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## COOK COUNTY HEALTH (CCH)

### REQUEST FOR PROPOSAL RFP# H21-0027

#### **TITLE: Early Out Self-Pay Receivable and Customer Service Support**

**GENERAL DESCRIPTION:** CCH seeks to identify a competitive and qualified contractor to provide collections and customer services on accounts with an outstanding Early Out self-pay receivable at day 1 and provide frequent and detail reporting on performance and outcomes.

**DATE ISSUED:** July 23, 2021

**VENDOR QUESTIONS DUE DATE:** July 30, 2021 by 2:00 P.M. CT

**RESPONSE/ PROPOSAL DUE DATE:** August 20, 2021 by 2:00 P.M. CT

Responses to this RFP shall be delivered after 8:00 AM (CT) but no later than 2:00 PM (CT) to:

Cook County Health C/O John H. Stroger, Jr. Hospital  
1969 West Ogden Ave., Lower Level Room # 250A  
Chicago, IL 60612  
Attention: Supply Chain Management Department

#### **Pre-Proposal Conference /Site Inspection: None**

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

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

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**List of Exhibits**

**Exhibit A – Sample, CCH Master Services Agreement**

### **1. Hospital System Background**

The Cook County Health (CCH) is a unit within Cook County government. CCH provides a full continuum of health care services through its seven operating entities, referred to as System Affiliates. System Affiliates provide a broad range of services from specialty and primary care to emergency, acute, outpatient, rehabilitation and preventative care. CCH services are offered without regard to a patient's economic status or ability to pay.

CCH operates John H. Stroger, Jr. Hospital of Cook County (JHSH), Provident Hospital of Cook County, and Ambulatory and Community Health Network (a system of fifteen clinics), the Cook County Department of Public Health, Cermak Health Services of Cook County (a health facility operated within the confines of the Cook County Department of Corrections), and the Ruth M. Rothstein Core Center. The System also operates County Care, a Medicaid managed care health plan for low-income adults established under the Affordable Care Act.

### **2. Purpose**

CCH seeks to identify a competitive and qualified contractor to provide collections and customer service services on Early Out Self-Pay Receivable and Customer Service Support at day 1 and provide frequent and detail reporting on performance and outcomes. This service will provide additional self-pay collections efforts in collaboration with our current statement process to better educate our patients of their financial responsibilities and the numerous program options available to them to full these financial obligations. These services are required to ensure CCH collects as much capital as possible for the care provided and to ultimately the patient's experience.

#### **a. Term of Services**

The term of services shall be for twelve (12) months, with two, one (1) year extension options if project deliverables are met. The award agreement may be terminated by CCH for convenience following sixty (60) calendar days' prior written notice of termination.

#### **b. Basis of Award**

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

### **3. Schedule**

CCH anticipates the following schedule.

Activity	Estimated Date
RFP posted to the website	July 23, 2021, 2021
Pre-Proposal and Site Visit	None
Proposer Inquiry Deadline	July 30, 2021 by 2:00 p.m. CT
CCH response to Vendor Questions-Tentative	Week of August 2, 2021
Proposal Due Date	August 20, 2021 by 2:00 p.m. CT
Evaluation of RFP (Tentative)	September - 2021

#### **4. Scope of Services**

CCH seeks to identify a competitive and qualified contractor to provide follow-up services on Early Out Self-Pay Receivable and Customer Service Support at day 1 and provide frequent and detail reporting on performance.

**Contractor shall be responsible for:**

- Screening self-pay accounts for active insurance coverage prior to collection efforts.
- Responsible Updating insurance coverage if identified and correcting and resubmitting claims.
- Initiating telephone calls to patients with outstanding self-pay balances with the intent to collect the balances in full; if balances cannot be collected in full, then educate the patients on all available program options and assist the patient through completion.
- Utilizing insurance payer websites, where applicable.
- Assisting patients in setting up payment plans and other financial assistance programs.
- Requesting and submitting any additional information needed by payer.
- Performing daily reconciliation of the assigned receivable with weekly and monthly reporting for overall performance metrics (KPIs & SLAs).
- Documenting/Notating Actions in (SMS) "Shared Medical System"

#### **5. Project Deliverables**

Year 1: Gross annual cash recovery expectation cannot be less than \$7.2M. This includes a one-time lookback recovery.

