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COOK COUNTY HEALTH (CCH)

REQUEST FOR PROPOSAL (RFP) # H23-0038

TITLE: COMPREHENSIVE PROVIDER OF DURABLE MEDICAL EQUIPMENT (DME)

GENERAL DESCRIPTION: Cook County Health seeks to select a DME provider to supply comprehensive DME goods and services on behalf of the Health System.

DATE ISSUED: May 19, 2023

VENDOR QUESTIONS DUE DATE: May 31, 2023, by 2:00 P.M. CT.

All questions regarding this RFP should be directed to <https://forms.office.com/r/ssRs5Liq35>.

RESPONSE/ PROPOSAL DUE DATE: June 22, 2023 by 2:00 P.M. CT.

Responses to this RFP shall be submitted no later than 2:00 PM (CT) on June 22, 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

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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

The Cook County Health is seeking a qualified Durable Medical Equipment (DME) provider to supply comprehensive DME goods and services to the various CCH locations and to operate a DME storefront in Harrison Square. The DME provider shall supply the services/equipment requested in a timely, professional, efficient and cost-effective manner while ensuring the highest standards of performance, integrity, customer service and fiscal accountability.

a. Term of Services

The term of services shall be thirty -six (36), 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	May 19, 2023
Pre-Proposal and Site Visit	None
Proposer Inquiry Deadline	May 31, 2023, by 2:00 P.M. CT.
CCH response to Vendor Questions-Tentative	Week of June 5, 2023
Proposal Due Date	June 22, 2023, by 2:00 P.M. CT.

4. Scope of Services

The selected Contractor will support all areas requiring the dispensing of DME. The Contractor must operate in accordance with all CCH policies and procedures ensuring DME is distributed to all identified patients.

Proposers must demonstrate the following criteria:

- i. A proven track record of successful service to other similar sized health care systems
- ii. A proven track record of successfully working with Managed Care Organizations (MCO's) and government sponsored medical assistance programs
- iii. Ability to comply with regulatory requirements of various assistance programs
- iv. Ability to maintain processes and procedures that are in compliance with the Health Insurance Portability and Accountability Act and its accompanying regulations ("HIPAA") and Illinois privacy laws and regulations
- v. Ability to meet prior authorization, claims submission, quality management and reporting requirements of CCH
- vi. Provision of a pricing proposal that demonstrates opportunity to reduce the cost of DME goods and services without affecting the quality of care
- vii. Ability to interface with Cerner, Siemen and other programs
- viii. Capable of offering multiple brands of products
- ix. The ability to bill patients and patient's insurances
- x. The ability to bill Medicaid

A. The following are the general categories included in this RFP. Proposers must have the capabilities to provide the DME services/supplies for the following categories:

DME and Medical Supply Categories:

1. Bath, beds, and related equipment
2. Enteral and pumps with supplies
3. Infusion pumps
4. Diabetic equipment, supplies, and related testing equipment
5. Incontinence supplies, urinary catheters and related supplies
6. Adult or Medically Necessary Diapers
7. Ventilator/Tracheostomy/Respiratory supplies
8. Infusion, injection and IV supplies
9. Dressing and wound care, gloves, and sponges
10. Nebulizers and related supplies
11. Wheelchairs and seating
12. Oxygen
13. Wound Care
14. Ostomy Supplies
15. Breast pumps
16. Orthopedic braces and splints for all joints
17. Gait assistive devices for all ranges of abilities
18. Activity of Daily living assistive devices: shower chairs, elevated toilet seats, bedside toilets, long handled sponges, bedrails, hip kits etc.

