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COOK COUNTY HEALTH (CCH)

REQUEST FOR PROPOSAL RFP# H23-0037

TITLE: Automated High Volume Prescription Fulfilment System

GENERAL DESCRIPTION: Cook County Health (CCH) is requesting proposals from qualified businesses that can provide an automated high volume prescription fulfilment system.

DATE ISSUED: April 25, 2023

VENDOR QUESTIONS DUE DATE: May 4, 2023, by 2:00 P.M. CT

All questions regarding this RFP should be directed to https://forms.office.com/r/mYd2hSxSNn.

RESPONSE/ PROPOSAL DUE DATE: May 26, 2023, by 2:00 P.M. CT

Responses to this RFP shall be submitted no later than 2:00 PM (CT) on May 26, 2023 by sending an electronic copy via email 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.

PRE-PROPOSAL CONFERENCE / FIELD INSPECTION: None

RFP Number H23-0037

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1. Hospital System 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

Cook County Health (CCH) is requesting proposals from qualified businesses that can provide an automated high volume prescription fulfilment system which, in a central fill environment, is able to provide a fulfillment process that is safe, accurate, timely and cost effective. Provide full warranty/maintenance service for the System, including but not limited to, the furnishing of all material, labor, supervision, tools, supplies, and equipment necessary to provide full warranty/maintenance services, and repairs of every description, including inspections, adjustments, tests and replacement of parts as herein specified for all equipment covered under this Request for Proposals, as well as provide repairs outside of the full warranty/maintenance services on a Time and Materials basis. Full warranty/maintenance service includes all components of service, including emergency call back service on an as needed basis during the period of the contract, systematic examinations, adjustments, lubrication, repair and replacement of the systems component parts. This includes all components and accessories not specified, but essential for the proper operation and functioning of the complete system.

a. Term of Services

The term of services shall be eighty-four (84), with an option to extend the term for two additional two (2) year renewal options.

b. Basis of Award

The basis of the award shall be to a single or multiple 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 forth in this RFP.

3. Schedule

CCH anticipates the following schedule.

Activity	Estimated Date	
RFP posted to the website	April 25, 2023	
Pre-Proposal and Site Visit	None	
Proposer Inquiry Deadline	May 4, 2023, by 2:00 P.M. CT.	
CCH response to Vendor Questions-Tentative	Week of May 8, 2023	

Proposal Due Date	May 26, 2023, by 2:00 P.M. CT.
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4. Scope of Services

The automated high volume prescription fulfilment system shall operate as an integrated process that includes receiving prescription data from a pharmacy software system, including the currently utilized Pharmacy Management System. This system shall provide the functionalities required to dispense prescriptions, pharmacist verification, packaging the prescriptions, sorting of orders/prescriptions for distribution by courier and/or commercial carrier labeling and manifesting of packages for commercial carrier for delivery to CCH facility locations. The system shall be initially capable of processing 10,000 prescriptions during a shift; and the system must be scalable to accommodate future expanded prescription volume (up to 50,000 prescriptions) per day and allow for multiple shifts per day.

The submission will also outline in detail how the components of the proposed solution will be maintained and identify any data management services that will be required to facilitate daily operations. Preference will be given to full-service solutions that provide comprehensive maintenance and data management solutions to ensure the operation of the solution throughout the duration of the agreement.

Servers shall include "production/live" and "test" environment components. Proposed solutions will define how these environments will be established and maintained, including logical and physical design diagrams of both the test and production environments.

The proposal will outline how the proposed solution will perform the required functions and meet CCH's needs

Proposer will be required to develop a bi-directional data interface to provide all required and necessary data communication between the automated high volume prescription fulfilment system and the Pharmacy Management System to fulfill the prescription dispensing and record management functionality included herein and as further determined by CCH's representative.

Proposed solutions will need to identify any additional services that may be required to ensure the successful technological interface with the existing Pharmacy Management System so that a successful bi-directional data interface is achieved.

In the event of a change in the Pharmacy Information System (Vendor or Version), the automated high volume prescription fulfilment system Vendor agrees to collaborate with the Pharmacy Information System Vendor to ensure successful migration of all required data and the ready retrieval of all such data.

Proposer should identify how technology interfaces will be kept current

Detail specifications are to be defined in conjunction with the Pharmacy Management System vendor.

4.1 Interface

Proposer shall identify any solutions that they have provided within the past two-year period wherein they have achieved a successful interface with the current Pharmacy Management System – McKesson Pharmacy System (EnterpriseRx), or any other pharmacy information systems, and demonstrate how the proposed solution successfully interfaced with that system. Furthermore, the proposer shall identify the resources that will be provided to achieve the interface, including hardware, middleware and development. All costs of the interface are the responsibility of the contractor.

4.2 Automated Prescription Dispensing System Equipment

The proposer submission shall include all areas of the proposed solution including but not limited to a system comparable to the proposed solution in live operation showing high volume, medium volume, and low volume dispensing processes, pharmacist verification station, servers, integrated packing, sortation and conveyor systems all indicative of similar volume and components as outlined in this RFP.