Year 2+: Gross annual cash recovery expectation not to be less than \$9.3M.

If project deliverables are trending unfavorably below project deliverables expectations for 3 consecutive months, CCH has the right to issue termination this agreement. Contractor must demonstrate in its Proposal that it has provided aforementioned scope of work to other similar size healthcare systems for at least five (5) years with favorable deliverables.

#### **6. Project Budget**

The project shall be payable through a contingency rate against gross cash recoveries.

#### **7. Required Proposal Content**

This RFP provides potential Proposers with sufficient information to enable a proposer to prepare and submit proposals. CCH is supplying a base of information to ensure uniformity of responses. It must be noted, however, that the guidelines should not be considered so rigid as to stifle the creativity of any Proposer responding.

This RFP also contains the instructions governing the submittal of a Proposal and the materials to be included therein, which must be met to be eligible for consideration. All Proposals must be complete as to the information requested in this RFP in order to be considered responsive and eligible for award. Proposers providing insufficient details will be deemed non-responsive. CCH expects all responses to reflect exceptional quality, reasonable cost and overall outstanding service.

##### **7.1 Executive Summary/Cover Letter**

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

## 7.2 Response to Scope of Services

- a. Please insert your response to the Scope of Services, Section 5 in this section.

## 7.3 Proposer's Profile

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

Company Profile (Prime only)

a. Legal Name
b. Assumed Names if any
c. Address (Street, City , State, Zip),
d. Legal Structure (e.g. sole proprietor, partnership, corporation, joint venture)
e. If a subsidiary, provide the same RFP about the Parent Company as required in this table format.
f. Date and State where formed.
g. Proposer's principals/officers including President, Chairman, Vice Presidents, Secretary, Chief Operating Officer, Chief Financial Officer, and related contact RFP.
h. Point of contact for this RFP including contact information
i. Proposer Business background and description of current operations
j. Number of employees
k. Number of years in business
l. Total number of years providing the proposed services
m. Is Proposer a licensed business to perform the work in scope? If so, please specify relevant certifications.
n. Proposer's Federal Employee Identification Number (or Social Security Number, if a sole proprietorship)
o. Is proposer authorized to conduct business in Illinois? Provide Registration Number issued by the Illinois Secretary of State, a copy of the Certificate of Good Standing, and include Cook County Assumed Business Name Certificate, if applicable.

## 7.4 Key Personnel

- a. Provide a table with the following information:
  - i. Proposed project resources;
  - ii. Roles;
  - iii. High level skills (project alignment);
  - iv. Proposed work location for each resource (onsite/offsite);
  - v. Time commitment to the project if awarded;
- b. Describe internal standards, policies and procedures regarding training and professional development.
- c. Provide copies of each associate's current job description

The Chief Procurement Officer reserves the right to reject any key personnel proposed if it is determined not to be in CCH' best interest. The evaluation of proposals includes the qualifications of the personnel proposed; therefore, proposers must name key personnel as part of their response. Key Personnel must not be replaced during the project without the approval of the Chief Procurement Officer.

### 7.5 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).

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

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

### 7.6 Cost Proposal

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

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

CCH makes no guarantee that the services or products identified in this RFP will be required. The proposer must provide sufficient pricing details to permit CCH to understand the basis for the RFP.

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

### 7.7 Financial Status

- A. Provide the audited summary financial statements for the last two fiscal years. State whether the proposer or its parent company has ever filed for bankruptcy or any form of Reorganization under the Bankruptcy Code, and, if so, the date and case number of the filing.

