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COOK COUNTY HEALTH AND HOSPITALS SYSTEM (CCH)

REQUEST FOR PROPOSAL (RFP) # H20-0026

TITLE: Food and Nutritional Services (FANS)

GENERAL DESCRIPTION: Specialized services required to provide food and nutritional services for patients and non-patient patrons at two locations (Stroger and Provident Hospitals).

DATE ISSUED: September 30, 2020

VENDOR QUESTIONS DUE DATE: October 16, 2020 by 2 p.m. CST

RESPONSE/PROPOSAL DUE DATE: November 10, 2020 by 2 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 and Hospitals System
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 RFP must include the RFP Acknowledgement Form included at the end of this document.***

PREPROPOSAL CONFERENCE: CCH will hold a Pre-Proposal Conference as follows:

Note: Site Inspections will immediately follow the Pre-Submission Conference Meeting.

<p>A. John H. Stroger, Jr. Hospital Location: 1969 West Ogden Ave. Lower Level Room-No 2 LL/663/664 Chicago, IL, 60612 Date: October 15, 2020 Time: 10:00 AM to 11:30 AM (CT)</p>	<p>B. Provident Hospital Location: 500 East 51st Street, Executive Office 2004 Chicago, IL, 60615 Date: October 16, 2020 Time: 10:00 AM to 11:30 AM (CT)</p>
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Prospective Proposers **MUST** submit their contact information via email purchasing@cookcountyhhs.org no later than **October 13, 2020 by 2:00 PM (Central)** to confirm participation and the number of representatives attending the meeting. Prospective Proposers **MUST** attend the Pre-Submittal Conference at EACH location to be considered for this RFQ request.

Due to the COVID-19 restrictions and Illinois Department of Public Health (IDPH) Social Distancing recommendations, CCH recommends that firms limit their number of representatives attending the Pre-Submittal Conference. CCH may assign Prospective Attendees a time slot in adherence to Social Distancing guidelines.

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

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

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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), Provident Hospital of Cook County, and 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), and the Ruth M. Rothstein Core Center. The System also operates County Care, a Medicaid managed care health plan for low-income adults established under the Affordable Care Act.

2. Purpose

CCH is soliciting competitive sealed proposals from Proposers having suitable qualifications and experience providing services in accordance with the terms, conditions and requirements set forth in this RFP. This RFP provides sufficient information for interested parties to prepare and submit proposals for consideration by CCH. CCH seeks to identify the most competitive proposer(s) of a) Inpatient Food and Nutrition Services and b) Retail Cafeteria Food Services for the John H. Stroger, Jr. and Provident Hospitals.

Term of Services

The term of services shall be for sixty (60) months with two optional one (1) year extensions. The award agreement may be terminated by CCH for convenience (without cause) upon sixty (60) calendar day's prior written notice of termination delivered to the awarded Proposer by certified mail.

Basis of Award

The basis of award shall be to a single Proposers based on the highest rated Proposal offering the best value to CCH meeting the specifications, terms and conditions in accordance with the evaluation criteria set for in this RFP.

3. Business Goals and Objectives

CCH intends to award one contract for sixty (60) month contract with two (2) optional one year extensions to effectively manage the Food and Nutrition Services Program, directing, managing and educating a unionized staff of 87 food service employees at Stroger Campus and Provident Hospital.

Through this RFP, CCH expects to meet the following business goals and objectives:

- a. Provide quality nutritious meals to patients
- b. Provide quality nutritious meal options to patrons of retail cafeterias
- c. Provide path to increase retail Revenue by 20% each year
- d. Adhere to Hospital Consumer Assessment of Healthcare Providers and Systems (HCAPHS) standards with respect to improvement of the patient experience

4. Schedule

CCH anticipates the following schedule.

Activity	Estimated Date
RFP posted to the website	September 30, 2020
Pre-Proposal conference	October 15 th and 16 th , 2020 @ 10 am
Vendor Questions Due Date	October 16, 2020
CCH response to Vendor Questions – Tentative	Week of October 19, 2020
Proposal Due Date	November 10, 2020
Evaluation of Proposals -Tentative	November
Presentations /Site Visits - Tentative	December

5. Scope of Services

5.1 Current Operations

CCH through its Food and Nutritional Services (FANS) vendor provides both patient and non-patient food services at the following two (2) locations:

1. Stroger Hospital located at 1901 West Harrison Street, Chicago, Illinois, 60612

John H. Stroger, Jr. Hospital: Stroger Hospital serves approximately (average) 358,617 patient meals per year including breakfast, lunch, and dinner and approximately 601,783 cafeteria meals per year. Stroger has 464-beds and is anchored by 228 medical/surgical beds, with dedicated units for obstetrics (40 beds), pediatrics (40 beds), intensive care (80 beds), neonatal intensive care (58 beds), and burns (18 beds). John H. Stroger, Jr. Hospital of Cook County is a teaching hospital that provides primary, specialty and tertiary healthcare services. The hospital has a staff of more than 300 attending physicians along with more than 400 medical residents and fellows.

2. Provident Hospital located at 500 East 51st Street, Chicago, Illinois, 60615

Provident Hospital: Provident Hospital serves approximately (average) 3,632 patient meals per year including breakfast, lunch, and dinner and approximately 66,921 cafeteria meals per year. Provident is a Community Hospital with 25 medical/surgical beds, and ED Observation Unit. Housed within Provident is a community outpatient Center with primary and specialty care services.

A patient day is defined as one (1) day for each patient/resident (excluding newborns) who is admitted to CCH Stroger or Provident hospital as of midnight of each day plus one day for each patient who is in an Emergency Department observation bed as of midnight of each day, further adjusted to include the number of patients who were both admitted and discharged during the twenty-four hour period preceding the midnight count and who were not counted in the midnight count.

5.1.1 Staffing Structure

The FANS vendor provides eight (8) FTEs described below that manage a work force of approximately 87 CCH employees.

- General Manager
- Provident Operations Manager

- Clinical Nutrition Manager
- Production Manager
- Retail Manager
- Patient Services Manager (2)
- Food Service Manager

5.1.2 Clinical Nutrition Program

The FANS vendor manages approximately 87 CCH employees, a unionized workforce, and directs all day to day work functions based upon approved Policies, Procedures, and Standards.

