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## **COOK COUNTY HEALTH (CCH)**

### **REQUEST FOR PROPOSAL (RFP) # H19-0027**

**TITLE: Physician and Facility Billing and Coding and Claims Management Services using Artificial Intelligence Software**

<b>GENERAL DESCRIPTION:</b>	CCH seeks proposals to provide Physician and Facility Billing and Coding and Claims Management Services.
<b>DATE ISSUED:</b>	October 31, 2019
<b>PRE-PROPOSAL CONFERENCE DATE:</b>	November 7, 2019 by 1 p.m. CST
<b>VENDOR QUESTIONS DUE DATE:</b>	November 8, 2019 by 2 p.m. CST
<b>PROPOSAL DUE DATE:</b>	December 5, 2019 by 2 p.m. CST

Proposal shall be delivered between the hours of 8:00 AM (CST) and 2:00 PM (CST) to:  
Cook County Health  
C/O John H. Stroger Jr., Hospital of Cook County  
1969 West Ogden Ave., Lower Level Room # 250A  
Chicago, IL 60612  
Attention: Supply Chain Management Department

Please note that it takes approximately 20 minutes to pass security and walk to room 250A. Delivery of proposals must include the Proposal Acknowledgement form included in this document.

**Please direct all RFP questions to: [purchasing@cookcountyhhs.org](mailto:purchasing@cookcountyhhs.org). Responses to any questions will be distributed to all RFP participants.**

**A Pre-Proposal Conference will be held on November 7, 2019 at 1:00 p.m. CST. Location Cook County Hospital Professional Building, 1950 W. Polk St., 5<sup>th</sup> Floor Room # 5217, Chicago, IL 60612.**

**All parties interested in responding to this RFP are urged to attend in person, however a conference number will be provided for those unable to attend in person. Please refer to the Instruction to Proposers of the RFP for details.**

The RFP and related Addenda will be posted at CCH's website (<http://www.cookcountyhealth.org>) under the "Doing Business with CCH" tab.

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### 1. Background

The Cook County Health (“CCH” or “System”) 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.

The System operates John H. Stroger, Jr. Hospital of Cook County, which is a tertiary, acute care hospital and Provident Hospital of Cook County, a community acute care hospital. The System also operates the following: 1) the Ambulatory and Community Health Network, a system of sixteen (16) clinics offering primary care services in medically underserved areas and schools; 2) the Cook County Department of Public Health, the certified local public health department for most parts of suburban Cook County, which provides limited clinical services, as well as communicable disease control, environmental health and prevention and education services; 3) Cermak Health Services of Cook County, a health facility operated within the confines of the Cook County Department of Corrections which provides health screening, primary and specialty care for detainees; 4) Ruth M. Rothstein Core Center, a comprehensive care center for HIV and other infectious diseases; and 5) Oak Forest Health Center of Cook County.

### 2. Purpose

The Cook County Health and Hospitals System seeks to identify the most competitive proposer(s) to provide Physician and Facility Billing and Coding Services and Claims Management Using Artificial Intelligence Software.

Through the provision of services identified in this RFP, the selected proposer shall assist CCH in meeting the following business goals and objectives:

- a. Improve efficiencies throughout the claim management process and reduce the number of denied claims

### 3. Schedule

CCH anticipates the following schedule.

Activity	Estimated Date
1. RFP posted to the website	October 31, 2019
2. Pre Proposal Conference	November 7, 2019 by 1:00 pm
3. Proposer Inquiry Deadline	November 8, 2019 by 2:00 pm
4. Response to Inquiries – Tentative	November 19, 2019
5. Proposal Due Date	December 5, 2019 by 2:00 pm
6. Evaluation of Proposals – Tentative	December 2019 - January 2020

#### **4. Scope of work**

CCH requires the services of a contractor possessing all licenses and registrations required by the State of Illinois that has the capability to provide secure network compliant with all HIPAA regulations in order to interface with the Siemens INVISION System currently utilized by CCH.