- B. State whether the proposer or its parent company has ever received any sanctions or is currently under investigation by any regulatory or governmental body.

**7.8 Conflict of Interest**

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

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

**7.9 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 Proposal 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.

**7.10 Legal Actions**

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

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

History of Legal Actions for the last 36 months:

Action	Date

**7.11 Confidentiality of Information**

The Selected proposer may have access to confidential information, including Protected Health Information (PHI) to perform the functions, activities, or services for, or on behalf of, CCH as specified in this RFP. The Proposer must acknowledge that if awarded there is a high likelihood that the selected proposer may have access to PHI, in paper or electronic form, and thus, it shall sign a Business Associate Agreement with CCH. As a Business Associate, the selected proposer will agree to comply with all federal and state confidentiality and security laws and regulations, including HIPAA, HITECH, the Medicaid Confidentiality Regulations, as defined herein, and all other applicable rules and regulations. The proposer must commit to require all staff, including drivers, Attendants, and other personnel, and Subcontractors to complete HIPAA training upon hire, and no less frequently than annually thereafter. CCH reserves the right to review and accept the training program prior to implementation, or require the selected proposer to use HIPAA materials or training sessions supplied by CCH.

**7.12 Economic Disclosure Statement**

Execute and submit the Economic Disclosure Statement (“EDS”). The EDS form can be found at <https://cookcountyhealth.org/about/doing-business-with-cook-county-health/>. The EDS must be submitted with the pricing proposal in a separate envelope.



### **7.13 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 Cook County Health website:

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

## **8. Evaluation and Selection Process**

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

### **8.1 Proposal Assessment**

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

#### **8.1.1. Proposal Evaluation**

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

#### **8.1.2. Shortlist Proposer Presentation**

The Evaluation Committee, at its option, may invite one or more proposers to make presentations and/or demonstrations. The Evaluation Committee may request that all or a shortlisted group of proposers engage in proactive pricing feedback, submit clarifications, schedule a site visit of their premises (as appropriate), provide additional references, respond to questions, or consider alternative approaches.

### **8.2 Right to Inspect**

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

### **8.3 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.

## **9. General Evaluation Criteria**

### **9.1 Responsiveness of Proposal**

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

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

### **9.2 Criteria Proposal**

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

- A. Ability to achieve the CCH’s business goals, objectives, and Scope of Work described in this RFP, by providing a succinct and feasible description of the proposed implementation approach.
- B. 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.
- C. Relevant Experience
- D. Reasonableness of Overall Price  
Price will be evaluated separately for overall reasonableness and competitiveness.

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

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

## **10. Instructions to Proposers**

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

### **10.1 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](#).

## RFP- H21-0027, Early Out Self-Pay Receivable and Customer Service Support

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.			

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

### 10.2 Pre-Proposal Conference (if Applicable)

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

### 10.3 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.

### 10.4 Format

**Hardcopies of the RFPs should be submitted in a separate envelope (or electronic file) except pricing which may be submitted in a separate envelop.** Material should be organized following the order of the Required RFP 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.

### 10.5 Time for submission

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

#### **10.6 Packaging and Labeling**

The outside wrapping/envelope shall clearly indicate the RFP title, proposer's Name, proposers address, and point of contact RFP. **The Price RFP and EDS shall be submitted in a separate sealed envelope.** The envelope shall clearly identify the content as "Price RFP". All other submission requirements shall be included with the Technical RFP.

#### **10.7 Timely delivery of RFP**

The RFP(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 RFP. 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 RFP not so received.

#### **10.8 Availability of Documents**

CCH publishes competitive bid, RFP, and other procurement notices, as well as award RFP, at [www.CookCountyheath.org](http://www.CookCountyheath.org) under the "Doing Business with CCH" tab. Proposers intending to respond to any posted solicitation are encouraged to visit the web site above to ensure that they have received a complete and current set of documents.