The FANS vendor counsels provides positive feedback and conducts disciplinary actions in accordance to Cook County's Human Resource guidelines and applicable collective bargaining agreements.

In addition, the FANS vendor manages CCH employees who provide Clinical Nutrition Services such as Registered Dietitians and Dietetic Technicians to ensure that:

- a. The Clinical Program includes patient education materials, weight loss programs, compliance and support;
- b. Nutrition care is delivered to patients in accordance with Physician orders, regulatory body expectations, and departmental protocols;
- c. Patients at nutritional risk are effectively identified and intervene as warranted;
- d. Clinical Nutrition Services include patient consultations that relate to clinical aspects of nutrition care and address patients' needs related to menu selections and food service;
- e. Appropriate nutrition care is available;
- f. CCH achieves targeted Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores;
- g. Clinical Nutrition staff serves as a community resource and nutrition educator for disease prevention/health promotion.

5.1.3 Patient Meal Preparation and Delivery Process

Upon approval by CCH, the FANS vendor prints and distributes menus to patient rooms and posts cafeteria menus to the CCH intranet and other visible areas.

- a. Patient Meal Service:
 - i. Hours of Operation: Every day from 6:00 am to 6:30 pm
 - ii. Menus are distributed to the patients by Environmental Services
 - iii. Trays delivered to the room by Food Service
 - iv. Trays removed from the room by Nursing and/or Food Service
 - v. Trays returned to the kitchen by Food Service
 - vi. Distribution of meals including distribution to Critical Care areas is the responsibility of the FANS vendor
- b. Nourishments:
 - i. Patient meals including special nourishment requests are prepared by the FANS vendor and Clinical Nutrition staff in accordance with the special prescriptions.

- ii. Dietitians review the order and prepare special menus for FANS to prepare the food and clearly label it.
- iii. CCH Nutrition Personnel delivers the meals to the appropriate location.
- c. Clinical Dietitians special services: dietician will provide education and programs that match the needs of the population served. They will work with hospital services to determine and develop appropriate programs. This may include (but not limited to) diabetes, wellness, weight management training/classes.

5.1.4 Physical Security and Screening Process

Access to CCH buildings requires a strict vetting process that culminates on the issuance of a badge. In order to receive a badge, all individuals must have a background check, drug test, and receive all required vaccines. The drug test and vaccines may be obtained at CCH' Employee Health unit for a fee, or through a physician or other healthcare provider.

5.1.5 Cafeteria Retail Services

The Cafeteria at Provident and Stroger provide full service options in accordance with the hours below. Limited food options during between-meal periods. The cafeteria provides food services to the hospital staff and the general public. Service options include:

- a. Made to order hot counter;
- b. Deli Counter;
- c. Self-serve soup/salad bar;
- d. Hot entre station;
- e. Grab and go cooler.

Cash, credit card, pre-paid meal cards and meal tickets are used to pay for food received.

5.1.5.1 Cafeteria Revenues and Pricing

Cafeteria revenues result from sale of food in cafeterias. Pricing and revenue distribution are mutually agreed upon by two contracting parties and are subject to changes on an annual basis.

5.1.5.2 Hours of Cafeteria Services

The expected hours of Cafeteria Services are set forth in the chart below.

<i>Time of Day</i>	<i>Week Day</i>	<i>Stroger</i>	<i>Provident</i>
Breakfast	Monday to Friday	6:30 am to 10 am	7 am to 10 am
	Weekends	6:30 am to 9:30 am	No Weekends
Lunch	Monday to Friday	11 am to 2:30 pm	11:30 am to 2 pm
	Weekends	11 am to 2 pm	No Weekends
Snack	Monday to Friday	None	2 pm to 3:30 pm
	Weekends	None	None
Dinner	Monday to Friday	4 pm to 7 pm	None
	Weekends	4 pm to 6:30 pm	None

5.1.6 Catering

The FANS vendor provides full service catering to internal customers and served approximately 7,000 guests in 2019 at Stroger Hospital. Catering services, including the facility's approved catering menu, can be posted to the hospital intranet. Catering services include:

- a. Doctor's Lounge Room
- b. Surgical Lounge Room;
- c. Conference/Board Rooms;

Administration of all catering is delivered by Food Services to requesting departments between the hours of 6:00 am and 6:30 pm (Mon-Fri). Weekend catering is handled upon request. Upon a request for catering services the FANS vendor is required to provide menu options and pricing to ensure that funds are available in the catering funds bucket which is established by CCH management and subject to change on an annual basis.

5.1.6.1 Other services

Pre-packaged snacks are delivered daily to designated hospital units/areas for patient use.

5.1.7 Minimum Specifications for All Food Purchased

CCH requires its FANS vendor to purchase all food products required in the provision of FANS in adherence to this as a guide:

- a. Meat
 - i. Beef - USDA Prime and Choice
 - ii. Pork - USDA Number 1
 - iii. Veal - USDA Select and Choice
 - iv. Lamb - USDA Prime and Choice
 - v. Poultry - USDA Grade "A" is to be used for all graded fresh or frozen poultry and poultry products as a minimum specification.
- b. Seafood
 - i. If available, fresh fish and seafood are preferred.
 - ii. Frozen fish must be an IFG nationally distributed brand, packed under continuous inspection of the US Department of the Interior.
- c. Dairy
 - i. Eggs or pasteurized egg products - Fresh USDA or State Graded "A"
 - ii. Butter - USDA Grade "A" (92) Score
 - iii. Cheese - USDA Grade "A" for all graded cheese
 - iv. Milk and Milk Products- USDA Grade "A"
- d. Fresh Vegetables
 - i. Fresh vegetables are preferred.
 - ii. When fresh is not available frozen may be used.
 - iii. Produce - USDA Grade "A"
- e. Dry Stores
 - i. Grade "A" Fancy
 - ii. Canned Goods
- f. Canned Fruits and Juices

- i. All canned products shall be USDA Grade A or Fancy. No dented, bulged, split or rusty cans shall be accepted.
- ii. All "Other Grocery" items shall be products that are acceptable and meet the same standards as those that are familiar to the consumer through brand name and commercial advertising

All products shall be produced and transported under optimal conditions and meet or exceed all federal, state and local codes for sanitation and cleanliness.