- 1. The proposer shall provide documentation and product data supporting all items as outlined in the Automated Dispensing System Solution, Design Requirements, and Execution and Installation.
- 1. Data from the Company producing the system describing the reporting capabilities of the system.
 - a. Include a current sample Reports Manual.
 - b. Provide evidence of Systems ability to utilize commercially available report writers to create and produce reports by the user.
- 2. Data from the Company producing the system describing restrictions, if any, for purchasing system required consumables.
 - a. Recommended vial or bottle size or sizes.
 - b. The method for handling multiple size countable drug prescription vials or bottles.
- 3. Document the processing time through the system for a normal and error free prescription.
- 4. Provide the processing times and rates guarantees.
- 5. Provide the dispensing accuracy guarantee.
- 6. Provide the system operational guarantee.
- 7. Provide certifications from the Company producing the system, proving that:
 - a. The system is UL listed.
 - b. The system meets all Illinois State and Federal Pharmacy Regulations.
 - c. The system is HIPAA compliant.
 - d. The system is OSHA compliant.
 - e. The system is ADA compliant.
- 8. Additional data from the Company producing the system, describing:
 - a. Operating system used by the system and detail plans for any proposed upgrades or modifications.
 - b. Database utilized by the system and detail plans for any proposed upgrades or modifications.
 - The intervals that orders/prescriptions are received from the Pharmacy Management System and the intervals that data for completed orders/prescriptions are returned to the Pharmacy Management System

- d. Details of what occurs if there is a system failure or malfunction to the prescriptions/work in process and recovery process and its effect on the data involved.
- e. The normal communications band width, type required, and processing capacity for the transfer of data between the Pharmacy Management System and the automation system.
- f. Provide sample of user documentation / manual representative of the system to be installed.
- g. Provide ongoing training for Pharmacy Staff, Pharmacy Operations Manager, and System Maintenance Staff representative of the system to be installed.
- h. Provide Sample Implementation Plan and Schedule of the system to be installed.
- i. Provide Sample Operational and Maintenance Manual representative of the system to be installed.
- 9. Name, address and telephone number of nearest fully equipped service organization.
- 10. Implementation Drawings:
 - a. Provide a system architecture drawing that diagrammatically shows all components, their locations, how they connect to adjacent and related components. The system architecture drawing layout must match specific site requirements.
 - b. Provide scale floor plan and elevation drawings showing location of all major components associated with the system.
 - i. Design sketches of each type workstation and associated dimensions used as part of the system.
 - ii. Design sketches and associated dimensions of each type of shelving used as part of the system.
 - c. Provide schematic/flow diagram of the systems solution communication network.

11. Product Data:

- a. Catalog sheets, specifications and installation instructions.
- b. Provide a list of the computer equipment utilized at the location by functional processing workstation.
- c. Provide detail specifications, including manufacturer and model numbers of all computer hardware utilized by the system.
 - i. Servers
 - ii. Printers
 - iii. Workstations
 - iv. Keyboards
 - v. Bar code scanners
 - vi. Provide Operating System and version used in proposed solution.
 - vii. Provide software that is used to provide technical support from a remote location.
 - viii. Provide specifications of any and all additional software that is utilized by the system, i.e. software, hardware, middleware and power requirements.
- d. Provide communications protocol that is used within the system
- e. Provide the communications protocols that can be used to interface with the Pharmacy Management System, regardless of vendor.

- f. Provide detailed description of system operation.
- g. Provide detail description of each functional process within the system

4.3 Minimum System Requirements

The proposed system must demonstrate to CCH's satisfaction that, through inherent prescription processing functionality and performance parameters, it optimizes operational efficiencies and workstation ergonomics, complies with all applicable laws, regulations and standards, while minimizing the need for human intervention and potential for allowing undetectable medication dispensing errors.

- 1. All equipment shall be compatible and provide for complete interoperability between system components.
- 2. Archiving of prescription information is automatically performed by the system.
- 3. Order Routing
- 4. Order checking with barcode scanner
- 5. Provide an operational reliability warranty of 99.997 per cent minimum during any given contiguous operational period.
- 6. Prevent cross contamination of countable drugs throughout the entire dispensing process. Maintain cross contamination at less than 1 part per million.
- 7. Prevent the exposure to "strays" for countable drugs. Maintain strays at less than 1 per million units dispensed.
- 8. Noise level of the system while operating must not in an 8-hour time period exceed a weighted average of 50 dBA with no single exposure to exceed 75 dBA, using the formula set in the OSHA guidelines.
- 9. The proposed system must be capable of processing **900** prescriptions per hour for a central fill operation.
- 10. Vials containing countable medications must arrive uncapped for pharmacist dispensing verification and be automatically capped after pharmacist dispensing verification.
- 11. Provide option for medication blister packaging
- 12. Provide an automated packing and sortation system that is fully integrated with the automated prescription dispensing system.

In addition, the proposed automated high volume prescription fulfilment system will have the following:

- Receive orders via computer interface from the McKesson EnterpriseRx (Version 12)
 pharmacy management system for mail and central fill prescription orders. The vendor
 will be responsible for the cost of all interface development.
- 2. Prioritize and manage order fulfillment per CCH criteria.
- 3. Monitor inventory levels
- 4. Select appropriate products
- 5. Retrieve the required quantity of products
- 6. Label each product
- 7. Verify the accuracy of each filled item
- 8. Package orders for delivery to the patient and designated pharmacy
- 9. Print required documentation
- 10. Report fulfillment information via computer interface back to the McKesson Enterprise system
- 11. Provide for complete interoperability between system components.
- 12. Archive of prescription information automatically.

