurement Officer or designee, be rejected from further consideration due to “Non-Responsiveness” and rated Non-Responsive.

8.2 Technical Proposal

Proposals will be reviewed and selected based on the following criteria.

- A. Ability to achieve Cook County Health’s business goals, objectives, and Scope of Work described in this RFP, by providing a succinct and feasible description of the proposed planning, design, build, training, deployment and post live support approach.
- B. Qualifications and experience of the proposed key personnel as evidenced by relevant experience.
- C. Qualifications and experience of the proposer to successfully perform and provide the services described in this RFP, as evidenced by the successful provision of similar services in similar environments and in compliance with all applicable laws.

8.3 Reasonableness of Overall Price

Price will be evaluated separately for overall reasonableness and competitiveness.

8.4 Other Qualitative Criteria

The Chief Procurement Officer may, at his own discretion reject a proposal from further consideration due to “Non-Responsiveness,” if a proposal does not completely address the following:

1. MWBE Utilization Plan (EDS forms);
2. Financial Status;
3. Conflict Interest;
4. Insurance Requirements;

5. Contract Terms and Conditions (objections and/or suggested alternate language);
6. Legal Actions;
7. Addenda acknowledgement (See [Addenda Section](#))

9. Instructions to Proposers

These instructions to proposers contain important information and should be reviewed carefully prior to submitting the Required Proposal Content. Failure to adhere to the procedures set forth in these instructions, failure to provide positive acknowledgement that the proposers will provide all services and products or failure to provide acceptable alternatives to the specified requirements may lead to disqualification of the submitted proposal.

9.1 Questions and Inquiries

Questions regarding this RFP will be submitted in writing to the contact(s) email listed on the cover page of this RFP no later than the date stated in the [Schedule](#).

Question must be submitted in the following format, **in MS Excel**, and the subject of the email should reference the RFP #, Title and Proposer's Name.

ID	Vendor Name	RFP Section	Question
1.			
2.			
3.			
4.			

Should any proposer have questions concerning conditions and specifications, or find discrepancies in or omissions in the specifications, or be in doubt as to their meaning, they should notify the Supply Chain Management Office via the email provided on the cover sheet no later than the date stated on the [Schedule](#) and obtain clarification prior to submitting a Proposal. Such inquiries must reference the proposal due date and Cook County Health RFP number.

9.2 Pre-proposal Conference (if Applicable)

CCH will hold a Pre-Proposal conference call on the date, time, and location indicated on the cover page. Representatives of Cook County Health will be present to answer any questions regarding the goods or services requested or proposal procedures. If a mandatory pre-proposal conference is required, the proposer must sign the pre-proposal conference or site inspection sheet and include a copy of this sign-in sheet in the response to the RFP.

9.3 Time for Submission

Proposals shall be submitted no later than the date and time indicated on the cover page of this RFP. Late submittals will not be considered.

9.4 Format

Material should be organized following the order of the Required Proposal Content Section separated by labeled tabs. Expensive paper and bindings are discouraged since no materials will be returned.

Numbered titles and pages are required. CCH reserves the right to waive minor variances.

9.5 Number of Copies

Proposers are required to submit one (1) original hard copy, and one (1) electronic copy (emailed to the email addressed on the cover page) and no later than the time and date indicated in the RFP.

NOTE: One (1) paper copy of the pricing proposal and one (1) EDS copy must be submitted separate from the rest of the response.

Each submission must then be separated as follows:

1. One (1) technical hard copy - the original - excluding Pricing and EDS forms;
2. One (1) Pricing and EDS hard copies in a separate envelope;
3. One (1) complete electronic response package (including excel pricing file and EDS) emailed to the email addresses on the cover page. The technical response must be a single electronic file (do not submit a file per RFP section). The email must clearly indicate the RFP Number and Title.

Please see the Proposal Receipt Acknowledgement form at the end of this file for the form required at delivery time.

9.6 Packaging and Labeling

The outside wrapping/envelope shall clearly indicate the RFP title, proposer's Name, proposers address, and point of contact information. **The Price Proposal and EDS shall be submitted in a separate sealed envelope, but can be in the same box.** The envelope shall clearly identify the content as "Price Proposal". All other submission requirements shall be included with the Technical Proposal.

