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## COOK COUNTY HEALTH (CCH)

### REQUEST FOR PROPOSAL - RFP # H22-0031

**TITLE:** Outreach Services

**GENERAL DESCRIPTION:** This RFP seeks proposals for community outreach services to increase awareness of the services provided by the Cook County Health (CCH), including County Care, a Medicaid health insurance plan sponsored by CCH.

**DATE ISSUED:** April 8, 2022

**VENDOR QUESTIONS DUE DATE:** April 15, 2022, by 2:00 P.M. CT.

**RESPONSE/ PROPOSAL DUE DATE:** April 29, 2022, by 2:00 P.M. CT

Responses to this RFP shall be delivered after 8:00 A.M. (CT) but no later than 2:00 P.M. (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 /Field Inspection:** None

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

Cook County Health (CCH) provides a wide range of health care services without regard to a patient's ability to pay. The System operates the John H. Stroger, Jr. Hospital of Cook County, a tertiary, acute care hospital and Provident Hospital of Cook County, a community acute care hospital. The System also operates a network of community health centers offering primary and specialty care and diagnostic services; the Cook County Department of Public Health ("CCDPH"), the certified local public health department serving most of suburban Cook County; Cermak Health Services of Cook County, serving the Cook County Jail and the Juvenile Temporary Detention Center; the Ruth M. Rothstein CORE Center, a comprehensive care center for care of HIV and other infectious diseases. CCH also operates CountyCare, the largest Medicaid managed care plan in Cook County as well as a new Medicare product, MoreCare, a partnership with external parties. CCH has continued growth plans for its insurance products.

CCH's history and mission to care for all, regardless of the ability to pay dates back to 1835. In that time, we have cared for millions of people, trained thousands of doctors and conducted important research that has contributed to modern day practices in hospitals. We have centers of excellence in trauma, burn and emergency care, oncology, endocrinology, infectious disease and others. We have long been the safety net to the safety net when it comes to caring for the uninsured, a mission that remains today despite operating in a post-Affordable Care Act (ACA) environment.

Today, CCH is one of largest integrated public health system in the United States with a budget approaching \$4B. Through our health care delivery system and health plans, CCH serves more than 600,000 individuals. We operate and one of the busiest trauma centers in the country and are the largest provider of HIV care in the Midwest and one of the largest in the nation. On an average day, we fill nearly 20 times as many outpatient prescriptions than the average commercial pharmacy. Through our correctional health services, we provide comprehensive health services to all detainees at Cook County Jail and the Juvenile Temporary Detention Center. The Cook County Department of Public Health is the state and nationally certified public health authority serving the majority of suburban Cook County.

CCH is where medical students want to train. It is not uncommon to receive more than 1,000 applications for just 15 or 16 residency slots in any number of our programs from emergency medicine to family medicine.

Significant research conducted at CCH continues to change the face of medicine throughout the nation. In the 1890's we were talking about new procedures related to germ theory. A century later, we pioneered the daily antiseptic bathing of ICU patients. Today, more than 30% of the hospitals in the United States use our approach for infection control in their ICUs. CCH conducted dozens of clinical trials or research initiatives during the COVID-19 pandemic, many that led to life-saving treatments and vaccines.

Working with the Centers for Disease Control and Prevention (CDC), we pioneered the use of rapid HIV testing wherein results are given to the patient at the same visit. Our findings, coupled with confirmatory studies elsewhere, led to a major change in CDC's national recommendations about HIV testing. Today, our HIV protocols and practices serve as models for other health systems across the country.

CCH holds many of the same certifications and distinctions as other hospitals – Joint Commission accreditation and certifications in many areas as well as specialized certifications in areas like stroke, burn and oncology. In 2021, CCH's flagship hospital earned four coveted US News & World Report recognitions in COPD, Heart Attack, Heart Failure and Pneumonia.

CCH is in the midst of a transformation that embraces the changing health care environment in the U.S. We have spent the last several years shifting our focus from sick care to health care and as a result placing increased emphasis on primary and preventive care with an eye toward the full integration of all ambulatory services to ensure we are being patient-centric in the delivery of care. We have bold visions for the transformation of Provident Hospital that includes the construction of a new state-approved hospital in the coming years. Our work in correctional health, particularly efforts to mitigate the spread of COVID, continue to serve as a national model while our public health department will see increased funding to strengthen its infrastructure for future public health crises. As the only provider-led plan in the market, CountyCare continues to lead the market in quality and member satisfaction implementing meaningful strategies that improve health outcomes. And we are doing all of this while remaining true to our mission to care for all.