##### **A. Historical Attributes**

The Gross Patient Services Revenues (Charges) was 1.69 Billion in FY2018. Refer to **Attachment A, Submitted Claims**, for FY2018 Submitted Claims and Payor Mix.

##### **4.1 General Functionality**

- A. The Proposer must use technology such as artificial intelligence (narrow or general) and automated deep learning software to process CCH claims data to include cross matching on all Physician and Facility claims (837 I/P, 835, etc.). Must have payor contract automation capability.
- B. The proposed solution must demonstrate its use of artificial intelligence technology to select and process all billing accounts that remain unpaid at day 1 after discharge date. This includes generating/regenerating bills, submitting/resubmitting to the payor regardless of the payor. Please note all reimbursements shall be made directly to CCH.
- C. The proposer must demonstrate its technology is used to automatically query physicians, coding and billing staff for the completion of documentation as well as use artificial intelligence and automation tools to ensure the accuracy of coding and billing and ongoing reporting of billing and coding throughout the revenue cycle management process:
  - Medical Records Retrieval
  - Daily Eligibility Verification
  - Remittance Advise and EOBs
  - Claims Follow-ups
  - Pre-claims identification of Covered and Non-covered services
  - Forecast Claim reimbursement
  - Precertification and Authorization
  - Automated Claims analysis and corrections for resubmission
  - Patient Access data entry productivity and accuracy reporting
  - Physician level /Division/Practice level dashboards and reporting
- D. The proposed solution should be able to train staff on appropriate documentation using applicable standards such as NCCI, Milliman, and knowledge of specialty billing requirements.
- E. The proposed solution must have automated and ongoing audits of claims documentation.
- F. The proposed solution must be compliant with all regulations at all times, to include state and federal. Must be able to process claims in compliance with the State of Illinois 2360 form.
- G. The proposed solution must have the ability to use the CCH system to electronically send and receive data between the Proposer and CCH billing systems.

- H. The proposed solution must have Health Information Management (HIM) capabilities that include certified Coders and Billers to process All Claim Types for Inpatient; Outpatient; Anesthesia; Dental; Ancillary Services, etc. See **Attachment C – CCH Medical Records Coding Requirements**.
- I. Proposer should provide the number and specialty of providers billed for in prior/current engagements.
- J. Proposer should indicate the type of entity: health system, faculty practice plan, and free-standing medical group.
- K. Proposer must have capability to process over 10,000 claims per week.
- L. Proposer must provide physician and staff continuous training on revenue cycle improvements based on productivity analysis. Physician training shall be based on trends, denials, and best practices to ensure claims problems seen downstream are fed-back to Physicians in order to improve upstream practices.
- M. Proposer should indicate the specific Billing and Coding and Claims Management functions completed in previous/ current engagements.
- N. Proposer must provide an overall diagram of claims processing and clearly delineate percentage of its Billing and Coding and Claims Management services completed with the use of artificial intelligence versus that completed by staff (human) involvement.
- O. Proposer must have HL7 interfacing capability to Cerner and ability to perform monthly GL mapping.
- P. Proposer must disclose any patents/patents pending on its artificial intelligence, deep learning and other software technologies.
- Q. Proposer must have ability to electronically access and post adjustments as necessary into CCH systems.
- R. Proposer must have the ability to (re) generate, prepare and mail patient statements upon the insurer's adjudication and determination of patient responsibility.