19. Mastectomy supplies, bras and removable implants

B. The following is the list of general departments that place orders DME services/Supplies

List of Departments Served:

1. Physical Therapy
2. Occupational Therapy
3. Ortho
4. Ambulatory Clinics
5. Same day Surgery
6. Emergency Department
7. Main Operating Room
8. Interventional Radiology
9. Others may be included

4.1 Locations and Departments Served

All services shall be made at the following CCH Locations:

Arlington Heights Health Center 3250 North Arlington Heights Road, Suite 300 Arlington Heights, IL 60004 (847)934-7969	Austin Health Center 4800 West Chicago Avenue Chicago, IL 60651 (773)826-9600
Belmont Cragin 5501 W. Fullerton Ave. Chicago, IL 60639	Blue Island 12757 S. Western Ave. Blue Island, IL 60406
Child's Advocacy Center 1240 South Damen Avenue Chicago, IL 60608 (312)492-3861	Cottage Grove Health Center 1645 Cottage Grove Ave. Ford Heights, IL 60411 (708)753-5800
Dr. Jorge Prieto Health Center 2424 South Pulaski Road Chicago, IL 60623 (773)521-0750	Englewood Health Center 1135 West 69th Street Chicago IL 60621 (773)483-5011
GMC-General Medicine Center-Specialty Dermatology 1950 West Polk Street, 4th Floor Chicago, IL 60621 (312)864-6912	GMC-General Medicine Center-Oncology 1950 West Polk Street, 4th Floor Chicago, IL 60621 (312)864-6912
GMC-General Medicine Center-Ophthalmology 1950 West Polk Street, 4th Floor Chicago, IL 60621 (312)864-6912	John H. Stroger Jr. Hospital 1969 West Ogden Chicago, IL 60621

John Sengstacke Health Center 500 East 51st Street Chicago, IL 60615 (312)572--2900	Morton East Adolescent Health Center 2423 South Austin Boulevard Cicero, IL 60804 (708)656-1130
North Riverside Health Center 1800A S. Harlem Ave. North Riverside, IL 60546	Provident Hospital of Cook County 500 East 51 st Street Chicago, IL 60615
Robbins Health Center 13450 S. Kedzie Ave. Robbins, IL 60472 (708) 293-8100	Ruth M. Rothstein Core Center 2020 West Harrison Street Chicago, IL 60612 (312)572-4500
Specialty Care Center-Central Campus 1901 West Harrison Street Chicago, IL 60612 (312)864-0200	

4.2 Description of Work

- A. Equipment/Supplies.** Contractor will ensure suitable high quality supply inventory with guidance from selected providers. DME Contractor shall provide details on criteria used to select product lines. Final product selection decision will be at CCH discretion.
- B. DME Customer Service.** Contractor must provide a toll free number with live voice response for customer/member service, receive routine orders for specified DME/medical supplies via toll free facsimile and/or electronic submission M-F 8:00 am-5:30 pm. Telephone services must demonstrate cultural competence by providing services in English and other languages as required by the population of CCH members.

Customer service representatives must be able to answer questions pertaining to specified DME/medical supplies, including but not limited to:

1. Covered services
2. Services requiring authorization
3. Order processing
4. Delivery repairs
5. Emergency services

- C. DME Distribution** Off-site Contractor must ensure that qualified staff deliver, set up and pick up equipment and supplies, and that service is provided within a time frame consistent with the prescriber orders.
- D. DME Distribution.** On-site store at the request of the CCH. Contractor shall deliver off the shelf products including but not limited to: cervical collars, knee braces, slings, cam boots, crutches, walkers, canes, wheel chair cushions, and splints etc.
- E. Education/Training.** Contractor must provide education and training to clients and their caregivers about the use of equipment/supply upon initial delivery of the equipment and supplies, in accordance with the prescription and in the language understood by the member.
- Education must be provided in a format and language readily understood by members and their Caregivers. Supplemental written instructions should be provided as necessary.