## **1.2 CountyCare**

In 2013, CCH launched CountyCare, a demonstration project through a federal 1115 Waiver granted to the state Medicaid agency to enroll eligible low income Cook County adults (ACA adults) into a Medicaid managed care program. In July 2014, CountyCare transitioned from the federal Waiver authority and subsequently became a Medicaid managed care plan allowing for the expansion of CountyCare to include traditional Medicaid populations in Family Health Plans (FHP) and Seniors and Persons with Disabilities (SPD). CCH receives a capitated rate for every member enrolled in CountyCare. Many of the members we have enrolled have long been our patients and classified in our uncompensated care bucket. The ACA, through CountyCare, has significantly reduced CCH's reliance on local taxpayers.

CountyCare currently has more than 400,000 members and stands as the largest Medicaid managed care plan in Cook County despite competition with larger and more resourced brands.

Outreach and marketing has focused on member retention and recruitment.

## **1.3 Network of contracted providers.**

CountyCare operates like a traditional managed care health plan contracting with a network of providers and reimbursing them for services provided to members. The network of contracted providers currently includes more than 4,500 primary care providers, 20,000 specialists, more than 70 hospitals and a considerable network for behavioral health and other services. For many of these contracted network providers, CountyCare has been a welcome source of revenue for care provided to previously uninsured populations. By building a partnership with Federally Qualified Health Centers, CountyCare has emphasized member access to preventive and primary care, a strategy that continues to be supported by CCH's strategic plan.

There is no 'open enrollment' period for Medicaid, rather eligible individuals can apply at any time. Plan choice, however, occurs annually on a rolling basis based on enrollment date. Additionally, Medicaid beneficiaries must go through an annual 'redetermination' process to validate continued Medicaid eligibility. Because of the COVID pandemic, Medicaid redetermination has been suspended which accounts for some of the growth in the plan since the beginning of the pandemic. It is expected that redetermination will be reinstated in 2022 which will require significant outreach and education to CountyCare members.

CountyCare has earned the state's highest quality rating and customer satisfaction rating. The outreach effort must employ strategies to retain current CountyCare members and recruit new members while also reaching those new enrollees joining Medicaid during the pandemic who otherwise may not have any experience with or knowledge of Medicaid and CountyCare. The Proposer should be familiar with state and federal rules relative to Medicaid and Medicare health plan and outreach marketing and demonstrate such knowledge in their proposal.

Much of what has been accomplished in the last several years has provided CCH with the ability to remain true to its mission. The system's financial position is stronger, our centers of excellence continue to thrive and our Medicaid health plan is the largest Medicaid Managed Care plan in Cook County. We are confident that our current strategies will further strengthen our position in the market as a provider, plan and community asset.

#### **1.4 Health Equity**

Health equity has been at the core of CCH's mission for more than 185 years. In recent years, concerted efforts to address food and housing insecurity and mental health have taken hold and provided a foundation for future work. And while this work has been impactful, COVID-19 has both illuminated and widened the gap for vulnerable populations requiring CCH to be laser-focused on issues that will improve population and individual health. The creation of the Center for Health Equity and Inclusion will bring together previously disparate health system departments under a single umbrella to create systems that are responsive to social risk factors that impact health outcomes.

#### **1.5 COVID-19**

CCH has emerged as a leader in COVID education and vaccination. With more than 5,000 earned media placements since the start of the pandemic, CCH's communications team has positioned its physicians in local, state and national media outlets leading to wider recognition of the CCH brand. The creation of an award winning, multi-channel, multi-lingual public education and marketing campaign has provided broad reach and hyper-local strategies to ensure that all residents are armed with the information they need to make informed choices about vaccination. As an integrated public health system, CCH decided early on that it would take a very proactive role in the pandemic and as such had to pivot to execute an effective comprehensive communications strategy requiring significant resources while maintaining day-to-day operations during a global pandemic. Outreach activities will continue to focus on vulnerable communities most impacted by COVID.

### **2. Business Goals and Objectives**

This RFP seeks proposals for community outreach services to increase awareness of the services provided by the Cook County Health (CCH), including CountyCare, a Medicaid health insurance plan sponsored by CCH. In addition, Covid-19 education and vaccination efforts may also be included as part of this outreach. The successful proposer/s will be able to represent CCH and CountyCare at targeted events throughout Cook County to promote the System as a place for medical care, to encourage people to apply for Medicaid and get vaccinated against COVID. CCH seeks a vendor/s that is/are willing to work with System to develop, refine and implement an effective and targeted outreach strategy to push forth the aforementioned goals.