#### **4.2 Other General Functional Requirements**

Proposer must demonstrate in its Proposal that it has provided Physician and Facility Billing and claims management services to other similar size Healthcare Systems and Physician Groups and Payor Mix for at least three (3) years predominantly relying on artificial intelligence and deep learning software. The Proposer must have physician coding and documentation experience preferably in complex or academic medical teaching environments. Additionally, the proposed solution will demonstrate its ability to perform the following based on actual past performance:

- Use predictive artificial intelligence software to identify and flag claims prior to

- submission/resubmission likely to be denied.
- Illustrate the ability of its artificial intelligence software to increase CCH's first claim acceptance rate.
- Illustrate the ability to use artificial intelligence and self-learning software to correct and reprocess previously denied claims.
- Illustrate the ability to use artificial intelligence and deep learning software to reduce the number of manual errors, untimely filings and denied claims.
- Through its use of artificial intelligence and self-learning software improve workflows and continuously automate tasks.
- Use real time automated alerts throughout the Billing and Coding and Claims Management lifecycle.
- Provide a real time dashboard that shows the status of each claim and to identify, track, trend and report denials.
- Use artificial intelligence and contract management software to estimate expected reimbursements.
- Decrease accounts receivables with denial management improvements.
- Estimate payment responsibility during the scheduling process or at the time of presentation.

#### **4.3 Project Implementation and Training**

Proposer shall be responsible for developing and maintaining a Implementation Project Plan and Project Schedule. The Project Plan and Project Schedule define and reflect the Proposer's approach to executing the scope of work.

The Project Plan shall document the framework for key project activities, for example, infrastructure setup, needs analysis, configuration, security, report and interface development, testing data conversion, and training.

#### **4.4 Training**

The Proposer will provide a minimum of ten (10) End Users of which three (3) will be Administrator level users AND an unlimited number of client access users with read only rights with comprehensive training on all system functionality including the following training:

1. Onsite training to CCH staff
2. Online training to members
3. Train the trainer, administrator and technical training, report creation, member training etc.

#### **4.5 Maintenance and Support**

1. Proposer shall provide telephone and email support during business hours Monday-Friday.
2. Availability of Services: Proposes solution must be available 24 hours a day, 7 days a week, at least 98% of the time on an annual basis, excluding normal maintenance and/or other scheduled maintenance.

#### **4.6 Reporting**

CCH requires that the proposed solution include “standard reports” as well as adhoc reporting capabilities. The “standard reports” shall include but are not limited to:

- i. Dashboard / Benchmarking / Loss Run
- ii. Drill down analysis (e.g Payor line item denial codes, claim issues, rejections, status messages)
- iii. Claim Cost reports / Aging Reports
- iv. Various performance metrics
- v. Predictive and Trending Denial Analysis Reports

The proposed solution should have the ability to create ad-hoc, query report and/or other reports based on any data field in the system and the ability to schedule reports to be processed at various times.

Access to reports and report creation should be assigned to user roles, and exportable in a variety of electronic formats. Reports should also be capable of being distributed by system email.

#### **4.7 Additional Requirements**

1. Data Conversion/Legacy Claims – The proposer must electronically process any legacy accounts receivables in the current Siemens Invision system. The Proposer must be able to process 80,000 or more claims in 30 days including identifying the potential recovery amount; proposed write-off amounts with the associated claim denial codes for claims to be written off as non-collectable.
2. Security Requirements – Please complete the CCH HIS Vendor Questionnaire in **Attachment B, CCH-HIS Vendor Questionnaire**

#### **4.8 Contract Term**

CCH anticipates the awarded of a contract for a term of thirty (36) months with two (2) one (1) year renewal options upon approval by the CCH Board of Directors..

### **5. Required Proposal Content**

This RFP provides potential proposers with sufficient information to enable them 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 contractor 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 shall be clearly marked “CONFIDENTIAL PROPRIETARY INFORMATION” at the top of the page in at



least one-half inch (“1/2”) size letters. The specific portions of the page are asserted to contain a trade secret shall be noted as such.

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

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

### 5.1 Cover letter

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

### 5.2 Proposed Solution

Proposer must address the detail scope requirements in Section 4 of the RFP.

