



Toni Preckwinkle  
President, Cook County Board of Commissioners

John Jay Shannon, MD  
Chief Executive Officer, Cook County Health

**COOK COUNTY HEALTH (CCH)**

**REQUEST FOR PROPOSAL (RFP) # H19-0016**

**TITLE:** Interior and Exterior Wayfinding Signage Replacement at John H. Stroger Jr., Hospital.

**GENERAL DESCRIPTION:** Cook County Health (CCH) is seeking a Consultant to develop a comprehensive and integrated wayfinding scheme at John H. Stroger Hospital and its Parking Garage for both interior and exterior building signage, that is supported on multiple platforms.

**DATE ISSUED:** July 31, 2019

**VENDOR QUESTIONS DUE DATE:** August 9, 2019 by 2:00 p.m. CST

**RESPONSE DUE DATE:** August 30, 2019 by 2:00 p.m. CST

Responses to this RFP shall be delivered after 8:00 a.m. (CST) but no later than 2:00 p.m. 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 RFP must include the **RFP Acknowledgement Form** included at the end of this document.***

***All the Attachments to this RFP are attached in the attachment section of the pdf.***

All questions regarding this RFP should be directed to [purchasing@cookcountyhhs.org](mailto:purchasing@cookcountyhhs.org).

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## 1. Background / Project Overview

John H. Stroger Jr. Hospital of Cook County (JHS) was completed in December 2002 and operates 24 hours 7 days a week serving the Chicago community. The building is approximately 1.2 million SF and is located at 1901 W. Harrison St, Chicago, Illinois.

Cook County Health (CCH) has identified that extreme difficulty in navigating the campus has become a barrier to optimal patient service. It is critical that patients can easily locate the health care services they need while on campus. To date, no comprehensive wayfinding solution has been implemented. Campus wayfinding currently consists of varying signage styles, predominately English signage, a confusing building number directory, and signage that needs to be updated for ADA and other regulatory requirements.

## 2. Purpose

Cook County Health (CCH) is seeking a Consultant to develop a comprehensive and integrated wayfinding scheme at John H. Stroger Hospital and its Parking Garage for both interior and exterior building signage, that is supported on multiple platforms. All navigation systems must be designed and implemented to support current and future building renovations and additions on campus, as well as construction disruptions and department and clinic relocations. The wayfinding design should be informational, as well as inspirational and reflective of the current CCH vision, goals, and brand.

- The scope of this work is limited to the John H. Stroger Hospital of Cook County, the hospitals Parking Garage and the campus site.
- CCH is soliciting qualifications, fee, schedule and team member commitments for Consultant services per this RFP.
- The selected Consultant will conduct an analysis of the current JHS campus wayfinding deficiencies and propose a phased implementation plan based on the research findings that specifically addresses: 1.) Digital strategy; 2.) Room signage; 3.) Directional signage; 4.) Campus and building identification and navigation; 5.) Multilingual needs and regulatory compliance.
- The overarching goal of JHS wayfinding is to implement a functional and integrated navigation system that helps patients and visitors find their intended hospital location. A high priority will be placed on designing a sustainable, flexible, and successful system that meets all of the project goals, adheres to the CCH brand, and remains within the agreed upon budget.
- The selected respondent will develop signage design and fabrication specifications for a campus-wide wayfinding system based on the strategy laid forth in this RFP. The consultant will develop a scope of work based on wayfinding components found in this document.
- The Consultant shall provide professional design services in a coordinated and integrated fashion for each designated project, with the involvement of core disciplines and any other specialty consultants necessary to execute a given scope.
- The Consultant, in addition to providing the required technical expertise, shall also provide all required management and coordination of the disciplines to reliably execute the work within an assigned schedule and budget. Demonstrated capacity to effectively manage projects is essential, as well as the ability to expedite projects through the approval agencies.