- Education should include the return demonstration by the member/caregiver of the safe and appropriate use and understanding of the equipment.
- F. **Security.** Contractor staff will comply with all information technology policies related to approved access (i.e., pagers, email, EMR, vocera etc.) Contractor will only provide DME product to identified patients per CCH Contractor policy. DME providers must not provide any other services outside of the scope of work to CCH patients without prior review and/or approval of CCH contract manager.
- G. **Equipment on site.** DME Contractor will contract with CCH to house the DME throughout the System and other applicable buildings/clinics. Rent will be charged for use of this space.
- H. **Contractor on site.** CCH will provide Contractor use of space, desk, and/or telephone in various locations. Rent will be charged for use of this space.
- I. **Access after-hours to supply closet.** CCH staff will need the ability to obtain items from the closet in the event of throughput concerns and when timely delivery of the product becomes a concern to meet patient needs.
- J. **Billing.** The DME Contractor must have an Illinois License and certificate of insurance and able to bill the patient and/or the patient's insurance. **Medicaid must be billed where they are the payor. The DME provider is completely responsible for getting authorization. CCH will only pay for patients with no payor and will pay at Medicaid rates.**
- K. **Products.** DME Contractor shall have capability to carry multiple brands.
- L. **DME Contractor shall have a policy and/or process for:**
 1. Handling equipment requests for out of stock or unavailable items
 2. Returning broken and/or unused equipment, repair and replacement of equipment, along with a shipping policy for the equipment
 3. After hours, weekend coverage and emergency and/or urgent requests
 4. Communication with physicians, nurses and allied health professionals when ordering or recommending services
 5. Documentation of communications around delivery of the product to CCH
 6. Service response and how it will meet the needs of CCH patients 24 hours per day and 7 days per week
 7. Must have a process in place for managing STAT requests
 8. Managing Medicaid pending patients
 9. Managing Latex and/or Latex Free product information with staff and patients
 10. Warranty of products when placed by CCH personnel
 11. Compliance with all manufacturers recommended guidelines in insure patient safety
- M. **Quarterly Business Reviews.** The Contractor and CCH shall meet quarterly to review the relationship between CCH, CCH patients, and the Contractor. The topics to be addressed, include, but are not limited to patient satisfaction, CCH staff satisfaction, number and percentage of redistributions, Contractor response time, on-hand stock management, etc.

CCH reserves the right of final authority to permit or deny any Contractor personnel onto CCH premises.

The chosen Contractor must be managed in accordance with the Joint Commission (JACHO), Occupational Safety Health Administration (OSHA), all applicable federal, state and local laws, regulations, and guidelines, and CCH's Policies and Procedures relative to patient care, infection prevention and quality safety. The chosen Contractor will provide to CCH clear methodology Practices.

4.3 Mandatory Question

Please, fully and completely, answer all questions on the following page. Although some questions call for a yes or no answer, where a detailed response can be provided, Proposer is strongly encouraged to provide a detailed and coherent written response. These questions pertain to quality, service performance, and other critical elements."

Requirement	Proposer Response
A. Policies and Procedures	
1. Describe your company's method to offer patients their choice of brands?	
2. Explain your order intake process. Can provider use form, fax, or call? Can CCH fax a copy of order made by the provider?	
3. What resource do you have to do eligibility check, insurance verifications, and secure preauthorization for high value equipment? What will your process for eligibility check and insurance verification be for patients that were seen in Emergency Department after 8PM?	
4. What is your proposed process on how the patient will be able to get an assistive device after hours, especially Emergency Department?	
5. Do you provide assistive devices (canes, crutches, walker, and wheelchairs) or will you be using a subcontractor?	
6. For devices in the hospital, will there be resource from your side that will monitor the inventory on a weekly basis?	
7. What is your proposed process for handling missing equipment / assistive devices?	
8. Describe, in detail, your company's workflow for filling orders.	
9. Provide details on your company's criteria used to select product lines.	
10. Provide details on your company's capability to carry multiple brands and outline your process when products and brands are discontinued.	