9.7 Timely delivery of Proposals

The proposal(s) must be either delivered by hand or sent to CCH through U.S. Mail or other available courier services to the address shown on the cover sheet of this RFP. Include the RFP number on any package delivered or sent to CCH and on any correspondence related to the Proposal. If using an express delivery service, the package must be delivered to the designated building. Packages delivered by express mail services to other locations might not be re-delivered in time to be considered. CCH assumes no responsibility for any Proposal not so received.

9.8 Availability of Documents

CCH publishes competitive bid, RFP, and other procurement notices, as well as award information, at: <https://cookcountyhealth.org/about/doing-business-with-cook-county-health/> under the "Doing Business with CCH" tab. Proposers intending to respond to any posted solicitation are encouraged to visit the web site above to ensure that they have received a complete and current set of documents.

9.9 Pre- Proposal Conference- Yes

CCH will hold a Pre-Proposal Conference on the date, time and location indicated on the cover page. Representatives of CCH will be present to answer any questions regarding the goods or services requested or proposal procedures. If a mandatory site visit is required, the Proposer must sign the site inspection sheet and include a copy of this sign-in sheet in the response to the RFP.

9.10 Alteration/Modification of Original Documents

The proposer certifies that no alterations or modifications have been made to the original content of this Bid/RFP or other procurement documents (either text or graphics and whether transmitted electronically or hard copy in preparing this proposal). Any alternates or exceptions (whether to products, services, terms, conditions, or other procurement document subject matter) are apparent and clearly noted in the offered proposal. Proposer understands that failure to comply with this requirement may result in the proposal being disqualified and, if determined to be a deliberate attempt to misrepresent the proposal, may be considered as sufficient basis to suspend or debar the submitting party from consideration from future competitive procurement opportunities.

9.11 Cost of Proposer Response

All costs and expenses in responding to this RFP shall be borne solely by the proposer regardless of whether the proposer's Proposal is eliminated or whether COOK COUNTY HEALTH selects to cancel the RFP or declines to pursue a Contract for any reason. The cost of attending any presentation or demonstration is solely the proposer's responsibility.

9.12 Proposer's Responsibility for Services Proposed

The proposer must thoroughly examine and read the entire RFP document. Failure of proposers fully to acquaint themselves with existing conditions or the amount of work involved will not be a basis for requesting extra compensation after the award of a Contract.

9.13 RFP Interpretation

Interpretation of the wording of this document shall be the responsibility of CCH and that interpretation shall be final.

9.14 Specifications and Special Conditions

The specifications in this document provide sufficient information for proposers to devise a plan and provide pricing. Minor variations from those specifications will be considered as long as proposers identify any instance in which their services specifications differ from those set forth in the proposal documents.

9.15 Errors and Omissions

The proposer is expected to comply with the true intent of this RFP taken as a whole and shall not avail itself of any errors or omission to the detriment of the services or CCH. Should the proposer suspect any error, omission, or discrepancy in the specifications or instructions, the proposer shall immediately notify CCH in writing, and CCH will issue written corrections or clarifications. The proposer is responsible for the contents of its Proposals and for satisfying the requirements set forth in the RFP. Proposer will not be allowed to benefit from errors in the document that could have been reasonably discovered by the proposer in the process of putting the proposal together.

9.16 Proposal Material

The Proposal material submitted in response to the RFP becomes the property of CCH upon delivery to the Supply Chain Management Office and may become part of a Contract.

9.17 Confidentiality and Response Cost and Ownership

All information submitted in response to this RFP shall be confidential until CCH has executed a Contract with the successful proposer or has terminated the RFP process and determined that it will not reissue the RFP in the near future. Following such actions, the contents of Proposals submitted in response to this RFP may be disclosed in response to requests made pursuant to the provisions of the Illinois Freedom of Information Act ("FOIA"). If a proposer wishes to preserve the confidentiality of specific proprietary information set forth in its Proposal, it must request that the information be withheld by specifically identifying such information as proprietary in its Proposal. CCH shall have the right to determine whether it shall withhold information upon receipt of a FOIA request, and if it does so pursuant to a proposer request, the proposer requesting confidential treatment of the information shall bear the costs of asserting that there is a proper exemption justifying the withholding of such information as proprietary in any court proceeding which may result. This notwithstanding, proposer is on notice that the COOK CCH is subject to the FOIA and that any documents submitted to the CCH by the proposer may be released pursuant to a request under the FOIA.