- This inquiry should not be construed in any manner to be an obligation to enter into an agreement or to result in any claim for reimbursement of costs for any effort expended by your organization relative to this RFP.
- CCH does not seek any proprietary or company confidential information as part of your proposal. All information and data contained in your proposal should be submitted on an unrestricted basis.
- CCH intends to use the information provided in the responses to identify firms best suited to meet its service requirements for this project.
- The selection of the services will in general be based on: the project team and their experience working together on similar project types; the ability of the team to perform the scope of services listed below including; coordinating with the other DCPD consultants and the CCH team members; the team's ability to achieve approvals from the City of Chicago required agencies including but not limited to IDPH and all Agencies Having Jurisdiction; the team's ability to coordinate the delivery of approved drawings that meet the client's program requirements; meet delivery dates; Provide documents that meet level required per phase and that is within the stated project schedule and budget, the cost of the services and acceptance of the CCH Contract.

## 2.1 Project Approach

The selected Consultant will work closely and meet frequently with DCPD and their representatives and CCH internal teams during the development of the assessment. Internal teams will include but not limited to:

- Building + Grounds Department
- Health Information Systems (HIS) Department
- Infection Control Department
- Life Safety Department
- CCH Communications Department
- Senior CCH management
- Select members of affected user groups

This project is high profile and critical to CCH business success. CCH is expanding rapidly and requires outstanding project execution of fast-track timelines. CCH expects exceptional execution delivered in a timely fashion and having a proven track record of delivering the highest value possible.

**Term of Contract:** The county intends to award one (1) agreement pursuant of this RFP solicitation to the most competitive Proposer one-time project for a certain duration of time. The County reserves the right to award this contract in the best interest of the County.

## 3. Schedule

CCH anticipates the following schedule.

Activity	Estimated Date
RFP posted to the website	July 31, 2019
Proposer Inquiry Deadline	August 9, 2019 by 2:00 pm CST
CCH response to Inquiries – Tentative	Week of August 12, 2019
Proposal Due Date	August 30, 2019 by 2:00 pm CST

#### **4. Scope of Work**

The selected Consultant will meet with the aforementioned team members from CCH and DCPD and their representatives, and any additional stakeholders selected by CCH to gain an understanding of the context, opportunities for collaboration, and potential partnerships. The Consultant will conduct a site survey of JHS existing signage and the facility. The Consultant will analyze site conditions and architectural drawings to confirm locations of sign types.

The wayfinding survey activities should include, but is not limited to:

- Primary and secondary research
- Walk along analysis
- Immersive observations among patients and providers
- Shadowing stakeholders
- Mock patient and provider journeys
- Interviews among administration, patients, and providers
- Employee and/or patient workshops
- Photographing existing signage
- Review of wayfinding complaints on campus

#### **4.1 Healthful Materials**

- Approval Status of products shall be noted in the project specifications
- Approval status of products and materials included in Construction Submittals shall be reviewed and approved by DCPD & CCH
- Strict adherence to compliant materials for a healthcare institution is required. DCPD & CCH approval is required for any exceptions.

#### **ASSESSMENT AND REPORT**

CCH is requesting that the Consultant provide a report at the conclusion of the initial investigation of the existing signage conditions which will include but not limited to the following:

1. An executive summary
2. Summarize assessment findings
3. Assess how wayfinding negatively or positively impacts the patient experience
4. Identify critical wayfinding deficiencies to address immediately
5. Propose wayfinding solutions (print and/or digital) for critical wayfinding deficiencies
6. Establish a sign type menu and prepare preliminary sign location plans

In this stage, the Consultant is to provide a brief narrative with supporting diagrams to show / describe the proposed new signage benefits to the client and how it will address deficiencies and identified concerns / issues raised by CCH related to the existing signage. The narrative will allow for the user groups to have a reasonable understanding of the new signage functions and encourage open discussion regarding features that may be incorporated to accommodate CCH needs.

Each element of the project will require a somewhat unique approach. The project phases will include: 1.) Programming and planning, 2.) Design, 3.) Permitting, 4.) Bid and award, 5.) Construction, 6.) Transition. The design development process will include review of each element by DCPD and CCH.