Requirement	Proposer Response
11. CCH reserves the right to final product selection decisions for all products to be provided to CCH patients. Please describe how your company will comply with this mandate, especially when/if your company lacks the product(s) CCH requires.	
12. Provide details on your company's process on handling Claims and Information Management- Standards, performance, turnaround, information technology capabilities and programs that are in place. Be detailed and specific.	
13. Explain and provide details on your company's methodology for addressing equipment requests When DME is out-of-stock at both the medical center and your company's warehouse, and the manufacturer.	
14. Describe your company's return policies for damaged, broken, and unused equipment. Please Include what your company offers for indigent and underinsured patients in this situation.	
15. Describe your company's policies for repair and replacement equipment, including your shipping policy for that equipment. Please include what your company offers for indigent and underinsured patients in this situation.	
16. Describe your company's policies for after hours and weekend coverage, and Emergency and /or Urgent Requests.	
17. Describe your company's loss prevention program. What would your company consider CCH's liability to be?	
B. Operations	
1. Please describe how your company will communicate with Physicians and CCH personnel ordering services. Explain this process.	
2. Indicate the minimum qualifications necessary for the individual(s) who will be onsite delivering DME services at CCH. Indicate what standards, beyond minimum that your company prefers.	
3. Describe your company's methodology for documentation of all communications. These documents will need to be available for CCH review, upon request. Explain.	

Requirement	Proposer Response
4. Describe in detail your process for managing STAT requests in the hospital, ambulatory clinics, and at the patient's residence. What is the average time from referral to actual patient visit/delivery for the services you include?	
5. What measures do you take to ensure that all relevant patient information is collected from a provider? From the patient?	
6. How is product delivery coordinated with patient(s) and families, from the point of receiving the physician's order to the delivery of product? Describe how this accomplished, in detail.	
7. How is product inventory replenishment and delivery coordinated with CCH?	
8. What education is provided to the patient and family regarding various DME? Please provide examples and explain how you document patient education and choice.	
9. Describe your inventory control system, including how to ensure appropriate level of supplies and security.	
10. Provide a complete pricing list of items to be supplied through your program - complete with Manufacturer and Manufacture's Catalog Number, and your correlating vendor product number, if any. Please provide this in the price proposal section of your response. Section 5.13	
11. Provide a detailed description of your company's capabilities for providing both on-site and off-site DME services to CCH patients. Please include non-STAT service response times for all situations, and known limitations to your service. Be very specific and detailed.	
C. Quality & Credentials	
1. Please submit a copy of your Medicare Certification and your most recent accreditation report, as well as, the results of any audits conducted within the previous 5 (five) years.	
2. Are all of your branch locations accredited by the Joint Commission? If not, explain and indicate which branch offices are not accredited by the Joint Commission. Please include all steps your company is taking to remedy all non-accreditation locations. If your company plans to not seek accreditation or reaccreditation of any location, indicate which locations and explain why.	

Requirement	Proposer Response
3. Are any of the services you plan to provide through this engagement provided by a subcontractor, or any other entity? If so, please list them all and explain their role and responsibilities. Your company should appropriately monitor subcontractors with regard to quality of, access to, and utilization of services. Describe this in detail in this response.	
4. Describe your FDA monitoring and reporting structure, in detail.	
5. Describe your DME quality assurance program including, but not limited to, customer service, customer satisfaction goals, personnel metrics, and Key performance indicated (KPI's) and reporting capability.	
6. Other than KPI's and performance metrics, how does your company hold itself accountable to CCH and its patients?	
7. Explain how staff competency is assessed. Please describe how and to what level you train your personnel on DME product and product application.	
8. Describe your company's risk management program, including, but not limited to: infection prevention and control, OSHA compliance, and disaster recovery.	
9. Describe your company's procedure and safeguards protecting patient confidentiality, including HIPAA compliance and training.	
10. Please submit a copy of your company's Illinois License and copy of insurance carrier.	
D. Patient Service and Satisfaction	
1. Please provide the names of the highest volume organizations of whom you have contractual arrangements to provide DME and the number of patients you serve at each institution, daily. Explain in detail how you will provide high quality service to CCH patients if you were to be awarded the winning Contract.	
2. If your present capacity is insufficient in any way, please detail your plans for handling the additional business represented by this engagement.	
3. Describe your company's experience with addressing large fluctuations in service demand. What policies and procedures does your company employ to properly handle such fluctuations?	