9.18 Awards

CCH may, at its discretion evaluate all responsive Proposals. CCH reserves the right to make the award on an all or partial basis or split the award to multiple proposers based on the best value to CCH meeting the

specifications, terms and conditions in accordance with the evaluation criteria set for in this RFP. If a split award impacts the outcome of the project it must be so stated in the proposal.

9.19 CCH Rights

CCH reserves the right to reject any and all offers, to waive any informality in the offers and, unless otherwise specified by the proposer, to accept any item in the offer. CCH also reserves the right to accept or reject all or part of your Proposal, in any combination that is in the best interest of CCH.

9.20 Cancellation of RFP; Requests for New or Updated Proposals

CCH, in its sole discretion, may cancel the RFP at any time and may elect to reissue the RFP later. CCH may also issue an Addendum modifying the RFP and may request supplemental information or updated or new Proposals.

10. Definitions

"Abuse" means (i) a manner of operation that results in excessive or unreasonable costs to the Federal or State health care programs, generally used in conjunction with Fraud; or (ii) the willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain or mental anguish, generally used in conjunction with Neglect.

"Appeal" means a request for review of a decision made by proposer with respect to an Action. The following definitions shall apply to this RFP:

"Addendum" or "Addenda" shall refer to a one or more documents posted to the website by which modifies this Request for Proposal or provides additional information.

"Board" or "System Board" shall refer to the Board of Directors of the CCH and Hospitals System.

"Contract" shall mean a properly executed Contract that has been negotiated between CCH and a proposer for some or all of the Deliverables described in this RFP.

"Contractor(s)" and "Selected Proposer" shall mean the individuals, businesses, or entities that have submitted a Proposal and have negotiated a Contract that has been properly executed on behalf of the Contractor and CCH.

"County" shall mean the County of Cook, Illinois, a body politic and corporate.

"Deliverables" shall refer to the items, supplies, equipment, or services that will be provided pursuant to any Contract entered into as a result of this RFP.

"Fraud" means knowing and willful deception, or a reckless disregard of the facts, with the intent to receive an unauthorized benefit.

"General Conditions" shall mean the terms and conditions posted to the website. **"Proposal"** shall mean the document(s) submitted by Proposer(s) in response to this RFP that constitute a Proposer's offer to enter into contract with CCH under terms consistent with this RFP, subject to the negotiation of a contract and approval by the Board.

"Procurement Director" or "System SCM Director" shall mean the System Director of Supply Chain Management who serves as chief procurement officer for the CCH.

"Proposer(s)" shall mean the individuals or business entities, if any, submitting a Proposal in response to this RFP.

"Request for Proposals" or "RFP" shall refer to this solicitation of Proposals by CCH that may lead to the negotiation of a Contract and the recommendation that the CCH authorize a Contract with a proposer.

11. Appendix A – Proposal Receipt Acknowledgement Form

Proposal Receipt Acknowledgement Form

This acknowledgement of receipt should be signed by a representative of Supply Chain Management located at Stroger Hospital, 1969 W. Ogden Avenue, lower level (LL) Room 250A, Chicago IL, 60612.

The outside wrapping shall clearly indicate the RFP Number and Title, Proposer's Name, Proposers Address, and Point of Contact information. **Prefill the first two lines prior to submission.**

Solicitation Number and Title:		
Vendor Name:		
Accepted By:		
Date:		
Time (if time machine is not available, hand write the time):	A.M	P.M

Proposals shall be submitted no later than the date and time indicated on the cover page of the RFP. **Late submittals will not be considered.**

Proposers must cut this sheet in two. SMC will time-stamp top and bottom sections. SCM will keep one section and the proposer will keep the other section.



Proposal Receipt Acknowledgement Form

This acknowledgement of receipt should be signed by a representative of Supply Chain Management located at Stroger Hospital, 1969 W. Ogden Avenue, lower level (LL) Room 250A, Chicago IL, 60612.

The outside wrapping shall clearly indicate the RFP Number and Title, Proposer's Name, Proposers Address, and Point of Contact information. **Prefill the first two lines prior to submission.**

Solicitation Number and Title:		
Vendor Name:		
Accepted By:		
Date:		
Time (if time machine is not available, hand write the time):	A.M	P.M

Proposals shall be submitted no later than the date and time indicated on the cover page of the RFP. **Late submittals will not be considered.**

Proposers must cut this sheet in two. SMC will time-stamp top and bottom sections. SCM will keep one section and the proposer will keep the other section.

Time Stamp Here

Time Stamp Here