## 4.2 Design

The Consultant will manage the preparation and delivery of the necessary design drawings and specifications for CCH. These documents shall be subject to Owner review and approval at designated phases. The approved final set(s) will also be provided for plan check by appropriate agencies / authorities having jurisdiction. The Consultant will respond to inquiries from governmental agencies during the permit process and, if required, by the Project Manager.

The Consultant shall provide conceptual plans / drawings in coordination with the DCP, their representatives and CCH applicable department representatives.

The selected Consultant will take an integral visual and functional approach to design development that is sensitive to issues of brand integrity, budget, renovations and capital additions at JHS, patient and visitor needs, signage clutter, and maintenance.

The elements of the system should be cohesive, and reflect the priorities and strategies specified in this RFP. The Consultant will identify goals and metrics to measure the success of future JHS wayfinding.

The Consultant will collaborate with CCH and DCP, hospital staff, and possibility other agencies to provide a set of templates including dimensions, color palettes, fonts, symbols, and layout that will enable the wayfinding system to be used in the future.

As part of the plan, detailed specifications will be required for physical fabrication and installation. The Consultant will develop a statement of estimated costs for fabrication and installation.

The consultant will work closely with CCH to finalize sign locations, routing, messaging, materials, sizes, and inventory; and to ensure compliance with state, local and licensing guidelines where applicable.

The consultant will make scheduling or phasing recommendations for fabrication and installation of new signs in coordination with removal of current signs (as necessary) and in coordination with CCH.

Coordination efforts will be required to effectively ensure the drawings meet the needs and requirements of the hospital. It is expected that the Consultant participate and converse frequently with CCH and DCP and their representatives to incorporate the features needed.

The phases shall be developed and submitted for DCP and CCH review and approval in the following stages:

- 100% Schematic Phase
- 50% Design Development
- 100% Design Development
- 100% Construction Documents
- The Consultant will provide an estimate at each phase submittal.
- The drawings will take into account the need for phasing to minimize disruption to the hospital services.
- All navigation tools should utilize an integrated signage system.
- The plan will include drawings for primary sign types, sign sizes, materials, fabrication methods, color, and graphic elements. The Consultant also will prepare signage for highly visible public areas on campus. The design development will emphasize:
  - Digital strategy
  - Room signage
  - Directional signage
  - Campus and building identification and navigation
  - Multilingual patient and visitor needs
  - Compliance of state, local and licensing guidelines

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Interior and exterior wayfinding signage: Develop wayfinding signage that reflects the CCH brand, and patient and visitor needs. Sign messages should be in English and include any universal wayfinding nomenclature when deemed appropriate. The inclusion of multilingual sign messages will be determined by CCH.

Departmental back-of-house signage: Where determined, develop departmental signage for all back-of-house areas that includes code-required, informational and directional signs.

Directory map: Develop directory map to incorporate final department name and numbering nomenclature. The directory should be compatible with smartphones and future app development. Map artwork must reflect CCH brand guidelines.

Life Safety / Fire Exit / Area of Refuge signage: The hospital has received multiple renovations and changes to internal spaces over the years. Determine and develop signage to appropriately address the buildings Life Safety / emergency exit needs.

Potential sign types that may be needed:

- 1. Wayfinding signage (public areas)**
  - a. Building directory
  - b. Department/area identification
  - c. Lobby and reception area signage
  - d. Wayfinding directional signage
- 2. Departmental signage (front and back-of-house, where determined)**
  - a. Back-of-house directional signage
  - b. Room identification signage
  - c. Room number identification tags
  - d. Office name plaques
  - e. Informational and regulatory signage
- 3. Code signage (public areas and back-of-house)**
  - a. Mandated regulatory signage and posters
  - b. Restroom identification (code required)
  - c. Stairway identification (code required)
  - d. Emergency evacuation plans (code required)
  - e. Tactile and Braille egress signs (code required)

The scope for the design phase may include the following but is not limited to:

- a) Attend weekly coordination meetings
- b) Review existing floor plan drawings of all JHS Floors
- c) Coordinate with the development and delivery of the documents, including plans, elevations, general notes and standard details, keeping budget and time considerations as a primary focus.
- d) Prepare submittals indicating the basic types and qualities of materials to be incorporated into the project and the basic install requirements