- 13. Order Routing
 - Send orders with one prescription directly to packing
 - Send orders with multiple prescriptions to order grouping
- 14. Order checking with a barcode scanner

4.4 Process Design Requirements

A Proposed capable of processing orders/prescriptions through the following functional prescription fulfillment processing steps:

- 1. Receive order/prescription data from the Pharmacy Management System electronically in a real time environment.
 - a. System must have the ability to prioritize and track the location and status of each prescription while in process and combine prescriptions for the same patient by user defined elements, e.g. medical record number, last name, and etc.
- 2. Label each prescription container before it reaches the appropriate dispensing location or at the location.
 - a. Prepack dispensing/labeling
- 3. The system design shall include a conveyor network, an integrated automated sortation function to facilitate accurate and efficient printing/packing and shipping of finished prescriptions. The sortation design shall include bar code scanning management of orders, manual filling, checking, alerts for incomplete orders, and the ability to print patient education guides and patient teaching sheets. Additionally, inventory control/reporting and order management functions
- 4. Dispense the prescription utilizing the most efficient and most cost-effective methodologies (non-tote and tote).
- 5. Capture and store an image of all countable prescriptions as they appear in the prescription container.
- 6. Verify the number of units in each countable vial by weight.
- 7. Prepare medication blister pack if necessary
- 8. Pharmacist Verification:
 - a. Display drug data base reference image of product National Drug Code (NDC) to be dispensed.
 - b. For countable product display image of the countable drug in the prescription container that was captured by the system.
- 9. Pack the order/prescriptions prior to sorting for CCH dispense location delivery.
- 10. System controlled sorting of packages/orders to CCH dispense locations.
 - a. Generate a courier manifest for a minimum of 10 direct delivery locations.
 - b. Generate common carrier labeling and associated documents via an integrated Manifesting/Shipping System at one sort location.
- 11. Return order/prescription status data to the Pharmacy Management System in a real time environment at the following steps in the fulfillment process.
 - a. Confirmation that prescription data received.
 - b. Prescription has been dispensed and packed.
 - c. Prescription ready for distribution.
 - d. Prescription placed on hold within automated system for future processing
 - e. Prescription unable to be filled/refilled through the central automated dispensing pharmacy and is being returned to the requestor for local processing.

4.5 Pharmacy Automation System

The system shall include servers (if not cloud-based or remotely hosted), computer
workstations with a keyboard, mouse, and a color monitor for each workstation, printers,
software, network communication components, barcode readers/validation, and other
components necessary for a fully operational system.

2. Electrical Components:

- a. All electric switch devices shall be selected for the applied load and UL listed for the application.
- b. Provide National Electrical Manufacturer's Association (NEMA) 1 enclosures for all switching devices.
- a. Electrical Panel: System manufacturer's standard or recommended panel located for receiving power and for distributing power to all components utilized in the system. Uninterrupted Power Supply: System manufacturer's recommended unit, sized for all system related equipment used in the system.

3. Compressed Air Components:

- a. Compressor: System manufacturer's recommended unit, sized for all system related equipment utilized in the system.
- b. **Piping/Tubing:** System manufacturer's recommended unit, sized for all system related equipment utilized in the system.
- 4. **Camera Components:** System manufacturer's recommended unit to allow the user to create and add images to the existing Image Database.
- 5. Conveyer system should be built with levels of redundancy.

4.6 Furniture and Fixtures:

- a. Include workstations required to perform the functions specified as defined in the system solution specifications.
- b. Designed to meet the specific requirements of the associated functionality activity. The workstations must be ergonomic in design and construction. All workstations must provide an ergonomic and office friendly work area type of appearance. Laminates to be used to meet the overall furniture and fixture color scheme selected by the user is required. Computer Workstations are to be located below the work surface and within the functional workstation itself.
- c. Sizes: As required to fit specific project locations and functionalities.
- d. Color: As selected by CCH from manufacturer's available colors.

2. Product Shelving, Dispensing Product Overstock Shelving:

- a. Sizes: As required to fit specific project locations, functionalities, and a minimum five working days supply of product.
- b. Color: As selected by CCH from manufacturer's available colors.

3. Consumable Shelving:

- a. Prefinished steel
- b. Size: Approximately 35 feet long x 24 inches deep x 4 shelves high.
- c. Color: As selected by CCH from manufacturer's available colors.

4. Spare Parts Shelving and Spare Parts Locking Cabinets:

- a. Prefinished steel:
- b. Sizes: As required to fit specific project locations, functionalities, and a minimum five working days supply of product.
- c. Color: As selected by CCH from manufacturer's available colors.
- d. Obtain keying requirements for locking cabinets from CCH's Representative

- 5. Workbench for Maintenance of System Components: Durable 1-1/4 inch high-pressure laminate work surfaces with protective edge moldings, equipped with wire management chases. Heavy-duty steel legs adjustable from 25 to 32-inch height.
 - a. Sizes: As required to fit specific project locations and functionalities.
 - b. Color: As selected by CCH from manufacturer's available colors.
 - c. Tool Set: System manufacturer's recommended toolset with the case for maintaining system components.

6. Rolling Stairs:

- a. Prefinished steel.
- b. Size: As required to reach the upper shelves of the consumable shelving.
- c. Color: As selected by CCH from manufacturer's available colors.

7. Order Sortation Racks:

- a. Prefinished steel.
- b. Sizes: As required for sortation of orders to meet the requirements of this functional processing location.
- c. Color: As selected by CCH from manufacturer's available colors.