Requirement	Proposer Response
4. Please describe how your company will handle and address complaints/grievances, including tracking and resolution?	
5. Describe how you communicate latex and/or latex free product information with staff and patients.	
6. Please provide samples of any and all forms that may be potentially used at CCH.	
7. What information system(s) (describe functionality, as well as system type), if any, are utilized?	
8. Describe your system's reporting capabilities for product use, benchmarking and Pricing.	
E. Billing and Collections	
1. Define your billing processes, including invoicing and fees.	
2. What is included on your invoice, and what is included in your fees? (Provide a sample)	
3. How is the billing fee established? (i.e. percent of allowable, net, gross, etc.)	
4. Provide documentation/ reports on an annual or semi-annual basis that show pricing is competitive with other similar entities, and that our patients receive the best care and products at the most competitive price. Describe this in detail.	
5. If patients are transferred from the Preferred Provider Arrangement how this would be accomplished?	
6. Provide a detail explanation of the billing and collection procedures related directly to how accounts are managed, and what controls are in place which measure the appropriateness of collection steps.	
7. Provide information on any indigent or underserved patient programs in which you participate.	
8. How would you differentiate CCH patient referrals from your own business?	
F. Performance	
1. Provide a detailed description of the proposed system, hardware, software and services, including how the	

Requirement	Proposer Response
proposed system will meet or exceed the requirements stated in the entire RFP for Durable Medical Equipment (DME) Service.	
2. Describe the inventory management system including specifics on tracking replenishment and product loss.	
3. Describe process for managing substitutions, special orders, stock outs, emergencies and back order. Include expected turnaround time	
4. Describe the process for setting PAR levels and adjustments to PAR levels.	
5. Describe the process for managing recalls and product expiration.	
G. Additional Standards for suppliers of Oxygen and Oxygen Related Equipment	
Describe how you will meet the following requirements:	
1. Verbal and written education and training of members and their caregivers must address the following topics at a minimum. <ol style="list-style-type: none"> The importance of adhering to prescribed liter flow Proper use of equipment and supplies, including basic operating instructions Descriptions, assembly procedures and precautions for all accessories Safety precautions and hazards related to oxygen use Selecting the proper location for equipment in the home. Routine care and daily maintenance of all equipment, including cleaning and disinfecting procedures. Routine follow-up service procedures Emergency response procedures to prevent interruption of service 	
2. Supplier must follow-up as needed to ensure continued safe and proper use of equipment. Follow-up includes the following services. <ol style="list-style-type: none"> Perform scheduled quality control checks such as operational tests for safety. Provide preventive maintenance at defined intervals based on the manufacturer's guidelines; Replenish each client's supplies as medically necessary or authorized. 	
3. Emergency response services must be available at all times to prevent interruption of oxygen therapy in the event of a power outage or mechanical failure.	

Requirement	Proposer Response
<ul style="list-style-type: none"> a. Provide enough back up oxygen to last for a period of time equal to three times the supplier's average delivery time. b. Contact each client within two hours of his and her initial request; c. Replace equipment and supplies within a time frame that does not allow the member to exhaust his or her back-up supply of oxygen. d. If an emergency is medical, refer the client directly to his or her physician caregiver or 911; e. Backup units in case of power outage 	
<p>4. Handle transport repackage or otherwise dispense gaseous or liquid oxygen in complete compliance with U.S. Food and Drug Administration (FDA), U.S. Department of transportation, Occupational Safety and Health Administration and Compressed Gas Association rules, regulations, guidelines and recommendations.</p>	
<p>5. Meet FDA purity and labeling regulations if used trans filling.</p>	
<p>6. Comply with the following requirement for specific types of oxygen equipment:</p> <ul style="list-style-type: none"> a. Oxygen Contractors must: <ul style="list-style-type: none"> 1. Deliver the liter flow ordered by the prescribing physician; 2. Meet the manufactures standards or at least 85 percent at each liter flow level, whichever is greater; 3. Have a working alarm audible to the member that will alert him or her in the event of a power outage or mechanical failure; and 4. Be double insulated or otherwise comply with Underwriter Lab grounding standards. b. Liquid oxygen reservoirs must: <ul style="list-style-type: none"> 1. Deliver the amount of oxygen ordered by the prescribing physicians; 2. Include a contents indicator to determine remaining volume; and 3. Meet current FDA purity and labeling regulations if used for transfilling. c. High pressure oxygen cylinders must <ul style="list-style-type: none"> 1. Deliver the liter flow ordered by the prescribing physician; 	