### 5.3 Qualifications of the Proposer

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

Company Profile
1. Legal Name
2. Assumed Names if any
3. Legal form (e.g. sole proprietor, partnership, corporation, joint venture)
4. If a subsidiary, provide the same information about the Parent Company as required in this table format.
5. Proposer's principals/officers including President, Chairman, Vice Presidents, Secretary, Chief Operating Officer, Chief Financial Officer, and related contact information.
6. Point of Contact for this RFP including contact information.
7. Number of employees
8. Number of years in business
9. Relevant Certifications
10. Proposer's Federal Employee Identification Number (or Social Security Number, if a sole proprietorship)
11. List any contracts which the Proposer has entered into during the past (10) years with Cook County, any Cook County Department or CCH.

- b. Provide a list of installations of similar scope performed by your company during the last 24 months.
- c. Provide at least three (3) relevant references in the required table format below, from clients.

Contract/Project Name
Name of the organization
Name of the contact person (title, email and phone number)
Prime or subcontractor?

Contract dollar value
Contract Period
Project Scope
Proposer's role/scope (succinct description)

#### 5.4 Key Personnel

Provide a table with the following information:

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

The Chief Procurement Officer reserves the right to reject any key personnel proposed if it is determined not to be in CCH'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.

#### 5.5 MBE/WBE Participation

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

The Chief Procurement Officer reserves the right to accept or reject any of the team members if in The Chief Procurement Officer's sole opinion replacement of the team member, based on skills and knowledge, is in the best interest of the County.

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

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

## 5.7 Conflict of Interest

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

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

## 5.8 Insurance Requirements

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

The standard Insurance Requirements captured in the sample Contract General Terms and Conditions (GC-03) shall be modified to meet the needs of the future project.

## 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."**

### 5.11 Economic Disclosure Statement

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

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

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

### 5.12 Pricing Proposal submission

The Proposed pricing shall include all costs of any nature (including, but not limited to, Implementation personnel, equipment, software, Interface development).

The Proposer's annual service fee proposal must be expressed in terms of a percentage of CCH's cash collections from the Payors. For successfully submitted/resubmitted claims, the Proposer will be paid as **percentage based upon CCH's cash collections from the Payor including the submission/resubmission of aged** outstanding Accounts Receivable.

**Proposer must also enumerate all other fees associated with providing the services and provide a detailed description of said services (s).**

**Please use the following table. Provide descriptive details on your pricing fee breakdown.**

Cost Type	UOM	Cost	Year 1 Estimated Total	Year 1 Estimated Total	Year 1 Estimated Total
1. Annual Service Fee (as a percentage of collections)					
2. Implementation Services (including, but not limited to, Implementation personnel, equipment, software, Interface development). Identify if one time, monthly or transactional based					
3. Training and Documentation (If separate cost from Implementation Services)					
4. Support & Maintenance fees					
5. Upgrades/Customization (If not included in Annual Maintenance)					
6. Other Fees or Charges (e.g. additional charges for Paper Claims processing). Identify if one time, monthly or transactional based					

7. On-site Consulting (Hourly Rate)	Hour				
<b>Total</b>					

**In addition, all proposers are welcome to describe any other services that may work in concert with the requested services described in scope of work.**

**Other fees related to above described service(s):**

Submit your pricing proposal in a separate sealed envelope clearly marked with the RFP number and the label "Pricing Proposal." Proposers are required to submit one (1) original, two (2) copies and one (1) electronic copy (USB drive only).

The pricing proposal must include any supplemental or renewal option period pricing or schedules offered by the Proposer. Proposers should include elements or references to the pricing proposal **only in this section and separate the pricing proposal 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 the County to understand the basis for the proposal.

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

### **5.13 Addenda**

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

Addenda issued prior to the Proposal due date shall be made available via CCH website:  
<https://cookcountyhealth.org/about/doing-business-with-cook-county-health/bids-rfps/>

## **6. Evaluation and Selection Process**

### **6.1 Evaluation Process**

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

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

### **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 proposal regardless of price if it shall be administratively

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

### **6.3 Consideration for Contract**

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

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

## **7. Evaluation Criteria**

### **7.1 Responsiveness of Proposal**

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

### **7.2 Technical Proposal**

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

- A. Ability to achieve CCH's business goals, objectives and Scope of Work as described in this RFP.
- B. Qualifications and experience of the proposer to successfully perform and provide the services described in this RFP.
- C. Qualifications and experience of the proposed key personnel as evidenced by relevant experience.