5.1.8 Inventory and Maintenance

5.1.8.1 Inventory

CCH furnishes at its expense, facilities and equipment, including but not limited to suitably furnished office space, kitchen facilities, fire extinguishing equipment, kitchen equipment, and facilities for safekeeping of funds.

The FANS vendor purchases and manages its food inventory and ensures that all food and supplies are properly stored and all FANS work areas are cleaned and organized.

The FANS vendor is responsible for inventory levels, ordering of food and supplies, and payment to suppliers/vendors.

CCH provided the initial inventory (equipment, small wares, food, beverages and supplies) to the FANS vendor and therefore CCH owns the current inventory. Vendor is responsible for upkeep and replacement of supplies/equipment and will be reimbursed for approved replacements.

FANS and CCH will inventory all equipment and supplies annually and determine an inventory value and replacement budget.

5.1.8.2 Maintenance

The FANS vendor is responsible for standard maintenance of existing equipment and overall facility, scheduling preventive maintenance on major pieces of equipment and break/fix with the Department of Building and Grounds or external vendors. CCH is invoiced at cost for outsourced services.

The FANS vendor advises CCH on the need to upgrade or replace equipment or supplies. Note that Stroger's Kitchen has completed a major renovation.

All kitchen and cafeteria equipment is owned by CCH and all cleaning chemicals are premixed prior to arrival.

Cleaning is the general responsibility of the FANS vendor and the table below denotes CCH versus FANS vendor responsibilities. FANS is responsible for maintaining maintenance logs of all kitchen/cafeteria facility areas. FANS is responsible for notifying CCH of ongoing maintenance needs that CCH is responsible for.

Area	FANS Vendor	CCH
Kitchen		
1. Floors	X	
2. Walls up to 6 feet	X	
3. Equipment	X	

Area	FANS Vendor	CCH
4. Refrigerators and freezers	X	
5. Vents		X
6. Ceiling		X
7. Ductwork		X
8. Light replacement		X
Storage Areas for Program		
1. Floors	X	
2. Walls	X	
3. Ceiling		X
4. Shelving	X	
Cafeteria		
1. Serving line/equipment	X	
2. Serving line walls	X	
3. Serving line floors (customer side)	X	
4. Serving line floors (kitchen side)	X	
5. Ceiling		X
Dining Area		
1. Furniture	X	
2. Equipment	X	
3. Floors/carpet	X	
4. Windows/walls		X
5. Ceiling		X
6. Drapery		X
Pantries		
1. Equipment (includes refrigerators)	X	
2. Floors	X	
3. Walls up to 6 feet		X
4. Ceilings		X
Receiving areas for Program		
1. Pick-up/spot mop	X	
2. Daily cleaning	X	

5.1.9 CCH Responsibilities

CCH and the selected proposer will define their responsibilities with respect to the following:

- a. Utilities and electric power:
- b. Wages and salaries of CCH Employees including regular hourly pay, vacation pay, sick pay, bereavement pay and legal holiday pay:
- c. The required employer payments with regard to Supervised Employees of social security taxes, state and federal unemployment insurance, workers' compensation, medical and hospitalization insurance:
- d. Suitable space for use by selected Proposer managers including office space and storage space for supplies and equipment;
- e. Trash removal from compactors and dumpsters as needed;

- f. Maintenance and repair of County furniture, desks, cabinets, fixtures, drapes, blinds, chalkboards, trash cans and other building effects;
- g. Pest and rodent control;
- h. Walk off mats at entrances;
- i. Laundering and treating of mop heads;
- j. Exterior, interior and skylight window washing;
- k. Specialty bags such as red bags for bio-hazardous waste, and bags for recycling;

The purchase of the supplies and services specified below may also be negotiated with the selected proposer.

Food Service	FANS vendor	CCH
Cleaning Supplies	x	
Paper Supplies	X	
Small Equipment	X	
China, Glass, Silver	X	
Linen	X	
Office Supplies	X	
Uniforms	X	
Menu & Drink Lists / Printing	X	
Promotions		X
Bank Service Fees	X	
Armored Car Service	X	
Postage / Copier	X	
Employee Activities	X	
Travel	X	
Training	X	
Tax Expense	X	
Maintenance & Repairs	X	
Software License Fees	X	
Insurance	X	
Depreciation Expense		X
Licenses / Fees / Telephone		X
Printing and Outside Supplies		X
Credit Card Fees	X	
Vehicle Expense	X	
Miscellaneous General Expenses	X	
Leases / Rentals		X
Maintenance Contracts	X	
Other (specify)		

5.2 Scope of Work

The Selected Contractor will provide the Services to fulfill Inpatient Food and Nutrition Services and Retail Cafeteria Food Services for the John H. Stroger, Jr. and Provident Hospitals.

- a. Patient Meals;

- b. Cafeteria Food Services;
- c. Special Functions/Catering;
- d. Clinical Nutrition Program.

In addition, Contractor must provide the following:

- a. Must implement technology to improve overall delivery service and reduce cost
- b. Must include on demand food service delivery to patients
- c. Must provide strategic plans to increase retail revenue by 20% each year.

5.2.1 Required Services

5.2.1.1 Cafeteria and Patient Meal Services

The Selected Contractor will supervise, on behalf of the CCH, all food preparation and related services that also include nutritional diets as ordered for patients and provide the following:

- a. Contractor will supervise all food preparation and delivery of both general and meals to their respective nursing stations at designated times. Contractor will be responsible for the return of dishes, utensils, trays, and waste to dietary washing facilities. CCH will be responsible for actual delivery and service to the patients, once meals are delivered to nursing stations. Contractor will use tray line and tray delivery system to be supplied by CCH for assembly and transportation of above mentioned meals.
 - b. All foods are to be prepared on site or in a designated site that can be inspected by CCH. Contractor will also offer, as agreed to by both parties, adequately-staffed breakfast and lunch meal service and a la carte items for consumption by employees and guests in the cafeteria, Monday through Sunday, excluding holidays during mutually agreed-on hours. Contractor is to provide grill service seven (7) days a week from 7:00 a.m. until 7:00 p.m. Breakfast may be required for a very small number of patients at or about 5:00 a.m. (Hours shall be mutually agreed by both parties).
1. Contract shall provide and implement strategies that effectively address the dietary requirements of patients with special needs.
 2. Contractor agrees to supervise and will make certain that all menus are nutritionally adequate for general diets for patients, employees, visitors, and CCH staff and will submit all menus to the CCH's designated administrator for approval, at least one week prior to service. The nutritional care program will fulfill all requirements as stated in the Accreditation Manual for Hospitals, (latest edition) of The Joint Commission.
 3. Contractor will be able to provide food for late admissions to the hospital.
 4. Contractor will provide weekday dinner and weekend lunch and dinner in the staff cafeteria for appropriate patients while providing on-unit meals for patients unable to go to the cafeteria.
 5. Contractor will provide additional snacks as needed for patients on weekends.