8. Product Movement Carts:

- a. Stainless Steel.
- **b.** Sizes: As required for distributing dispensing product to the dispensing location and the product overstock area from the Inventory Receiving Function

9. Refrigerator and Freezer Components:

- a. Flash Freezer for quick freezing of Cold Packs for refrigerated shipping products.
- b. Small alarmed medical/laboratory rated "dormitory size" refrigerators (without freezer components) at each location packaging refrigerated products.
- c. Commercial size/type refrigerator for storing refrigerated products to be dispensed with temperature alarm module.
 - i. Type: Combination digital alarm and thermometer.
 - ii. A LED display.
 - iii. Remote low voltage sensor.
 - iv. Fully adjustable high and low set points.
 - v. Switchable display for Fahrenheit, and Celsius.
 - vi. Alarm horn with a mute switch.
 - vii. Safe and alarm lights.
 - viii. Provide a dry contact for system interface.
 - ix. Commercial size/type refrigerator for storing packaged orders/prescriptions waiting to pick up by distribution carriers with temperature alarm module.

4.7 Accessories

Include accessories required to perform the functions specified and as defined in the system Solution specifications.

4.8 Performance Parameters

The following are an integral part of any proposed solution:

- 1. Provide a cost-effective and efficient description of each type of counting equipment utilized by the system, in respect to the drugs to be dispensed by CCH.
 - a. Manual Pick Dispensing
 - b. Bottle Checking

- c. Tote Checking
- d. Packing
- e. Exception Processing
- 2. The number of countable drugs not dispensed by automated counting equipment must be minimized yet be cost-effective.
- 3. The system must manage control of processing errors detected during the processing of prescription by the system in real time.
 - a. Quality Assurance Sampling Workstation
 - i. Canister Count Monitoring
 - ii. Random Quality Sampling
 - iii. Foreign Object Detection
- 4. The system must have the ability to track in real time the status of orders/prescriptions during system processing at the following steps in the fulfillment process:
 - a. Confirmation that prescription data received.
 - b. The prescription has been dispensed and packed.
 - c. Prescription ready for distribution.
 - d. Prescription placed on hold within the automated system for future processing.
 - e. Reports and Administration
- 5. Dispensing processing must continue when any of the following occurs.
 - a. When dispensing inventory is being replenished at dispensing locations there can be no interruption of the dispensing process.
 - b. When a new NDC is added, or an NDC is moved to another automated dispensing unit the availability of required changes to the equipment must be completed within 24 hours, or a user approved alternative dispensing process must be available for use in the system.
 - c. When consumable inventory is being replenished there can be no interruption of the dispensing processing.
 - d. Prescription in error and is being returned for reprocessing
- 6. The integrity of the order must be maintained, even if during the dispensing process a prescription cannot be dispensed at the defined dispensing location due to a condition/status, e.g., location inoperable or out of stock condition at the time of the prescription's initial arrival.
- 7. The system must process delivery location changes.
 - a. After receipt of the prescription dispensing record from the Pharmacy Management System.
 - b. The location change must be reflected in the order function when sortation of the associated delivery location takes place.
- 8. The camera and its components that are provided as part of the system must provide the following functionalities:
 - a. Capture and store the image of the product dispensed to be used in the pharmacist verification function.
 - b. Allow the user to capture product images and accept those to the Drug Reference Database that are CCH specific brands.
 - c. Allow the user to capture any product images and accept those to the Drug Reference Database that is being dispensed and are not yet part of the Drug Reference Database.
- 9. The System must provide the user security structure that allows the user to control access by groups and individuals. Provide dual authorization access, e.g., system-assigned user ID +

- secret password, ability to assign access by user groups, ability to customize by activity at the individual user level.
- 10. The system must provide software, data, and server redundancy as part of the system solution, e.g., backup server, shadow/mirror disks, data recovery. Proposed solutions will need to demonstrate an automated system backup strategy that provides for daily backups of system data within a maintenance window identified.
- 11. The system design shall include a "test/certification" environment entirely physically and logically separate from the live/operating environment.
- 12. The Uninterrupted Power Supply installed based on the Automated Dispensing System vendor's recommended unit, sized for all system related equipment must meet the following requirement:
 - a. Provide backup power equipment to allow a soft shut down in the event of a power outage. The operating time for this equipment must be at least 120 minutes to let for the facility generator to begin supplying power in the event of a catastrophic event striking the user facility.
- 13. The system shall have safeguards in place to prevent deviation of fill quantities for countable medications. Broken tablets must not be recognized nor counted as an intact tablet.
- 14. The system shall provide an electronic quality assurance monitor as a report which will sample, by user parameter, all cells daily for the accuracy of the count with data recorded in the system.
- 15. The system shall provide an electronic quality assurance monitor, which will analyze quantities and numbers of fills to make necessary adjustments to cells to maintain optimum performance and efficiency of the system by CCH.
- 16. The system shall provide safeguards to prevent errors when restocking countable's. The system must track all restocking activities for all countable medications. Each restocking action for countable's will require the user to log in.
 - Use of barcode scanning technology (or equivalent) for restocking of countable medications. Access to restock denied until dual barcode scan verifies product and restock location.
 - b. Use of barcode scan for receiving product into automated pharmacy inventory from Central Pharmacy Warehouse and vendor deliveries. An electronic message sent to the pharmacy host system from barcode scan to post the receipt to inventory.
- 17. The system shall accommodate an unlimited number of different medications of various tablet and capsule unit sizes, textures, and shapes. The system shall allow for multiple dispensing locations for the same item, and other redundancies, as necessary to meet throughput requirements.
- 18. The system will easily accommodate product changes affecting the calibration of dispensing containers for countable medications. Delays in dispensing due to calibration related issues are to be minimized.
- 19. The system shall provide a means to track prescriptions that require special processing (e.g., creams, inhalers, insulin) that are filled off-line.
- 20. The system shall provide for permanent archival and ready retrieval of all production data. All data is the property of CCH and access to, and ready retrieval of the data must be provided indefinitely.
- 21. The accuracy rate for each type of proposed dispensing methodology must be specified and guaranteed.