### **7.3 Reasonableness of Overall Price**

Price will be evaluated separately for overall reasonableness and competitiveness.

### **7.4 Other Qualitative Criteria**

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

- 1. M/WBE Utilization Plan (EDS forms);
- 2. Financial Statements;
- 3. Conflicts of Interest;
- 4. Contract Terms and Conditions (objections and/or suggested alternate language);
- 5. Complete References;
- 6. Addenda acknowledgement (See [Addenda Section](#)).

## **8. Instructions to Proposers**

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

disqualification of the submitted proposal.

### **8.1 Questions and Inquiries**

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

Question must be submitted in the following format, *preferably in excel*.

<a href="#">ID</a>	<a href="#">Vendor Name</a>	<a href="#">Question</a>
1.		
2.		
3.		
4.		

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

### **8.2 Pre-proposal Conference**

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

**A Pre-Proposal Conference will be held on November 7, 2019 at 1:00 p.m. CST.**

**Location:** Cook County Hospital Professional Building, 1950 W. Polk St., 5<sup>th</sup> Floor Room # 5217, Chicago, IL 60612.

**All parties interested in responding to this RFP are urged to attend in person, however a conference number will be provided for those unable to attend in person.**

**To obtain the conference details and access code, interested parties must notify the Supply Chain Management Department by email at [purchasing@cookcountyhhs.org](mailto:purchasing@cookcountyhhs.org) by 2:00 PM on November 6, 2019.** The email request must include the RFP Number, names, titles, email address and phone number of each attendee, and indicate whether the attendee is participating in person or via teleconference.

### **8.3 Time for submission**

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

#### **8.4 Format**

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

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

#### **8.5 Number of Copies**

Proposers are required to submit one (1) original paper copy, one (1) electronic copy (USB only please) and two (2) paper copies no later than the time and date indicated in the RFP.

NOTE: the pricing proposal and EDS must be submitted separate from the rest of the response. Each submission must then be separated in two (2) parts:

- 1. Full response except for Pricing and EDS;**
- 2. Pricing and EDS in a separate envelop (or electronic file).**

#### **8.6 Packaging and Labeling**

The outside wrapping/envelope shall clearly indicate the RFP Title, Proposer's Name, Proposers Address and Point of Contact information. **The Price Proposal and EDS shall be submitted in a separate sealed envelope.** The envelope shall clearly identify the content as "Price Proposal". All other submission requirements shall be included with the Technical Proposal.

#### **8.7 Timely delivery of Proposals**

The proposal(s) must be either delivered by hand or sent to CCH through U.S. Mail or other available courier services to the address shown on the cover sheet of this RFP. Include the RFP number on any package delivered or sent to CCH and on any correspondence related to the Proposal. If using an express delivery service, the package must be delivered to the designated building and drop box.

Packages delivered by express mail services to other locations might not be re-delivered in time to be considered. CCH assumes no responsibility for any Proposal not so received.

#### **8.8 Availability of Documents**

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

#### **8.9 Mandatory Site Visit-None**

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



**8.10 Alteration/Modification of Original Documents**

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

**8.11 Cost of Proposer Response**

All costs and expenses in responding to this RFP shall be borne solely by the Proposer regardless of whether the Proposer's Proposal is eliminated or whether 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.

**8.12 Proposer's Responsibility for Services Proposed**

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

**8.13 RFP Interpretation**

Interpretation of the wording of this document shall be the responsibility of CCH and that interpretation shall be final. The specifications in this document provide sufficient information for Proposers to devise a plan and provide pricing. Minor variations from those specifications will be considered as long as Proposers identify any instance in which their services specifications differ from those set forth in the proposal documents.