- e) Review the project budget and provide recommendations as required to meet any Value Engineering objectives.
- f) Manage the development and delivery of Product Specification booklets to reflect the Drawings.
- g) Should a digital signage system be proposed, the system is to comply with CCH structured wiring guidelines to be provided by CCH.
- h) Allow for meetings with CCH and DCPD to obtain approvals of layouts and products.
- i) Upon completion of the drawings, the Consultant will be responsible for a presentation to the DCPD and CCH Team for approval.
- j) Consultant is to provide the documentation to DCPD and CCH in the following formats (all):
  - AutoCAD
  - PDF
  - Hard (paper, one full sized, one half sized) copy

#### **4.3 Demolition Plan**

- The existing signage will be completely removed. As part of the install new signage / replacement of existing, the consultant will need to demonstrate how this scope will be coordinated, considering the impact to the patient flow present to the client how, during this process, the individual's ability to navigate through the facility is not diminished.
- All items / components to be reused / salvaged shall be detailed in the contract documents.
- Consultant is to clearly identify responsibility for all cutting / patching / replacement as part of the installation of the new, and the removal of the existing signage within the design documentation.

#### **4.4 End of Assessment**

- All documents generated as part of the assessment and design for this project will be the property of CCH
- Based on Owner's acceptance of the replacement / modernization recommendations, the Consultant will prepare a separate pricing for the completion of the approved scope of work. These costs being negotiated and finalized with CCH and DCPD. A separate P.O will be issued for this portion of the project.

#### **4.5 Construction Coordination and Permitting**

##### **Permitting**

- The Consultant will manage and coordinate the collection and distribution of all Contract Documents to the required authority having jurisdiction for necessary permits.
- Drawings / construction documentation must be provided to DCPD and CCH in the following formats (all):
  - AutoCAD
  - PDF
  - Hard (paper, Two full sized) copy

##### **Coordination**

- The Consultant will coordinate the work with DCPD, CCH Building + Grounds engineers and other Consultants throughout the duration of the project.
- The Consultant should expect to attend weekly meetings at a minimum to discuss / plan and coordinate with CCH and DCPD representatives the best method of installation of the systems, in each department / area.
- Attend all meetings as required with DCPD representatives and CCH infection control and Life safety to obtain all necessary permits prior to proceeding with work

- The Consultant will need to produce highlighted floor plans and a high-level schedule of upcoming affected areas (at a minimum of 2 months prior to anticipated construction start), showing anticipated start and finish dates. Floor plans should show approximate locations of the following (if required);
- Location of containment including entrance / exit doors
- Means of egress for material transport to and from affected area
- Location of HEPA Filter placement
- Location of air pressure monitor
- Location of “walk off tacky” mats
- Location of Anteroom (if required)
- Alternate means of egress / exit if exits are obstructed
- Consultant is to provide a brief description of the work to be completed including; any requirements for deactivation of existing devices or systems to accommodate the work, any anticipated noise, vibration or odor. These documents are to be presented in meetings with Dept heads, infection control, life safety to help with the Consultants development of the “Method of Procedure” MOP document and help ensure ILSM, PCRA and ICRA permits and any other necessary permits to be approved by CCH are distributed to the construction team in advance prior to the commencement of work in said spaces.
  - Coordination of the construction efforts of the work will require coordination with, but will not be limited to:
    - DCPD and their representatives
    - CCH Building and Grounds
    - CCH Life Safety Officer
    - CCH Infection control
    - CCH Environmental Services
    - HIS / CCH Communications Department
    - CCH Affected Departments – Department heads
    - CCH Security Department
  - The Consultant will be expected to complete / keep updated documents such as daily ICRA logs and that the information is readily available for daily inspection on each worksite. Consultant will be expected to conduct daily site inspections of all containments / areas of work to ensure requirements set forth in the ICRA, PCRA and ILSM documents are being adhered to, general housekeeping is being maintained, egress paths to and from the worksites are kept clean, containments are sealed, and pressurizations are being maintained, filters are clean.
  - Weekly onsite visits of the construction for general conformance with the drawings.
  - Review of submittals as necessary to verify conformance with intent of the project.
  - Preparation of documentation for changes / clarifications to the Construction Documents.
  - Management of the project Punchlist process and documentation of the construction punch list.
  - Coordination required for the collection of record drawing information for documentation into final record drawings.
  - Document Distribution - The Consultant shall include for the printing and distribution of anticipated 6 copies of project documentation, shop drawings and product data as required by the DCPD team at no additional charge to DCPD.
  - Daily coordination with DCPD representatives and CCH Building and Grounds to coordinate access to specific spaces and any necessary system shutdowns that may be required