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

The scope of work of these services mostly ranges from April through October as these are the busiest months for outreach, events and health fairs. Service months

may be extended based on need or discontinued for months in which there is not enough activity to warrant engagement.

b. Basis of Award

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

**3. Schedule**

CCH anticipates the following schedule.

Activity	Estimated Date
RFP posted to the website	04/08/2022
Pre-Proposal and Site Visit	none
Proposer Inquiry Deadline	04/15/2022 – 2:00 pm CT
CCH response to Vendor Questions-Tentative	Week of 04/18/2022
Proposal Due Date	04/29/2022 – 2:00 pm CT

**4. Scope of Services**

CCH seeks an Outreach Services Contractor/s to provide quality, flexible, dependable, consistent and timely services. The Contractor/s will be expected to partner with CCH, its other service contractors and its provider network to deliver excellent outreach services to the communities of Cook County. The Outreach Services will include, but not be limited to the following:

**A. Geographic Location**

The geographic area for the outreach services is Cook County, Illinois, including the City of Chicago. Cook County is a diverse, multi-cultural, multi-lingual, urban and suburban area with a population of approximately 5.2 million people. For additional demographic information related to Cook County please see the United States Census Bureau website at <https://www.census.gov/quickfacts/table/PST045215/17031> and also <https://datausa.io/profile/geo/cook-county-il>.

**B. External Outreach Services**

Proposer will work in conjunction with CCH Community Outreach staff to develop and implement a comprehensive external outreach strategy to specific, targeted communities in Cook County. Such strategy will provide information on CCH and the System's healthcare services and will promote CountyCare health plan enrollment and education. The goal of the contract is to supplement the CCH and CountyCare workforce at community and other events throughout Cook County.

External Outreach Services: Goal and Target Audience. The primary goal of the external outreach strategy is to encourage people to use CCH health centers as their primary care medical home by promoting our community health centers and hospitals. It is important for our health centers to be engaged with community, religious and school-based organizations in the areas where they are located. Promoting the services of the 12 health centers, 2 hospitals,

the CORE center, the Covid-19 vaccination efforts and our other partners is paramount to the success of the System in this new competitive environment.

The secondary goal of the outreach strategy is to encourage eligible individuals to enroll in Medicaid and choose CountyCare as their Medicaid health plan. In addition, outreach staff will also talk to enrollees about Medicaid Redetermination. Although Redetermination is currently on hold due to the Covid-19 pandemic, it is expected that it will resume in calendar year 2022. Outreach personnel will attend many events including those on evenings and weekends to promote CountyCare, answer questions and obtain information on potential members. The ability to communicate about the different components of CountyCare is paramount to its successful promotion.

Third, due to the Covid-19 pandemic, some outreach is being done either virtually or via “drive-through” participation. It may be that CCH asks the vendor to participate in virtual events to present information on the aforementioned programs. In addition, as organizations are doing many “drive-through”, CCH may ask the vendor to create giveaway and information bags to be handed at these events. Participation in the event, when permitted by the organizer, will also be expected.

For purposes of this RFP, CCH is not interested in dividing the County into different ethnic or geographical areas for outreach purposes. A strong proposal will show a vendor’s ability to work with across the entire counter in a culturally appropriate manner.

**C. Performance Measures.** Please respond to each of the following questions understanding that CCH will ultimately determine the key performance indicators and metrics by which to measure success.

1. How do you propose to measure outreach and engagement?
2. What performance metrics should be used to measure success? Please explain.
3. What types of reports will you produce? What post reporting follow-ups should be included?

**D. Budget and Costs.**

- a. Prepare a detailed budget for implementation of the outreach services strategy you propose including a per event cost and breakdown of services included.
- b. Are administrative costs part of your proposal? If yes, please describe ‘administrative’ and outline what is included in those costs.
- c. Are there other cost variables not included in your proposal?

**E. Progress Reports/Pictures**

Proposer/s shall provide progress reports once every two weeks or as reasonably requested by CCH. CCH and the successful Proposer/s will work together to develop the format, content and specific interval of reports to CCH. Proposer’s strategy should be flexible and easily adaptable to ensure that the goals of the System outreach campaign and continued CountyCare promotion are met and budgeted dollars are used in the most cost effective manner. Pictures should be taken at each event and emailed to CCH for social media posting. All pictures must have a media waiver for anyone who can be identified in the picture (a waiver will be provided by CCH). All photos taken during the proposer’s work on behalf of CCH will be the property of

CCH. Any use of these photos by the proposer requires written permission from CCH. Also, it is imperative to collect and report success stories from CCH patients and CountyCare members from the field. CCH will provide a template for story collection.