**8.14 Errors and Omissions**

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

**8.15 Proposal Material**

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

**8.16 Confidentiality and Response Cost and Ownership**

All information submitted in response to this RFP shall be confidential until CCH has executed a Contract with the successful Proposer or has terminated the RFP process and determined that it will not reissue the RFP in the near future. Following such actions, the contents of Proposals submitted in response to this RFP may be disclosed in response to requests made pursuant to the provisions of the Illinois Freedom of Information Act ("FOIA"). If a Proposer wishes to preserve

the confidentiality of specific proprietary information set forth in its Proposal, it must request that the information be withheld by specifically identifying such information as proprietary in its Proposal. CCH shall have the right to determine whether it shall withhold information upon receipt of a FOIA request, and if it does so pursuant to a Proposer request, the Proposer requesting confidential treatment of the information shall bear the costs of asserting that there is a proper exemption justifying the withholding of such information as proprietary in any court proceeding which may result. This notwithstanding, Proposer is on notice that CCH is subject to the FOIA and that any documents submitted to CCH by the Proposer may be released pursuant to a request under the FOIA.

#### **8.17 Awards**

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

#### **8.18 CCH County Rights**

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

#### **8.19 Cancellation of RFP; Requests for New or Updated Proposals**

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

## 9. Proposal Acknowledgement Form

### PROPOSAL RECEIPT ACKNOWLEDGEMENT FORM

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

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

Solicitation Number and  
Title:

Vendor Name:

Accepted By:

Date:

Time (if time machine is not available, hand write the time):

P.M. A.M.

Proposals shall be submitted no later than the date and time indicated on the cover page of the RFP.

**Late submittals will not be considered.**



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

### PROPOSAL RECEIPT ACKNOWLEDGEMENT FORM

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Proposals shall be submitted no later than the date and time indicated on the cover page of the RFP.

**Late submittals will not be considered.** **Proposers must cut this sheet in two. SCM will time-stamp top and bottom sections. SCM will keep one section and the Proposer will keep the other section.**

Time Stamp Here

Time Stamp Here

## 10. Definitions

The following definitions shall apply to this RFP:

**"Addendum" or "Addenda"** shall refer to a one or more documents issued to Registered Proposers in hard or soft copy by which modifies this Request for Proposal or provides additional information.

**"Board" or "System Board"** shall refer to the Board of Directors of the 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)"** 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.

**"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.

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

**"Procurement Officer" or "System SCM Director"** shall mean the person who serves as chief procurement officer for CCH.

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

**"Solution"** the specific configuration of Deliverables that is submitted in a Proposal to meet the needs and goals of CCH as articulated in this RFP.

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

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

**"Artificial Intelligence" (AI)** in healthcare refers to the use of algorithms and software to approximate human cognition in the analysis of complex medical data, billing, coding, claims

processing and other healthcare processes. AI is the ability for computer algorithms to approximate conclusions without direct human input. AI systematically identifies and errors while avoiding ineffective interventions.

**“Deep learning”** also known as deep neural networking focuses on analyzing deeply analyzing data and trends to form conclusions.

**“Self Learning”** refers to the ability to build and improve one’s database, tools, software on experience or understanding about the future.