#### **10.9 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 RFP). Any alternates or exceptions (whether to products, services, terms, conditions, or other procurement document subject matter) are apparent and clearly noted in the offered RFP. Proposer understands that failure to comply with this requirement may result in the RFP being disqualified and, if determined to be a deliberate attempt to misrepresent the RFP, may be considered as sufficient basis to suspend or debar the submitting party from consideration from future competitive procurement opportunities.

#### **10.10 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 RFP is eliminated or whether CCH selects to cancel the RFP or declines to pursue a Contract for any reason. The cost of attending any presentation or demonstration is solely the proposer's responsibility.

#### **10.11 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.

#### **10.12 RFP Interpretation**

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

### **10.13 Specifications and Special Conditions**

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

### **10.14 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 RFP and for satisfying the requirements set forth in the RFP. Proposer will not be allowed to benefit from errors in the document that could have been reasonably discovered by the proposer in the process of putting the RFP together.

### **10.15 Proposal Material**

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

### **10.16 Confidentiality and Response Cost and Ownership**

All information submitted in response to this RFP shall be confidential until CCH has executed a Contract with the successful proposer or has terminated the RFP process and determined that it will not reissue the RFP. Any page of a Proposal that Proposer asserts to contain confidential proprietary information such as trade secrets or proprietary financial information shall be clearly marked "CONFIDENTIAL PROPRIETARY INFORMATION" at the top of the page. Additionally, the specific portions of a page that are asserted to contain confidential proprietary information must be noted as such. However, note that ONLY pages or specific information that are/is legitimately confidential should be marked confidential and proprietary. CCHHS will return proposals that mark all pages Confidential or are copyrighted. All proposals submitted to CCHHS are the property of CCHHS.

Further, the Proposer is on notice that any part of its Proposal or any other material marked as confidential, proprietary, or trade secret, can only be protected to the extent permitted by Illinois law, including but not limited to the Illinois Freedom of Information Act [5 ILCS 140 *et seq.*]

### **10.17 Awards**

CCH may, at its discretion evaluate all responsive proposals. CCH reserves the right to make the award on an all or partial basis or split the award to multiple proposers based on the highest rated Proposer and best value to CCH meeting the specifications, terms and conditions in accordance with the evaluation criteria set for in this RFP. If a split award impacts the outcome of the project it must be so stated in the proposal.

### **10.18 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 RFP, in any combination that is in the best interest of CCH.

### **10.19 Cancellation of RFP; Requests for New or Updated Information**

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

## 11. Definitions

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

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

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

**“Board”** or **“Cook County Health”** shall refer to the Board of Directors of the Cook County Health or Cook County Health and Hospitals System.

**“Contract”** shall mean a properly executed Contract that has been negotiated between CCH and a proposer for some or all of the Deliverables described in this RFP.

**“Contractor(s)”** and **“Selected Proposer”** shall mean the individuals, businesses, or entities that have submitted a Proposal and have negotiated a Contract that has been properly executed on behalf of the Contractor and CCH.

**“County”** shall mean the County of Cook, Illinois, a body politic and corporate.

**“Deliverables”** shall refer to the items, supplies, equipment, or services that will be provided pursuant to any Contract entered into as a result of this RFP.

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

**“General Conditions”** shall mean the terms and conditions posted to the website. **“Proposal”** shall mean the document(s) submitted by Proposer(s) in response to this RFP that constitute a Proposer's offer to enter into contract with CCH under terms consistent with this RFP, subject to the negotiation of a contract and approval by the Board.

**“Procurement Director”** or **“System SCM Director”** shall mean the System Director of Supply Chain Management who serves as chief procurement officer for the CCH.

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

**“Request for Proposals”** or **“RFP”** shall refer to this solicitation of proposals by CCH that may lead to the negotiation of a Contract

**12. 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 West Ogden Ave., and Lower Level 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	A.M	P.M
available, hand write the		
time):		

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

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Time Stamp Here

Time Stamp Here

**Exhibit A, Sample CCH Master Service Agreement**