6. All food inventories are owned by the Contractor.
7. Contractor will be available to provide catering for employee and hospital special events with separate pricing; to be quoted upon request.
8. Contractor will be able to provide 'Choices Meal Option' which would be for a limited menu for meals served. Those meals would be all breakfasts, all weekday lunches, and some weekend lunches and evening meals. .
9. 'Choices Alternate' would be based on two meal choices and three meal choices. Whether or not we are able to implement this 'Choices Alternative' will depend on the price offered to CCH. See Section 6.2 for more details.
10. The table below outlines the expected hours of Cafeteria Services below.

<i>Time of Day</i>	<i>Week Day</i>	<i>Stroger</i>	<i>Provident</i>
Breakfast	Monday to Friday	6:30 am to 10 am	7 am to 10 am
	Weekends	6:30 am to 9:30 am	No Weekends
Lunch	Monday to Friday	11 am to 2:30 pm	11:30 am to 2 pm
	Weekends	11 am to 2 pm	No Weekends
Snack	Monday to Friday	None	2 pm to 3:30 pm
	Weekends	None	None
Dinner	Monday to Friday	4 pm to 7 pm	None
	Weekends	4 pm to 6:30 pm	None

5.2.1.2 Staffing

1. Contractor shall maintain a staff of properly trained and experienced personnel to ensure satisfactory performance under this Contract. Contractor shall assign to CCH a designated representative who will be responsible for the coordination and administration of CCH's service and reporting requirements.
2. Contractor will provide and maintain on duty qualified General Management who will direct all functions of the operation, including the management and supervisory staff and hourly employees. CCH reserves the right to approve the selection of said General Manager.
3. Contractor will provide an Executive Chef and sufficient dietician services to meet hospital needs.
4. All Contractor staff must obtain an identification badge from CCH and will wear their identification badge whenever they are on CCH property. All individuals must complete a background check, drug test, and receive all required vaccines, at Contractor Expense. All resources must successfully process all the stated requirements including the background check at an approved location and attend orientation prior to receiving a badge. CCH utilizes GHX VendorMate to assist in the badging process.

5. Contractor will assume responsibility for a high quality nutritional care program for patients. Nutritional care of patients will be provided and supervised by a qualified licensed A.D.A. dietitian. Dietitian duties are to include, but not limited to the following:
 - Continuing liaison with the administration, medical staff, and the nursing staff.
 - Patient and family counseling as needed.
 - Approval of menus, including modified diets, and any required nutritional assessments.
 - The writing of modified diets.
 - Using the diet manual handbook, and consultation with the medical staff.
 - Provision of diet instruction and the recording of pertinent dietetic information in the patient's medical record.
 - Participation in the development of policies and procedures.
 - Participation in continuing education program, and evaluation of the dietetic services provided.
 - Documentation and evaluation of individuals skills and performance
6. All management and non-management food service personnel will be employees of Contractor. Contractor will prepare and process the payroll for and shall pay all food service employees directly
7. Contractor will maintain adequate staff to ensure quality of service and to prevent an interruption of service.
8. Provide training and education to CCH staff to provide pathway to sous chef, cook, baker, etc.
9. Must include cost for staff uniforms and cleaning

5.2.1.3 Facilities Equipment, Maintenance, Replacement, Renovations, and Alterations

1. Contractor will assume full responsibility for all operating costs associated with the food service operation except as set out in this Section. Items not identified will be negotiated as necessary and must include \$500,00 for renovation
2. Contractor must maintain in good repair and appearance all contractually related or assigned equipment owned by the CCH. CCH agrees to maintain walk-in coolers and freezers. Changes or modifications to CCH-owned space, property, fixtures, fixed equipment or utilities may not be made without written authorization of CCH representative, unless specified in the anticipated contract. CCH will furnish utilities and outlets required during normal hours of operation. CCH will not guarantee an uninterrupted supply of water, electricity, air conditioning or heat, except that it would be diligent in restoring service following an interruption. CCH will not be liable for any loss that may result from the interruptions or failures of any such utility services.
3. CCH will not be responsible for damage or loss to Contractor's equipment or inventory due to vandalism, robbery, or any other action or cause. Contractor must be responsible for all losses due to misappropriation of gross sales receipts. CCH will cooperate to the extent it deems feasible in guarding against such occurrences
4. Plumbing maintenance costs will be the responsibility of the Contractor. Invoices for plumbing repair/service will be forwarded to Contractor for payment.

5. Contractor owned equipment not removed from CCH on termination of this contract, and/or after ten days written notice to the Contractor may be removed and placed in storage by CCH.
6. CCH will be responsible for insect and pest control in all food service areas. The Contractor must maintain maximum insect and pest control for products and equipment.
7. CCH will provide custodial maintenance in the seating areas and the Contractor must cooperate in keeping this service to a minimum. Contractor employees shall bus tables and maintain seating area in orderly state as well as clean floor spillage which occurs during hours of operation. The Contractor must remove all waste container trash, cartons, crates, etc. from food service areas to dumpsters provided and serviced by CCH.
8. The Contractor will be responsible for all costs associated with cleaning of all kitchen premises, serving area (except waxing and buffing), equipment and related fixtures. Upon termination of this agreement, the Contractor shall surrender the same to CCH in as good condition as when received, ordinary wear and tear and acts of God excepted. If the replacement of an individual item is required due to ordinary wear and tear, CCH shall bear the entire costs of such replacement.
9. Adhere to Hospital Consumer Assessment of Healthcare Providers and Systems (HCAPHS) standards with respect to improvement of the patient experience
10. List compliance strategies for Joint Commission, OSHA, ADA, and HIPAA state and local governmental compliance, worker's compensation, licenses and permits, and any other regulations as appropriate.