- 22. The process fills time and rate per hour for each type of proposed counting equipment must be specified.
- 23. The proposed system will provide sufficient reporting capabilities related to prescription processing, inventory management, system efficiency, and packing and shipping. The system needs to allow for report customization as necessary to meet CCH needs (e.g., report writer capability).
- 24. Restrictions on use of consumables (i.e., prescription vials) must be minimized.
- 25. The selected vendor will provide details for any additional third-party software licenses, recommended vendors, etc. required for the proposed system (e.g., Drug Imaging, Patient Monographs, etc.)

4.9 Execution

The persons installing the Work of this Section and their Supervisor shall be personally experienced in pharmacy automation system installation work and shall have been regularly employed by a Company installing pharmacy automation systems for a minimum of 3 years.

4.10 Installation

- 1. Install the system in accordance with the Company's printed instructions and accepted proposal documents.
- 2. Provide all electric work, required for complete installation of equipment, from wall or floor mounted power source to equipment. Wall or floor mounted power source (enclosed circuit breaker or fused safety switch) will be provided by the State.
- 3. Install air compressor, tubing, related parts and equipment.
- 4. The proposed system will be installed in accordance with the submitted timeline.

4.11 Markers and Nameplates

- 1. Data and Power cable Markers: Premarked self-adhesive; W.H. Brady Co.'s B940, Thomas and Betts Co.'s E-Z Code WSL self-laminating, Ideal Industries' Mylar/Cloth wire markers, or Marwick Corp.'s permanent wire markers, or equivalent.
 - a. Indicate circuit or patch panel jack number for each cable installed at 12 inches from each termination point.
- 2. Equipment Nameplates: Precision engraved letters and numbers with uniform margins, character size minimum 3/16 inch high.
 - a. Phenolic: Two color laminated engraver's stock, 1/16 inch minimum thickness, machine engraved to expose inner core color (white).
 - Aluminum: Standard aluminum alloy plate stock, minimum .032 inches thick, engraved areas enamel filled or background enameled with natural aluminum engraved characters.
 - c. Provide equipment name and system address as referenced in the system software user interface for each piece of equipment provided as part of the system solution.

4.12 Examination

Verification of Conditions: Examine surfaces to receive the system for defects that will adversely affect the execution and quality of the Work. The Director's designee must be notified in writing of conditions detrimental to proper completion of the work. Do not proceed until unsatisfactory conditions are corrected.

4.13 Field Quality Control Testing and Acceptance

- 1. Preliminary System Test:
 - a. Preparation: Have the Company Field Advisor adjust the completed system and then operate it long enough to assure that it is performing correctly.
- 2. Run a preliminary functional operations test for:
 - a. Determining whether the system is in a suitable condition to conduct an acceptance test.
 - b. Checking and adjusting equipment.
 - c. Training facility personnel.
- 3. Also, perform a witnessed validation demonstration consisting of:
 - a. Generation of each specified report. (See Section 5.4.3)
 - b. Display and demonstrate each data entry template to show site-specific customizing capability. Demonstrate parameter changes.
 - c. Execute the menu tree.
 - d. Display graphics, demo update.
 - e. Demonstrate freeform address assignments and commands.
 - f. Demonstrate all specified diagnostics.
- 4. System Acceptance Test:
 - a. Preparation: Notify the Director's Representative at least three working days before the test so arrangements can be made to have a Facility Representative witness the test.
 - a. Make the following tests:
 - i. Test system operational functions step by step as summarized in the detailed description of system operation.
 - ii. Test monitor and control devices.
 - b. Supply all equipment necessary for system adjustment and testing.
 - b. Submit written report of test results signed by Company Field Advisor and the Director's Representative. It will constitute final acceptance.
 - c. DOCS must review and approve the acceptance test plan.

4.14 System Acceptance Submittal

- 1. System acceptance test report.
- 2. Certificates:
 - a. The affidavit, signed by the Company Field Advisor and notarized, certifying that the system meets the contract requirements and is operating correctly.
- 3. Operation and Warranty/Maintenance Data and Manuals: Deliver two copies, covering the installed products, to the Director's Representative. Include:
 - a. System Specific Operation Manual including function and process for each station /position.
 - b. System Specific Maintenance and Repair Manual including maintenance intervals, supplies, and materials to be used, capacities, etc.
 - c. System Specific Parts Manual including zoom-in blowups of components identifying replaceable parts, as well as parts listing with part numbers and ordering information.
 - d. System Specific Training Manual including all course content and materials.
 - e. Name, address, and telephone number of the nearest fully equipped service organization.

- f. Original licensed versions of all software loaded into the system, with disks and manuals.
- 4. Provide two sets of optical backup discs of all software programs and configurations as the system exists at final acceptance.
 - a. Deliver both sets of backup media to the Directors Representative for turnover to the facility.