## 5. General Requirements and Basic Services

- Provide all required information and coordinate the work with all project team members.

- Provide as required schedules and estimates; which shall be issued for each phase of the project.
- Attend weekly review, coordination and construction meetings or as required by Owner and/or other consultants for each phase of work.
- Develop and submit pay applications as per DCPD guidelines.
- Develop and maintain schedules as required utilizing the guidelines included with this RFP Package
- Assist in identifying long-lead items and dates required for pre-purchase as early as possible. All pre-purchase items shall be incorporated into the specifications, as required, to meet scheduled delivery dates for the equipment.
- Consultant shall be responsible for the coordination and delivery of all drawings and related documents to secure permits and approvals as required by local government agencies and authorities having jurisdiction.
- The Consultant shall be responsible for the work being compliant with all applicable codes (including ADA requirements), and for presentations to local government agencies and authorities having jurisdiction.
- The Consultant shall be responsible for contract administration and daily oversight of the Project during construction.

Comply with all federal, state, local and city laws, ordinances and regulations of all authority having jurisdiction over the work. Include costs for permits as required for the scope of work. Comply with all regulations required to complete work within the hospital including those described in the hospital's infection control risk assessment (ICRA) document (to be completed and issued by the hospital's infection control department). ICRA documents will need to be prepared and issued for each area / department prior to any investigation or construction work within the hospital. This may include the use of containment(s) mobile or temporary builds, to contain the affected areas, maintained under negative pressure, with HEPA filters when investigation and / or construction is conducted, for example removing ceiling tiles.

- Comply with the select guidelines for work at county facilities. The Consultant will be required to assist with populating the Method of Procedure (MOP) document, the hospital's interim life safety measures document (ILSM) and the Pre-construction risk assessment document (PCRA) for any investigation or construction work. Submittal and approval of this information must be completed PRIOR to any work within the hospital.
- Secure all licenses and permits necessary to perform the services, as required by law.
- Consultant team is responsible for maintaining all documents, including addendums, bulletins, submittals, RFI's, etc. up to date in a clear and organized manner.

## 5.1 Schedule

- In addition to the basic schedule requirements as set forth in the contract documents, the Consultant will be expected to identify within their schedule the following key milestones;
- Notice to Proceed
- Obtain CCH Security Badge (estimate 8 weeks)
- Commence investigation
- Investigation by Floor (each floor to be identified by a start and a finish milestone - Basement, 1st floor, 2nd floor etc.)
- Assessment Report Start and Finish
- Presentation of Assessment / recommendation to client
- Drawing status (each stage noted above to be shown as a milestone once complete)
- Final Document hand over
- Construction Start
- Construction Start and Finish (By floor and by area / phase)

- Substantial Completion and Final Completion.