5.2.2 General Responsibilities Requirement

Proposer must acknowledge and commit to meeting the following requirements.

1. All personnel providing services for CCH may be required to:
 - a. If under contract, sign a statement of understanding that "as a 3rd party resource/contractor I am not entitled to CCH employee benefits."
 - b. Participate in cooperative strategy, planning and evaluation/review sessions;
 - c. Provide timely decision-making;
 - d. Monitor and effectively control the costs associated with the FANS program;
2. All Work Product which results from the performance of this Contract, including procedures, menus, reports, etc., will be considered "works made for hire" and will be owned by CCH.
3. Proposer acknowledges that if awarded it would have to retain certain key personnel currently under contract to ensure service continuity and avoid impact to patient care.
4. All salaries, wage, payroll and other taxes shall be the responsibility of the selected proposer(s).
5. As described in the Current State section, CCH provides services in support of patient care, thus, the selected proposer(s) must reasonably expect on-call responsibilities for FTEs.
6. CCH shall retain strategic control of the Contractor operation.
7. The Selected Proposer shall not charge CCH recruiting fees.
8. The selected proposer is required to work with CCH personnel in a manner that is consistent with applicable collective bargaining agreements and other employment requirements. Specifically, as much as possible, the selected proposer is expected to request information or action from CCH IT personnel during normal business hours.

9. The selected Proposer shall adhere to the Minimum Specifications for All Food Purchased specified in the Current State Section.
10. The selected Proposer shall manage its staff and CCH staff in accordance with the staffing model described in the Current State Section (HR and Union rules included).

5.2.2.1 Management Structure

Proposers must present a brief description of the Proposer's management practices including diagrams (workflows), management team structure, tools/technologies, and other management tactics that would enable the seamless and effective management of Food and Nutrition Services (FANS) during the life of the contract.

5.2.2.2 Transition Plan

Proposers must describe the key events and steps required for CCH to transition from the existing FANS program. The transition plan must include at minimum the following information:

- a. Critical steps to transition including but not limited to equipment physical inventory, assessment of equipment conditions, opening/initial expenses or accounting expectations, space preparation steps, timing, etc.;
- b. Initial (and ongoing) training requirements and process to track training completed including but not limited to sanitation, safety, food standards, the Joint Commission requirements, customer service, etc.;
- c. Transition team responsibilities (CCH, incumbent, and selected Proposer);
- d. Resources required during transition only, if any;
- e. Locations/clients where the Proposer has executed the recommended transition plan;
- f. Any other information that would help the Evaluation Committee understand the proposer's expertise and ability to provide a seamless transition.

5.2.2.3 Capacity Building

Proposers must describe their capacity building plan including but not limited to:

- a. Validation of current capacity and volumes;
- b. Recommended capacity model based on the described CCH conditions including method to recruit, train, onboard key personnel;
- c. Allocation of existing vs. new personnel, prioritization, and expected turn-around times;
- d. Checklist of required steps to onboard key personnel including completing of the batching (physical security) process required by CCH;
- e. Recommended roles/responsibilities for Proposer vs. CCH;
- f. Process to vet required certifications/qualifications to service specific nutritional requirements.

5.2.2.4 Key Personnel

Proposer must provide **a table** with the following information:

- i. Proposed resources;
- ii. Roles,
 - a. Stroger General Manager (recognized as the Department Director)
 - b. Provident General Manager -

- c. Production Manger -
- d. Retail Manager -
- e. Patient Services Manager -
- f. Clinical Nutrition Manager – (Provident/Stroger)
- iii. High level skills/qualifications (alignment);
- iv. Certifications to provide specific services if applicable;
- a. Provide a chronological resume or bio for proposed management personnel.

CCH 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 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 Operating Officer.

5.2.2.5 Program Administration

Proposers must provide a succinct description of their practices to manage FANS at the identified locations and in accordance with the practices specified in the Current State Section of this RFP. Proposers must at minimum address the following information for both patient and non-patient food:

- a. Proposed administration/service model, key knowledge, key personnel required to manage and operate the patient and cafeteria food services, day to day operations, financing, billing and other administration requirements;
- b. Process to develop menus including innovative methods to address the taste of ethnic populations, programs addressing healthy eating habits, availability of menus online, and sample menus for patient, cafeteria and catering. This should include the process to review and approve menus;
- c. Process to prepare special patient nourishment including patient needs identification, preparation, and labeling;
- d. Process to oversee and approve vendors and suppliers where for example, the selected proposer may inspect, assess and require suppliers to adhere to certain standards to ensure quality of products;
- e. Process to oversee the operation, including frequency of evaluations, evaluation categories and rating system and corrective action plans. Include sample documentation used in evaluations and corrective action plans;
- f. Description of programs that have resulted in improved patient experience outcomes including continuous quality improvement programs;
- g. Procedure to oversee compliance with all applicable federal and state regulations;
- h. Procedures to address complaints (tracking processes, systems utilized, and reports generated);
- i. Incident or crisis response procedure(s);
- j. Technologies used to effectively monitor and manage the program and type of access that CCH key personnel would have to the proposed technologies and dashboards. Include a description of the functionality available and intended for use under this contract, if awarded;

- k. Acknowledge that if selected, the Proposer will be responsible for continuous effective execution of the following duties. Objections or alternate language must be clearly specified.