4.15 Training

- 1. Train facility maintenance personnel in operation, programming and routine maintenance of the system.
 - a. Provide ongoing training for new staff or new technology
- 2. Provide the services of competent instructors to instruct designated personnel in the adjustment, operation, and maintenance, including relevant safety requirements, of the equipment and system, specified.
 - a. The training shall be oriented toward the installed system rather than being a general (canned) training course.
 - b. Each instructor shall be thoroughly familiar with all aspects of the subject matter they are to teach.
 - c. All equipment and material required for classroom training shall be provided.
- 3. Submit for review and approval, at least six weeks in advance of each phase of the training, the following:
 - a. A detailed proposed outline of training, including timing.
 - b. All printed materials, visual aids, and hands-on material.
 - c. All overheads (transparencies or computerized)
 - d. All other training aids.
 - e. The proposed training personnel qualifications.
- 4. Training Program: A training day is defined as 8 hours of instruction including two 15-minute breaks and excluding lunch time
 - a. For five days before the acceptance test period at a time mutually agreeable between the proposer and CCH. Operating personnel will be trained in the functional operations of the installed system, the procedures employed for system operation and the maintenance of the system.
- 5. Training must avoid the use of jargon and other confusing terminology and focus instead on learning how to use the system. Specific jargon may be addressed after the trainees have demonstrated a basic understanding of system operation.
- 6. The overall training approach shall be interactive and encourage staff to discuss concepts, ask questions of the instructor and share experiences with one another.
- 7. Training must also include "hands-on training" on the installed system
- 8. Explain available service programs to facility supervisory personnel for their consideration.
- **9.** Within 60 days of award of this contract, Vendor shall provide CCH Central Fill Pharmacy with required access to the Automated System Application to create various files (Drug Formulary, User Security, etc.) that may be necessary for system operation. Vendor Training will be provided as necessary.

4.16 Minimum Staff Requirements

1. On site manufacturer authorized service representatives shall be assigned to perform maintenance or warranty repairs. Service technicians assigned by the selected provider shall

- be thoroughly qualified in all respects to perform the maintenance and repairs that may be necessary during the terms of this Agreement.
- The selected provider shall have and maintain backup factory authorized service
 representative who is completely qualified in all respects to assume the maintenance of the
 equipment covered by this Agreement in the event of sickness or other causes of absence of
 the assigned representative.
- 3. CCH reserve the right to reject a technician who is not performing satisfactorily.
- 4. If requested the contractor must provide the names, telephone number, and company for each employee for security clearance.

4.17 Service Parameters

- 1. A full-time onsite vendor service provider
- 2. Equipment quality control shall be managed by one source to assure compatibility of equipment and a single source service organization
- 3. Service Availability: A fully equipped service organization capable of meeting the defined minimum criteria for in the door response time on a 24 hours a day, seven days a week basis to service the system. Service response time to be based on severity level as outlined below:
 - a. Critical Severity:
 - i. Unable to dispense, sort or pack prescriptions.
 - b. Standard Severity:
 - i. Effecting non-critical processing functions but not preventing the dispensing prescriptions.
 - c. Minor Severity:
 - i. Effecting off-line processing (e.g., non-critical report generation.)
 - d. Initial response by phone:
 - i. Response within 15 (fifteen) minutes if the message must be left.
- 4. Resolution requirements: upon a determination by CCH that the system outage requires vendor support, service technicians will be dispatched and onsite within the below-prescribed timeframes:
 - a. Critical Severity: within 1 hour of the call.
 - b. Standard Severity: within 3 hours of the call.
 - c. Minor Severity: within 8 hours of the call.
- 5. Spare Parts: Provide a list and cost of the anticipated spare parts usually associated with maintaining the proposed system. Service contractors shall keep a "clean shop" relative to spare parts management.
- 6. Solution vendor is responsible for all third party contractors and the quality of support to the system
- 7. Provide all revisions and upgrades made to the system software during the two (2) year guarantee warranty period, at no additional cost.
- 8. CCH expects that all scheduled maintenance and unscheduled repairs as outlined herein will be completed to CCH's satisfaction. Any maintenance or unscheduled repairs that are not remediated to CCH's satisfaction within twenty-four (24) hours will be subject to the remedies in the terms and conditions of the agreement

4.18 Warranty

1. Proposers will certify to CCH that all equipment provided as part of this solution, will be in excellent working condition.

- 2. All proposals will require a minimum warranty period of two (2) years for every component of the system solution, and ten (10) years on the core are dispensing equipment and three (3) years on all computer equipment and peripherals. Proposals must include a list of all core dispensing equipment covered for ten (10) years and a list of all computer equipment and peripherals covered for three (3) years. Proposals will be evaluated in part upon the strength and completeness of the proposer's stated warranty.
- 3. Proposals will outline the process by which all defective equipment will be replaced or repaired at no charge to CCH for covered equipment should CCH determine that the equipment failed during the warranty period described herein. It will include the proposer's method for replacing defective equipment and removing from the premises any equipment taken out of service.
- 4. The warranty provisions set forth in this section shall survive any termination or modification of the resultant contract.