## 5.2 Payment

- In addition to the requirements set forth in the contract documents in relation to Consultant payment, Consultant payments and the percentages for payment requested will be expected to align closely with the completion of a selection of the key milestones identified in the Consultants schedule (shown above). In addition, the schedule of values will be reviewed and approved by DCCP and or their consultants prior to first pay application

## 6. Post Construction / Project Closeout

The Consultant will provide all items requested by DCCP and CCH relating to Project close-out documents and review to establish if all required documentation is included and complete. These documents include, but are not limited to:

- Record documents and updated conformance drawings
- Complete Punchlist documentation
- Substantial completion certification
- Final completion certification
- Permits
- Compliance letters
- Final application(s) for payment
- Guarantees and Warranties
- Waivers
- Releases of liens
- Operation and maintenance manuals
- As-built documents; must be provided to DCCP & CCH in the following formats (all):
- AutoCAD
- PDF
- Hard (paper, Three full sized) copy
- Training completion documentation (Training of the installed systems are required for CCH select personnel, along with associated videotaping sessions)
- A walkthrough with CCH representatives a month prior to the expiration of system warranties will be expected of the Consultant, to review system performance. The Consultant will be expected to notify the CCH select representative a week ahead of the proposed walkthrough date and make himself / herself available for the meeting.

### 6.1 ADD/Alternate Pricing to be included In Fee Proposal

The Consultant shall provide an allowance line item as an add / alternate to provide an assessment only of the existing wayfinding signage installed at the Cook County Health Professional Building located at 1950 W Polk St, Chicago, IL 60612. The Professional Building is a 9 story building, approximately 264,000 GSF, constructed within the last 2 years. CCH is requesting an assessment only of the building with recommendations to improve the existing wayfinding signage.

### 6.2 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 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 Statutes.

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

### 6.3 Executive Summary/Cover Letter

Please limit this section to two pages or less, including:

- a. A brief description of the Proposer's capability to provide the described services;
- b. Point of Contact (name, email, phone) for this RFP;
- c. Key team members and Partners (subcontractors) and respective services alignment (work to be performed by each subcontractor team under this contract);
- d. Signature by authorized representative.

### 6.4 Response to Scope of Work

Please insert your response to the Scope of Work Section 4 in this section.

### 6.5 Qualifications of the Proposer

#### Proposer's Profile

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

#### Company Profile (Prime only)

Company Profile (Prime only)	
a. Legal Name	
b. Assumed Names if any	
c. Legal Structure (e.g. sole proprietor, partnership, corporation, joint venture)	
d. If a subsidiary, provide the same information about the Parent Company as required in this table format.	
e. Date and State where formed.	
f. Proposer's principals/officers including President, Chairman, Vice Presidents, Secretary, Chief Operating Officer, Chief Financial Officer, and related contact information.	

g. Proposer Business background and description of current operations	
h. Number of employees	
i. Number of years in business	
j. Total number of years providing the proposed services	
k. Is Proposer a licensed business to perform the work in scope? If so, please specify relevant certifications.	
l. Proposer's Federal Employee Identification Number (or Social Security Number, if a sole proprietorship)	
m. Is Proposer authorized to conduct business in Illinois? Please provide Registration Number issued by the Illinois Secretary of State, and attach Cook County Assumed Business Name Certificate, if applicable. Also, provide a <b>copy of the Certificate of Good Standing</b> . If not authorized, please explain.	
n. Describe any merger or acquisition discussions in which the Proposer is involved.	
o. List any contracts that the Proposer has entered into during the past ten (10) years with Cook County, and Cook County Department, or CCH.	
p. Provide the addresses of office locations where the services pursuant to this RFP will be performed.	

### 6.6 References and Track Record

Proposers must provide at least three (3) relevant references in the required table format below, from clients that used similar services from your firm. If partners/subcontractors plan to perform a major part of the scope, they should also provide three (3) references in alignment with their proposed project role. CCH plan to call references, please alert your clients.

Name of the organization	
Name of the contact person (title, email and phone number. Email must be from an organization, not a personal email)	
Project dollar value	
Prime or subcontractor?	
Contract Period	
Project Scope	

### 6.7 Subcontracting or teaming and MBE/WBE Participation

The Proposer may be comprised of one or more firms as to assure the overall success of the project. The Proposer must present a team chart that clearly identifies each team member and specify each person's 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.