1. Personnel and Personnel Management Requirements	Proposer's Acceptance
1.1. Employ all required personnel and other necessary service providers.	
1.2. Establish, implement, and revise as needed policies and procedures.	
1.3. Provide/contract for, fix compensation for, and establish policies for personnel.	
1.4. Defend and resolve any claims, actions, charges brought by any employee of Manager providing services.	
1.5. Ensure that all full-time employees are paid no less than the Living Wage hourly rates, as publicized by the Cook County Chief Procurement Office each fiscal year. (FY 2015 rates are \$14.57/hr. or \$11.66/hr. if the employer provides health benefits and the employee's health benefit contribution does not exceed 25% of the cost of the health benefit.)	
2. Operational Compliance Requirements	
2.1. Keep all licenses and permits in full force and effect.	
2.2. Cooperate with survey, inspection, or site investigations.	
2.3. Manage facility operations in compliance with the applicable standards and regulations of all accreditation or licensing organizations utilized by CCH which are relevant to the performance of the awarded contract, including, but not limited to, The Joint Commission and Illinois Department of Public Health (IDPH).	
2.4. Cure deficiencies and situations of non-compliance with legal requirements.	
2.5. Describe difficulties anticipated in serving CCH and how do you plan to manage these? What assistance will you require from the CCH?	
2.6. Submit applications for licenses, permits, or other instruments, and provide information/perform acts relative to operation to obtain/maintain license, permit, instrument, certificate, certification, or approval in a timely manner.	
3. Billing, Pricing, and Cash Flow Requirements	
3.1. Establish prices, rates, and charges for services, and negotiate 3rd party contracts.	
3.2. Prepare and file reports required for payment/reimbursement.	
3.3. Manage cash flow to support operations.	
4. Vendor Management Requirements	
4.1. Procure inventories, supplies, non-capital items, services.	

5. Accountability Requirements:	
5.1 Cooperate with and assist CCH with legal disputes.	
5.2 Assist CCH with audits, reviews, reports.	
5.3 Attend meetings of the CCH Systems Board and/or executive staff, as requested.	
6. General Management/Administrative Requirements	
6.1 Plan, execute, and supervise repairs & maintenance, as needed.	
6.2 Keep the facility free and clear of all liens and encumbrances related to maintenance, repairs, materials, alterations, capital improvements or other improvements, renewals or replacements.	

5.2.3 Transition Out

In the event the Vendor-Client contractual relationship ends, Proposers must provide the procedure to import and transition all CCH data to a location of choice from the vendor’s solution. This section is not requesting a detailed plan, but it requires:

- a. Commitment that upon termination of the contract and CCH request, the proposer will transition and then destroy CCH Data, including backups and copies thereof, according to all applicable standards or as otherwise directed by CCH.

Note that the Selected Proposer shall automatically and without limitations transfer all CCH data in a format specified by CCH. Documentation shall be assumed to always be in a central location accessible to CCH during the life of the contract.

5.2.4 Contract Performance Reviews

5.2.4.1 Quarterly Business Reviews

The selected Proposer will be required to meet with the identified business users and Supply Chain Management on a quarterly basis to review the requirements listed below. Proposers must provide sample reports, or screenshots of systems, to demonstrate capacity and ability to capture these metrics and describe a method to establish the baseline data to measure performance. Proposers must at minimum describe the approach to track, monitor and report:

- a. Overall status of the operation;
- b. Status of contract goals and objectives;
- c. Performance of each facility and location (cafeteria vs. patient meals) based on HCAHPS and internal customer service results;
- d. Regulatory compliance;
- e. Effectiveness of the management structure;
- f. Revenue, expenses, invoicing, and profitability;
- g. Other reporting metrics as appropriate and recommended;
- h. Proposers must provide screenshots or sample templates and reports to demonstrate capability. If available provide access to, or screenshots of, management dashboards to demonstrate transparency and visibility of information available.

5.2.4.2 Semi-annual Performance Reviews

The selected Proposer will be required to meet with the identified business users and Supply Chain Management on a semi-annual basis to review the requirements listed below and other as deemed necessary by CCH. Proposers should describe the approach to report the following:

- a. Status of contract goals and objectives;
- b. Performance of each facility and location;
- c. Financial Health and Profitability per facility and location;
- d. Regulatory compliance;
- e. Invoicing Status.

5.2.4.3 Performance Credits

Proposer must describe **a)** the credits available for failing to meet performance metrics including contract business goals and objectives in the format below, and **b)** the credit payment procedure. Note that proposed metrics should derived from the HCAHPS.

<i>Metric</i>	<i>Measuring Approach</i>	<i>Credit for failing to meet objective</i>
1. Nutrition assessment completed by Registered Dietitian within the required number of hour (per CCH policy) for patients at nutritional risk.	Electronic Health Record report	
2. Nutrition assessment completed by Registered Dietitian for physician consults within the required number of hours (per CCH policy) of notification.	Electronic Health Record report	
3. Temperature of the food (cold foods cold, hot foods hot)	HCAHPS (inpatient survey)	
4. Quality of the food	HCAHPS (inpatient survey)	
5. Courtesy of the person who served your food	HCAHPS (inpatient survey)	

5.2.4.3.1 Escalation Procedures

Proposers must describe the steps required to escalate incidents to the highest level of organizations. Include contact names, emails and cell phone numbers, before and after business hours, and persons other than account executives.

6. Required Proposal Content

This RFP provides potential Proposers with sufficient information to enable a proposer to prepare and submit proposals. CCH 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. CCH 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. CCH will return proposals that mark all pages Confidential or are copyrighted. All proposals submitted to CCH are the property of CCH.

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 Statute.

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 Executive Summary/Cover Letter

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. Do not forget to sign your cover letter.

6.2 Response to Scope of Work

This section must address the detail scope requirements in Section 5.

6.3 Qualifications of the Proposer

Proposers responding to this request must have experience providing the required services.