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

## Attachment A, Submitted Claims

### FY 2018 CCH Submitted Claims

	#CLAIMS SUBMITTED	\$	\$ CLAIMS SUBMITTED
Dec 17 Institutional	32832	\$	90,978,925.91
Dec 17 2360's	27859	\$	15,794,802.85
Dec 17 Pro Fee	26305	\$	5,985,237.00
<b>Dec 17 Total</b>	<b>86996</b>	<b>\$</b>	<b>112,758,965.76</b>
Jan 18 Institutional	35147	\$	90,804,888.06
Jan 18 2360's	29422	\$	16,766,115.39
Jan 18 Pro Fee	27552	\$	6,227,060.00
<b>Jan 18 Total</b>	<b>92121</b>	<b>\$</b>	<b>113,798,063.45</b>
Feb 18 Institutional	33092	\$	82,078,016.40
Feb 18 2360's	26143	\$	13,661,304.52
Feb 18 Pro Fee	30928	\$	6,341,173.00
<b>Feb 18 Total</b>	<b>90163</b>	<b>\$</b>	<b>102,080,493.92</b>
<b>2018 QUARTER 1 TOTAL</b>	<b>269280</b>	<b>\$</b>	<b>328,637,523.13</b>
March 18 Institutional	31308	\$	89,665,588.36
March 18 2360's	25541	\$	13,471,033.22
March 18 Pro Fee	33236	\$	7,225,956.98
<b>March 18 Total</b>	<b>90085</b>	<b>\$</b>	<b>110,362,578.56</b>
April 18 Institutional	34538	\$	88,361,422.96
April 18 2360's	34231	\$	17,875,373.10
April 18 Pro Fee	19519	\$	4,354,524.00
<b>April 18 Total</b>	<b>88288</b>	<b>\$</b>	<b>110,591,320.06</b>
May 18 Institutional	34263	\$	100,740,854.00
May 18 2360's	35366	\$	19,300,927.48
May 18 Pro Fee	32484	\$	8,097,825.00
<b>May 18 Total</b>	<b>102113</b>	<b>\$</b>	<b>128,139,606.48</b>
<b>2018 QUARTER 2 TOTAL</b>	<b>280486</b>	<b>\$</b>	<b>349,093,505.10</b>

	#CLAIMS SUBMITTED		\$\$ CLAIMS SUBMITTED
June 18 Institutional	31328	\$	99,269,340.25
June 18 2360's	27346	\$	17,571,983.52
June 18 Pro Fee	34958	\$	10,100,450.22
June 18 Total	93632	\$	126,941,773.99
July 18 Institutional	33327	\$	86,634,301.99
July 18 2360's	32007	\$	16,730,094.47
July 18 Pro Fee	26297	\$	7,762,803.00
July 18 Total	91631	\$	111,127,199.46
August 18 Institutional	34830	\$	86,711,873.72
August 18 2360's	34376	\$	19,247,023.30
August 18 Pro Fee	25928	\$	7,091,982.10
August 18 Total	95134	\$	113,050,879.12
<b>2018 QUARTER 3 TOTAL</b>	<b>280397</b>	<b>\$</b>	<b>351,119,852.57</b>
Sept 18 Institutional	29068	\$	72,852,170.02
Sept 18 2360's	34728	\$	18,559,613.28
Sept 18 Pro Fee	22554	\$	5,666,655.00
Sept 18 Total	86350	\$	97,078,438.30
Oct 18 Institutional	35379	\$	92,073,654.67
Oct 18 2360's	37188	\$	20,646,895.37
Oct 18 Pro Fee	27037	\$	6,877,175.00
Oct 18 Total	99604	\$	119,597,725.04
Nov 18 Institutional	25288	\$	71,049,193.40
Nov 18 2360's	21377	\$	12,156,688.26
Nov 18 Pro Fee	19059	\$	4,691,940.00
Nov 18 Total	65724	\$	87,897,821.66
<b>2018 QUARTER 4 TOTAL</b>	<b>251678</b>	<b>\$</b>	<b>304,573,985.00</b>
<b>FISCAL YEAR 2018 TOTALS</b>	<b>1,081,841</b>	<b>\$</b>	<b>1,333,424,866</b>

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**2018 System Payor Mix by Visit (>100% due to rounding)**

All Medicaid	34%
Medicaid Managed Care-29%	
Medicaid-5%	
All Medicare	17%
Medicare-13%	
Medicare Managed Care-4%	
Commercially Insured	4%
Uninsured	44%
Other	<2%



**Attachment B, CCH-HIS Vendor Questionnaire**

## **Attachment C, CCH-Medical Records Coding Requirements**