Requirement	Proposer Response
<ul style="list-style-type: none"> 2. Test and record current hydrostatic function. Vendor must ensure at the time of transfilling that the expiration date stamped on the cylinder has not expired or will not expire before a member uses it; and 3. Be safely secured with an appropriate stand or acceptable alternative. d. Portable oxygen systems must: <ul style="list-style-type: none"> 1. Deliver the liter flow ordered by the prescribing physician; 2. Be stand –alone systems or condiments to stationary systems that allows member to ambulate within their homes; and 3. Not be used as a backup system. e. Oxygen accessories must: <ul style="list-style-type: none"> 1. Have quality and design features appropriate to the members need as ordered by his or her prescribing physician and authorized by the CCH; and 2. Include items such as transtracheal catheters, as ordered by the prescribing physician. f. Oxygen conserving devices (passive or electric) must meet the member’s therapeutic needs, as determined by his or her prescribing physician and authorized by CCH. 	
7. Contractors must train clients and their caregivers not to place oxygen near stoves or open flames.	
8. Oxygen filters should be checked pursuant to the manufacture’s guidelines.	

4.5 Performance Standards

A. Additional Standards for Suppliers of Wheelchairs and Related Equipment

2. Contractor may not drop ship a wheelchair to the member's home. Supplier must deliver wheelchairs and accessories to clients in their homes to provide proper instructions and safety procedures. Describe your procedures for delivery.
3. Contractor must have qualified staff or relationships with Physical Therapy providers that ensure that the wheelchair is fitted to the client and that patient can use the wheelchair safely and effectively.
4. Contractor must complete a home evaluation to ensure a wheelchair fits inside the member's home properly and that they can effectively move about the dwelling, as well as enter and exit in a safe manner.
5. Contractor must assemble equipment according to the manufacturers guidelines and be certified by the prospective manufacturer to provide and assemble mobility devices.
6. Contractor must provide equipment that is medically necessary for the client, ordered by the prescribing physician and authorized by CCH in accordance with the plan provisions.
 - a. Contractor repair and replacement services must be available and include the following services: a) respond to an emergency requests by repairing or replacing equipment within 24 hours of the members initial request;
 - b. respond to non-emergency requests by repairing or replacing equipment within 48 hours of the members initial request;
 - c. Supply a loaner if the equipment cannot be repaired in a timely manner, until such time that the repair/replacement is complete.
7. Contractor must ensure equipment of patients and their caregivers should address, at a minimum, proper equipment use for achieving the position(s) ordered by the prescribing physician.
8. Contractor must maintain an acknowledgement statement signed by the patient and their caregivers, attesting that training was received from the Contractor.
9. Contractor must ensure equipment is functioning properly upon initial set-up.

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:
 - Project team organization chart.
 - Provide a table with the following information:

Proposed project resources	Roles	High level skills (project alignment)	Proposed work location for each resource (onsite / offsite)	Time commitment to the project
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- 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's 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

l. 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% Overall	

- 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 25% MBE and 10% WBE participation.

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

5.6 Cost Proposal

Proposers are required to submit 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 must **include all assumptions** to facilitate Analysis. Proposers should include elements or references to the pricing RFP.

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 [Schedule](#).

Link to submit Questions: <https://forms.office.com/r/ssRs5Ljq35>

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 inquiries 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 # H23-0038 – [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 conjunction with Neglect.

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

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

Board or "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

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