6.3.1 Proposer’s Profile and Track Record

a. Proposer must include a ***description*** of the organization’s track record as follows:

Company Profile (Prime only)

1. Legal Name.
2. Assumed Names, if any.
3. Address Headquarter (*Street Address, City, State , Zip*)
Base of Operation (*Street Address, City, State , Zip*)

4. Address Headquarter Legal Structure (e.g. sole proprietor, partnership, corporation, joint venture).
 5. If a subsidiary, provide the same information about the Parent Company as required in this table format.
 6. Date and State where formed.
 7. Proposer's principals/officers including President, Chairman, Vice Presidents, Secretary, Chief Operating Officer, Chief Financial Officer, and related contact information.
 8. Proposer Business background and description of current operations.
 9. Number of employees.
 10. Number of years in business.
 11. Total number of years providing the proposed services.
 12. Proposer is licensed to provide FANS and other relevant certifications.
 13. Proposer's Federal Employee Identification Number (or Social Security Number, if a sole proprietorship).
 14. Is proposer authorized to conduct business in Illinois? Please provide Registration Number issued by the Illinois Secretary of State, and attach Cook County Assumed Business Name Certificate, if applicable.
 15. Describe any merger or acquisition discussions in which the proposer is involved.
- b. Provide at least three (3) relevant references in the required table format below, from clients using similar services in the last 36 months. If partners/subcontractors plan to perform a major part of the scope, **they should also provide three (3) references in alignment with their proposed project role.**
1. Contract/Project Name*
 2. Name of the organization*
 3. Name of the contact person (title, email and phone number)*
 4. Project dollar value*
 5. Prime or subcontractor?*
 6. Contract Period*
 7. Project Scope*
 8. Proposer's role/scope (succinct description)*

6.3.2 Key Personnel

- a. 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;
- b. Describe internal standards, policies and procedures regarding hiring, training and professional development.
- c. Provide copies of each associates current job description

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.

6.3.3 Proposer’s Compliance History

- a. Non-compliance. Proposers must provide in this section a list describing history of non-compliance with applicable federal and state laws and regulations pertaining to the operation of a FANS program.
- b. Corrective Action Plans (CAP). Proposers must provide a list of any and all CAP requests or penalties incurred in the past three (3) years.

6.3.4 Proposer’s Compliance with Applicable Regulations

Proposer must describe adherence to the following compliance requirements, providing evidence of compliance where necessary.

Area	Requirement ¹	Proposer’s Response (yes/no)
HIPAA	Proposer must confirm its ability to sign a Business Associate Agreement (BAA).	
ANSI	ANSI standards as applicable.	
ISO	ISO 22000 Food Safety Management	
TJC	Proposer must confirm that it will comply and participate in the Joint Commission evaluations/visits and comply with the Joint Commission regulations as published in the Accreditation Manual for Hospitals and any other regulatory agency.	
IDPH	Illinois Department of Public Health regulations.	
CMS	Centers for Medicare and Medicaid Services Regulations and Guidance.	
CDC	Centers for Disease Control and Prevention.	
FDA	Food and Drug Administration Guidance and Regulation.	

6.3.5 Subcontracting or teaming and 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.

¹ If proposer determines any of the stated requirements to be inapplicable, proposer shall state so, and shall also state the basis for determining each such requirement to be inapplicable.

The [Economic Disclosure Statement](#) Forms (EDS) should be submitted **in a separate envelop along with the Pricing proposal.**

Consistent with Cook County, Illinois Code of Ordinances (Article IV, Division 8, Section 34-267), CCH has established a goal that MBE/WBE firms retained as subcontractors receive a minimum 35% of this procurement.

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.

6.3.6 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.

6.3.7 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."

6.3.8 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, or objections if any, to meet all insurance requirements stated below.***

The standard Insurance Requirements captured in the sample Contract General Terms and Conditions (GC-03) are replaced by the following:

Workers' Compensation Insurance.

Workers' Compensation shall be in accordance with the laws of the State of Illinois or any other applicable jurisdiction. The Workers' Compensation policy shall also include the following provisions:

- I. Employers' Liability coverage with a limits of:
\$ 1,000,000 each Accident;

- \$ 1,000,000 each Employee; and
- \$ 1,000,000 Policy Limit for Disease.
- II. Broad form all states coverage

Commercial General Liability Insurance.

The Commercial General Liability shall be on an occurrence form basis to cover bodily injury and property damage including loss of use. General Liability limits shall not be less than \$ 1,000,000 per occurrence and \$5,000,000 aggregate combined single limit for bodily injury and property damage. The General Liability policy shall include, without limitation the following coverages:

- I. All premises and operations;
- II. Broad Form Blanket Contractual Liability;
- III. Products/Completed Operations;
- IV. Broad Form Property Damage Liability; and
- v. Cross liability.

Comprehensive Automobile Liability Insurance.

Comprehensive Automobile Liability to cover all owned, non-owned and hired automobiles, trucks and trailers. The Comprehensive Automobile Liability limits shall not be less than the following:

- I. Liability - All Autos: Bodily Injury & Property Damage –
\$1,000,000 per Occurrence; and
- II. Uninsured/Motorists: Per Illinois Requirements.

Umbrella/Excess Liability Insurance.

- I. \$2,000,000 each occurrence for all liability; and
- II. \$2,000,000 in the aggregate per policy year separately with respect to products and completed operations.

Professional Liability Insurance.

- I. \$1,000,000.00 each occurrence; and
- II. \$3,000,000.00 in the aggregate.

Additional Insured.

Cook County, its officials, employees and agents shall be named as additional insureds under the Commercial General Liability policy.

Qualification of Insurers.

All insurance companies providing coverage shall be licensed or approved by the Department of Insurance, State of Illinois, and shall have a financial rating no lower than (A-) VII as listed in A.M. Best's Key Rating Guide, current edition or interim report. Companies with ratings lower than (A-) VII will be acceptable only upon written consent of the Cook County Department of Risk Management.

Subcontractor Insurance Requirements.

Contractor shall require that Providers who become Subcontractors to Contractor perform such functions as utilization review or credentialing hereunder, carry professional liability insurance in an amount of

\$1,000,000 per each occurrence and

\$3,000,000 in the aggregate.

Certificates.

Contractor shall deliver to the SCM Director satisfactory certificates evidencing compliance with this insurance provision prior to commencing performance under the Contract.

6.3.9 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.

6.3.10 Legal Actions

Provide a list of any pending litigation in which the proposer may experience significant² 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

6.3.11 Economic Disclosure Statement

Execute and submit the Economic Disclosure Statement (“EDS”).

The EDS form can be found at <http://www.cookcountyhhs.org/about-CCH/doing-business-with-CCH/bids-rfp/>

² “significant” is defined as \$50,000 or more.

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

6.3.12 Pricing Proposal

Submit your pricing proposal in a separate sealed envelope clearly marked with the RFP number and the label "Pricing Proposal." The required pricing proposal format (excel file) can be found as an attachment to the RFP PDF file. Proposers are required to submit one (1) original and one (1) electronic copy.