The Economic Disclosure Statement Forms (EDS) should be submitted in a separate envelope along with the Pricing proposal. Consistent with Cook County, Illinois Code of Ordinances (Article IV, Division 8, Section 34-267), **CCH has established a goal that MBE/WBE firms retained as subcontractors receive a minimum 35% overall MBE/WBE participation of this procurement.**

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

## 6.8 Financial Status

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

## 6.9 Conflict of Interest

Provide information regarding any real or potential conflict of interest. Failure to address any potential conflict of interest upfront may be cause for rejection of the proposal. If no conflicts of interest are identified, simply state "[Company X] has no conflict of interest."

## 6.10 Insurance Requirements

Prior to Contract award, the selected Proposer will be required to submit evidence of insurance in the appropriate amounts. However, with its Proposal, the Proposer is required to provide a statement on their company letterhead stating their agreement, or objections if any, to meet all insurance requirements stated below. Proposers may also submit current certificates of insurance evidencing compliance with this insurance provision.

The standard Insurance Requirements are captured in the sample Contract General Conditions (GC-03)

## 6.11 Contract

Sample Contract CCH Terms & Conditions are available in the Doing Business with CCH website.

<https://cookcountyhealth.org/about/doing-business-with-cook-county-health/bids-rfps/> Execution of the Contract is not required at the time the qualifications are submitted. However, if the Proposer is proposing alternate language, it shall include the language for consideration by submitting the proposed redlines on the sample Contract General Terms and Conditions document.

CCH will not consider any exceptions or proposed alternate language to the Contract General Terms and Conditions if the Proposer does not include these objections or alternate language with the proposal.

CCH shall not be deemed to have accepted any requested exceptions by electing to engage a Proposer in negotiations of a possible Contract.

### 6.12 Legal Actions

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

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

History of Legal Actions for the last 36 months:

Action	Date

### 6.13 Economic Disclosure Statement

Proposer must submit an executed Economic Disclosure Statement (“EDS”) with the pricing proposal in a separate envelope. The EDS form can be found at <https://cookcountyhealth.org/about/doing-business-with-cook-county-health/bids-rfps/>. UPDATE: Cook County’s Office of Contract Compliance keep its forms up to date in its website, thus Proposer may visit <https://www.cookcountyil.gov/service/contract-documents> to ensure that the latest EDS forms 1, 2, and 3, Affidavit of Joint Venture, and MWBE Reciprocal Certification Affidavit are the latest versions are submitted. Similarly, the Board of Ethics maintains its most up to date Vendor Familial Relationship Disclosure Provision (VFRD) Form in its website: <https://www.cookcountyil.gov/service/board-ethics-ordinances-regulations-and-guides>.

### 6.14 Pricing Proposal

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, hard copies and one (1) electronic copy (USB drive only).

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 CCH 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.

### 6.15 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/>

## **7. Evaluation and Selection Process**

### **7.1 Evaluation Process**

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

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

### **7.2 Right to Inspect**

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

### **7.3 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.

## **8. Evaluation Criteria**

### **8.1 Responsiveness of Proposal**

Proposals will be reviewed for compliance with and adherence to all submittal requirements requested in this RFP. Proposals which are incomplete and missing key components necessary to fully evaluate the Proposal may, at the discretion of the System Director of Supply Chain Management or designee, be rejected from further consideration due to "Non-Responsiveness" and rated Non-Responsive. However, Proposals not meeting the following requirements will be eliminated and shall not be further evaluated:

- a. Proposer must be licensed in the state of Illinois to do business.

### **8.2 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 described in this RFP, by providing a succinct and feasible description of the proposed design and build approach.
- B. Qualifications and experience of the proposed key personnel as evidenced by relevant experience.
- C. Qualifications and experience of the Proposer to successfully perform and provide the services described in this RFP, as evidenced by the successful provision of similar services in similar environments and in compliance with all applicable laws.

### 8.3 Reasonableness of Overall Price

Price will be evaluated separately for overall reasonableness and competitiveness.