4.19 Maintenance

- 1. Proposals will provide a plan for full maintenance service for the core dispensing equipment for the first 24 months of operation. There will be no additional fee for this maintenance service within the first 24 months of operation.
- 2. Proposals will include a plan for annual maintenance for the core dispensing equipment for months 25 thru length of agreement, included in that plan will be a yearly cost for core system maintenance that will be paid by CCH to the selected provider each year after month 24, in accordance with a schedule agreed to by the selected provider and CCH. The fee for annual maintenance must be submitted with the cost proposal and reflect the vendor's maintenance cost for core maintenance for months 25 thru the length of the agreement. The maintenance fee shall remain unchanged. The annual maintenance fee will be evaluated as part of the cost proposal.
- 3. Proposals will also provide a plan for full system software maintenance to include upgrades, modifications, and patches for the system software for the duration of the agreement. The selected provider will also provide CCH with the opportunity to upgrade to the current versioning level of the system software at any time during the duration of this agreement. There will be no additional annual fees associated with software maintenance as outlined in this section.
- 4. All maintenance (for both equipment and software) will be arranged according to a schedule approved in advance by CCH and will occur during a maintenance window approved by CCH.
- 5. The selected provider agrees to provide CCH with written reports confirming compliance with these requirements including providing to CCH a detailed list of all items of equipment replaced immediately after maintenance is provided. The proposer shall provide documentation and product data supporting all items under Warranty/Maintenance Service Parameters.

5. 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.

5.1 Executive Summary/Cover Letter

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 (Limit this to one page).

5.2 Response to Scope of Services

- 1. Please insert Proposer's response to the Scope of Services, Section 4 in this section.
- 2. Describe your company's capabilities to provide the services requested in the RFP, including the following:
 - a. An explanation of why your company is best qualified to provide an automated high volume prescription fulfilment system for CCH Central Fill and Mail Order Pharmacy
 - b. Describe any and all experience and qualifications in the design and installation of similar automated high volume prescription fulfilment systems.
 - c. Describe internal standards, policies and procedures regarding training and professional development.

5.3 Qualifications and Key Personnel Experience

- Describe the Proposer's background and experience in the field of prescription Fulfillment Systems. Include a brief statement of the Proposer's professional competence, technical capabilities and qualifications. In particular, describe such services provided to healthcare systems of a similar size and scope of services.
- Indicate who the project manager will be and those key individuals with a role in the project and include the following:
 - i. Project team organization chart.
 - ii. Provide a table with the following information:

Proposed	Roles	High	level	skills	Proposed	work	Time	
project		(projec	ct alignr	ment)	location for	each	commitment	to
resources					resource (or offsite)	nsite /	the project	

 For each key individual involved, emphasize their role on the proposed project, their corporate affiliation, and include a resume detailing related experience in working with similar contracts and healthcare systems. Include their educational background and experience as directly related to their assigned duties under the proposed contract.

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.

5.4 Proposer's Profile and Track Record

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

Company Profile (Prime only)

- a. Legal Name
- b. Assumed Names if any
- c. Address, City, State, Zip Code
- d. Legal Structure (e.g. sole proprietor, partnership, corporation, joint venture)
- e. If a subsidiary, provide the same RFP about the Parent Company as required in this table format.
- f. Date and State where formed.
- g. Proposer's principals/officers including President, Chairman, Vice Presidents, Secretary, Chief Operating Officer, Chief Financial Officer, and related contact RFP.
- h. Point of contact for this RFP including contact information (Name, Telephone, and Email Address)
- i. Proposer Business background and description of current operations
- j. Number of employees
- k. Number of years in business

- I. Total number of years providing the proposed services
- m. Is Proposer a licensed business to perform the work in scope? If so, please specify relevant certifications.
- n. Proposer's Federal Employee Identification Number (or Social Security Number, if a sole proprietorship)
- o. Is proposer authorized to conduct business in Illinois? Provide Registration Number issued by the Illinois Secretary of State, a copy of the Certificate of Good Standing, and include Cook County Assumed Business Name Certificate, if applicable.

5.5 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).

A. It is the policy of the County of Cook to prevent discrimination in the award of or participation in County Contracts and to eliminate arbitrary barriers for participation in such Contracts by local businesses certified as a Minority Business Enterprise (MBE) and Women-owned Business Enterprise (WBE) as both prime and sub-contractors. In furtherance of this policy, the Cook County Board of Commissioners has adopted a Minority- and Women-owned Business Enterprise Ordinance (the "Ordinance") which establishes annual goals for MBE and WBE participation as outlined below:

Contract Type	Goals		
	MBE	WBE	
Goods and Services	25%	10%	
Construction	24%	10%	
Professional Services	35% Ove	rall	

B. The County may set contract-specific goals, based on the availability of MBEs and WBEs that are certified to provide commodities or services specified in this solicitation document. The MBE/WBE participation goals for each Contract are stated in the Special Conditions. A Bid, Quotation, or Proposal shall be rejected if the County determines that it fails to comply with this General Condition in any way, including but not limited to: (i) failing to state an enforceable commitment to achieve for this contract the identified MBE/WBE Contract goals; or (ii) failing to include a Petition for Reduction/Waiver, which states that the goals for MBE/WBE participation are not attainable despite the Bidder or Proposer Good Faith Efforts, and explains why. If a Bid, Quotation, or Proposal is rejected, then a new Bid, Quotation, or Proposal may be solicited if the public interest is served thereby.

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 35% MBE/WBE of this procurement. The Office of Contract Compliance has determined that the participation for this specific contract is 35% MWBE 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.