The pricing proposal must include any supplemental or renewal option period pricing or schedules offered by the proposer. All supplementation pricing information must be submitted in excel to facilitate analysis. Proposers should include elements or references to the pricing proposal **only in this section and separate the pricing proposal according to the instructions above.**

Proposers must submit price models for the following pricing options:

- a. Pricing Option A requires a description of all fees associated with the provisions of services;
- b. Pricing Option B requires a Management Fee, Salaries, and Retail Services (cafeteria and catering) Credit/Gain-share proposal;
- c. Proposer may also submit a Pricing Option C of their choice. If an option C is submitted, please submit it in Excel.

Note: Please be sure to provide a breakout of all cost-components in your proposal (e.g. Labor Rates, Fees, and Add-on Costs).

Options A and B are required.

The CCH 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.

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

6.3.13 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 CCH website:
<http://www.cookcountyhealth.org/about-Cook County Health/doing-business-with-Cook County Health/>

7. Evaluation and Selection Process

An Evaluation Committee comprised of the CCH and County personnel will evaluate all responsive Proposals in accordance with the selection process detailed below.

7.1 Proposal Assessment

The Evaluation Committee will review all Submittals to ascertain that they are responsive to all submission requirements.

7.2 Proposal Evaluation

The RFP provides requirements and data, which will be used as a basis for a written presentation of qualifications of the firm(s) and proposed staff, project approach, systems and methodologies for delivery of the Project. CCH will evaluate the Proposals to establish a list of qualified Proposer for Shortlist.

7.3 Shortlist Proposer Presentation

The Evaluation Committee, at its option, may invite one or more proposers to make presentations and/or demonstrations. The Evaluation Committee 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.

7.4 Selection Process.

Upon review of all information provided by shortlisted Proposers, the evaluation committee will make a recommendation for selection to the Chief Procurement Officer of the Office Supply Chain Management for concurrence and submission to the Cook County Health Board. CCH reserves the right to check references on any projects performed by the Proposer whether provided by the Proposer or known by the County. CCH may engage in negotiations and select one or more Proposer(s) that best meets the needs of CCH and provides the best overall value in the interest of CCH.

7.5 Right to Inspect

CCH 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 CCH's sole discretion the proposer is deficient in any of the essentials necessary to assure acceptable standards of performance. CCH reserves the right to continue this inspection procedure throughout the life of the Contract that may arise from this RFP.

7.6 Consideration for Contract

Any proposed contract including all negotiations shall be subject to review and approval of CCH management, CCH Legal and CCH's Board of System Board. 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

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

Proposer must be compliant with all the submission requirements of the RFP. The evaluation committee will evaluate all responsive Proposal in accordance with the evaluation criteria detailed below.

8.2 Criteria Proposal

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

- A. Ability to achieve CCH’s business goals, objectives and Scope of Work described in this RFP, by providing a succinct and feasible strategy that clearly describes how the proposers would provide the required services. The Evaluation Committee will place special attention to the following:
 - i. Ability to meet requirements specific to a government health environment based on concise narrative throughout the response, with special focus on response to the **General Proposer Responsibilities section**;
 - ii. Ability to effectively manage the CCH account based on concise narrative throughout the response, with special focus on response to the **Management Structure section**;
 - iii. Ability to effectively and promptly transition FANS services based on concise narrative throughout the response, with special focus on response to the **Transition Plan and Capacity Building sections**;
 - iv. Ability to successfully and effectively administer and operate the FANS program based on concise narrative throughout the response, with special focus on the response to the **FANS Program Administration section**;
 - v. Ability to effectively measure long term objectives and transparently report contract performance based on concise narrative throughout the response, with special focus on response to the **Contract Performance Reviews section**.
- B. Qualifications and experience of the proposer to successfully perform and provide the services described in this RFP, as evidenced by the successful completion of similar programs in large complex organizations and in compliance with all applicable laws (complete and comparable References).
- C. Reasonableness of Overall Price
Price will be evaluated separately for overall reasonableness and competitiveness.
- D. Other Qualitative Criteria

The Chief Procurement Officer of the Office of Supply Chain Management 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. Contract Terms and Conditions (objections and/or suggested alternate language);
5. Legal Actions;
6. Addenda acknowledgement (See [Addenda Section](#)).

9. Instructions to Proposers

These instructions to proposers contain important information and should be reviewed carefully prior to providing 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 excel, and the subject of the email should reference the RFP # and Title.

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

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 inquires must reference the proposal due date and CCH 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 CCH 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. **Note: This Pre-Submittal Conference is NOT Mandatory.**

9.3 Number of Copies

Proposers are required to submit one (1) original paper copy and one (1) electronic copy no later than the time and date indicated in the RFP.

NOTE: the paper copy of the pricing proposal and EDS must be submitted separate from the rest of the response.

Each submission must then be separated as follows:

1. **One (1) original copy of the paper pricing and EDS forms in a separate envelop.**
2. **One (1) electronic copy.**

9.4 Format

Hardcopies of the proposals should be submitted in 3-ring binders only. 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 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.**

9.6 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.** 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 and drop box. 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 RFP, at www.CookCountyheath.org 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 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.

9.10 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 CCH 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.

9.11 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.

9.12 RFP Interpretation

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

9.13 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.

9.14 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.

9.15 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.

9.16 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. 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 a page that are asserted to contain confidential proprietary information must be noted as such. However, note that ONLY pages or specific information that are/is legitimately confidential should be marked Confidential and Proprietary. 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 on notice 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 law, including but not limited to the Illinois Freedom of Information Act [5 ILCS 140 et seq.].

9.17 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 highest rated proposers meeting the specifications, terms and conditions. If a split award impacts the outcome of the project it must be so stated in the proposal.

9.18 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.

9.19 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

The following definitions shall apply to this RFP:

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.

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.

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.

Board or "Cook County Health" shall refer to the Board of Directors of the Cook County Health or Cook County Health 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

11. 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	A.M	P.M
available, hand write the time):		

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. SCM will time-stamp top and bottom sections. SCM will keep one section and the proposer will keep the other section.



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Time Stamp Here

Time Stamp Here