### 8.4 Other Qualitative Criteria

The System Director of Supply Chain Management may, at his own discretion reject a proposal from further consideration due to “Non-Responsiveness,” if a proposal does not completely address the following:

1. MWBE Utilization Plan (EDS forms);
2. Financial Status;
3. Conflict Interest;
4. Insurance Requirements;
5. Contract Terms and Conditions (objections and/or suggested alternate language);
6. Legal Actions;
7. Addenda acknowledgement (See Addenda Section)

## 9. Instructions to Proposers

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

### 9.1 Questions and Inquiries

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

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

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

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

### 9.2 Pre-proposal Conference (if Applicable)

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

### 9.3 Number of Copies

Proposers are required to submit one (1) original hard copy, and one (1) electronic copy (emailed to the email addressed on the cover page) and no later than the time and date indicated in the RFP. NOTE: One (1) paper copy of the pricing proposal and one (1) EDS copy must be submitted separate from the rest of the response.

Each submission must then be separated as follows:

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

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

**DO NOT USE EXPENSIVE PAPER OR MARKETING GRAPHICS THAT MAY DISTORT ELECTRONIC PAGES.  
PLEASE USE STANDARD PAPER.**

### 9.4 Format

Hardcopies of the proposals should be submitted in 3-ring binders only (except pricing which may be submitted in a separate envelop). Material should be organized following the order of the Required Proposal Content Section separated by labeled tabs. Expensive paper and bindings are discouraged since no materials will be returned. Numbered titles and pages are required.

CCH reserves the right to waive minor variances.

### 9.5 Time for submission

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

### 9.6 Packaging and Labeling

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

### 9.7 Timely delivery of Proposals

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

### 9.8 Availability of Documents

CCH publishes competitive bid, RFP, and other procurement notices, as well as award information, at <https://cookcountyhealth.org/about/doing-business-with-cook-county-health/bids-rfps/> under the "Doing

Business with CCH” tab. Proposers intending to respond to any posted solicitation are encouraged to visit the website above to ensure that they have received a complete and current set of documents.

### **9.9 Alteration/Modification of Original Documents**

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

### **9.10 Cost of Proposer Response**

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

### **9.11 Proposer’s Responsibility for Services Proposed**

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

### **9.12 RFP Interpretation**

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

### **9.13 Specifications and Special Conditions**

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

### **9.14 Errors and Omissions**

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

### **9.15 Proposal Material**

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

### **9.16 Confidentiality and Response Cost and Ownership**

All information submitted in response to this RFP shall be confidential until CCH has executed a Contract with the successful Proposer or has terminated the RFP process and determined that it will not reissue the RFP shortly. Following such actions, the contents of Proposals submitted in response to this RFP may be disclosed in response to requests made under the provisions of the Illinois Freedom of Information Act ("FOIA"). If a Proposer wishes to preserve the confidentiality of specific proprietary information outlined in its Proposal, it must request that the information is 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 an FOIA request, and if it does so pursuant to a proposed 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, the Proposer is on notice that the CCH is subject to the FOIA and that any documents submitted to the CCH by the Proposer may be released pursuant to a request under the FOIA.

### **9.17 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 lowest responsible Proposers meeting the specifications, terms, and conditions. If a split award impacts the outcome of the project, it must be so stated in the proposal.

### **9.18 CCH Rights**

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

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

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

## 10. Definitions

The following definitions shall apply to this RFP:

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

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

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

"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.

"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 CCH 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 the 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.

"Chief Procurement Director" shall mean the System Director of Supply Chain Management who serves as chief procurement officer for the 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 the 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 the CCH as articulated in this RFP.

### 11. Appendix A – RFP Receipt Acknowledgement Form

#### RFP 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 RFP. **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
_____		

RFP shall be submitted no later than the date and time indicated on the cover page of the RFP. **Late submittals will not be considered.** Proposers must cut this sheet in two. SMC will time-stamp top and bottom sections. SCM will keep one section and the Proposer will keep the other section.

Time Stamp Here



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

RFP shall be submitted no later than the date and time indicated on the cover page of the RFP. **Late submittals will not be considered.** Proposers must cut this sheet in two. SMC will time-stamp top and bottom sections. SCM will keep one section and the Proposer will keep the other section.

Time Stamp Here