5.6 Cost Proposal

Proposers must submit pricing RFP in a separate sealed envelope clearly marked with the RFP number and the label "Pricing RFP." Proposers are required to submit one (1) paper copy (original) and one (1) electronic copy emailed to the email addresses specified on the cover page).

The pricing information must include any supplemental options or schedules offered by the proposer. All pricing <u>must include all assumptions</u> to facilitate Analysis. Proposers should include elements or references to the pricing RFP only in this section and separate the pricing RFP according to the Instructions above.

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

5.7 Financial Status

- A. Provide the audited summary financial statements for the last two fiscal years. 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.
- B. State whether the proposer or its parent company has ever received any sanctions or is currently under investigation by any regulatory or governmental body.

5.8 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 RFP.

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

5.9 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.

5.10 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

5.11 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, CCH 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 CCH. 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. CCH 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 CCH.

5.12 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.

5.13 Security Questionnaire

The Proposer must complete the Security Questionnaire in Attachment D-CCH Security Questionnaire. The Security Questionnaire allows Cook County Health to determine the level of risk the organization may be assuming by engaging with a vendor or partner and to make suggestions to improve security practices and enhance the service provided. The Proposer must include the completed Security Questionnaire with the RFP response.

5.14 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.cookcountyhealth.org/about-Cook County Health/doing-business-with-Cook County Health/

6. 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.

6.1. Proposal Assessment

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

6.1.1 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.

6.1.2. 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.

6.2. 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 RFP 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.

6.3. 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.

7. General Evaluation Criteria

7.1. 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.

7.1.1 Criteria Proposal

Proposals will be reviewed and selected based on qualifications of the Proposer to successfully perform the Services for the County throughout the course of the contract as evidenced by the following criteria:

- A. Ability to achieve the CCH's business goals, objectives, and Scope of Work described in this RFP.
- B. Functionality of the System, succinct and feasible description of the proposed system operations, implementation, training, maintenance, and support.
- 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.
- D. Relevant Experience
- E. Reasonableness of Overall Price
 Price will be evaluated separately for overall reasonableness and competitiveness.

In addition, the Evaluation Committee may review and consider the information and evidence Proposer's responsiveness to the following categories:

- 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)

8. Instructions to Proposers

These instructions to proposers contain important RFP and should be reviewed carefully prior to submitting the Required RFP 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 RFP.

8.1. 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 <u>Schedule</u>.

Link to submit Questions: https://forms.office.com/r/mYd2hSxSNn

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 RFP. Such inquires must reference the RFP due date and CCH RFP number.

8.2. Pre-RFP Conference (if Applicable)

CCH will hold a Pre-RFP 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 RFP procedures. If a mandatory pre-RFP conference is required, the proposer must sign the pre-RFP conference or site inspection sheet and include a copy of this sign in sheet in the response to the RFP.

8.3. Number of Copies

Proposers are required to submit 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) EDS copy must be submitted separate from the rest of the response.
- Each submission must have one (1) complete electronic response package (including Excel 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.
- Material should be organized following the order of the Required RFP Content Section separated by labeled tabs.
- CCH reserves the right to waive minor variances.

8.4. Time for submission

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

8.5. Labeling

The email subject shall clearly indicate the RFP title and proposer's Name with naming convention "Response RFP # H23-0037 — [Vendor Name]" to be followed. The email body should include proposer's address and point of contact RFP. The completed Attachment C - Economic and Disclosures Statement and shall be submitted in the same email as attachments.

8.6. 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.

8.7. 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 RFP). Any alternates or exceptions (whether to products, services, terms, conditions, or other procurement document subject matter) are

apparent and clearly noted in the offered RFP. Proposer understands that failure to comply with this requirement may result in the RFP being disqualified and, if determined to be a deliberate attempt to misrepresent the RFP, may be considered as sufficient basis to suspend or debar the submitting party from consideration from future competitive procurement opportunities.

8.8. 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 RFP 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.

8.9. 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.

8.10. RFP Interpretation

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

8.11. Specifications and Special Conditions

The specifications in this document provide sufficient RFP 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 RFP documents.

8.12. 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 RFP 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 RFP together.

8.13. Proposal Material

The 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.

8.14. 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. 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 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.]

8.15. 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 Proposer and 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.

8.16. 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 RFP, in any combination that is in the best interest of CCH.

8.17. Cancellation of RFP; Requests for New or Updated Information

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 RFP or updated or new RFP.

9. 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 conjugation with Neglect.

"Appeal" means a request for review of a decision made by proposer with respect to an Action, he is 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 "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.

"Chief Procurement Officer" or "System SCM Director" shall mean the System Director of Supply Chain Management who serves as the Chief Procurement Officer for 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

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10. List of Attachments

The following Appendices are included electronically to this RFP.

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

Attachment A - MBE/WBE Utilization Plan

Proposer(s) may review the MBE/WBE Special Conditions, file name CCH MWBE Utilization Forms.pdf.

Attachment B – CCH Master Services Agreement

Proposer(s) may review a representative Master Services Agreement, file name CCH_Master-Service-Agreement-NP_091521.pdf. Proposer's redlined response to the CCH Master Services Agreement is required at the time of RFP submission. All responses to the Master Services Agreement must be submitted in a Microsoft Word compatible format with redline and included in electronic form as a separate file with the Proposal.

Attachment C - Economic and Disclosures Statement

Proposer(s) may review Economic and Disclosures Statement, file name CCH_EDS_Form.pdf.

Attachment D - CCH Security Questionnaire