#### **F. Approvals**

All aspects of the outreach strategy and targeted events will be reviewed and approved by CCH. The selected contractor(s) will be expected to submit a monthly outreach workplan(s) for prior approval, as dictated by the Cook County Health/CountyCare contract with the Illinois Department of Healthcare and Family Services. The CCH Director of Community Affairs shall serve as the primary contact with respect to any issues related to development and implementation of the strategy, and shall monitor Proposer's outreach implementation progress. No work will be reimbursed that has not been approved in advance and in writing by the CCH Director of Community Affairs.

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

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

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

#### **5.1 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.

#### **5.2 Response to Scope of Services**

a. Provide your response to the Scope of Services, Section 4, in this section.

#### **5.3 Proposer's Profile and Track Record**

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

##### **Company Profile (Prime only)**

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

h. Point of contact for this RFP including contact information (Address, Phone, Email)
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.
Questions The outreach services RFP will be evaluated based on the answers and information provided in response to the questions below. Please make sure that you answer the questions accordingly and provide sufficient information to show the outreach capabilities and ideas that your company proposes.
p. Provide an overview of your company which should highlight work performed in the grassroots and community outreach.
q. Please provide information on your operational structure and supply any relevant organizational charts. Please also provide biographies or resumes for all the people who will provide services as part of this initiative. If you are seeking to subcontract a portion of the outreach work, please provide profiles and organizational charts for your subcontractor(s) and also the biographies or resumes of the individuals who will perform the subcontracted services
r. Please also show how you are going to recruit and train the people who will work at the different outreach events. Will these people be fully employed by your company? What sort of compensation will they receive? What sort of training will they get? Are you proposing to have a fluid workforce? Be sure to know that for CCH/CountyCare consistency is paramount and the ability to have people who know our brand to represent us is important.
s. Outline the goals, objectives, strategies, tactics, approaches and evaluation indicators for outreach services, in essence, answering the question "What makes outreach successful?"
t. Provide examples of past outreach projects. What made these projects successful?
u. How have you measured the effectiveness of outreach tactics and strategies? How have you measured effective consumer engagement? How would you measure the effectiveness of each of the tactics you propose?
v. Please provide views on how to make engagement successful. What metrics would you use?
w. Provide examples of outreach work done for healthcare entities or in the healthcare medium.
x. Exclusivity. Name any healthcare organizations, hospitals or insurance plans for whom you are currently on retainer and/or working. Please describe the type of work that you are doing for these entities. CCH reserves the right to disqualify any proposer who is working for a competitor or potential competitor either before award of a contract or at any point during the contract.

<b>Communities.</b> Please answer the questions below based on the information above. You may provide examples of work performed in outreach to different communities as supplemental information.
y. How do you propose to serve the different ethnic/racial and geographical areas as part of this plan? What expertise and resources do you have to conduct outreach to these groups?
z. What is your strategy to promote CCH and CountyCare to targeted populations or general population in Cook County?
aa. Please list the community partners, religious organizations, and other entities that you may partner with to conduct this outreach.
bb. Please list any and all events in which you would have a presence at in order to reach the targeted population and area to promote CCH and CountyCare.
cc. What do you see as the major challenges in effectively reaching the populations CCH serves?
dd. Is your staff culturally competent and diverse? What languages are spoken by your outreach staff?
ee. What challenges do you foresee in outreach arising out of the Covid-19 pandemic? What activities are successful? How can you maintain a healthy and safe outreach staff? How can information be disseminated to the public? What channels would you use?
<b>Performance Measures.</b> Please respond to each of the following questions understanding that CCH will ultimately determine the key performance indicators and metrics by which to measure success.
ff. How do you propose to measure outreach and engagement?
gg. What performance metrics should be used to measure success? Please explain.
hh. What types of reports will you produce? What post reporting follow-ups should be included?

#### 5.4 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 associates 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.

## 5.5 MBE/WBE Participation

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

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

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

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

Consistent with Cook County, Illinois Code of Ordinances (Article IV, Division 8, and Section 34-267), and CCH has established a goal that MBE/WBE firms retained as subcontractors receive a minimum 35% MBE/WBE of this procurement. **The Office of Contract Compliance has determined that the participation for this specific contract is 35% MWBE participation.**

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

or otherwise demonstrate good faith efforts will be taken into consideration by CCH in its evaluation of the proposer's responsibility and responsiveness.

**5.6 Cost Proposal**

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

The pricing information must include any supplemental options or schedules offered by the proposer. All pricing 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.

**5.7 Financial Status**

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

**5.8 Conflict of Interest**

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

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

**5.9 Contract**

Sample Contract General Terms and Conditions are available in **Attachment A, CCH Sample Master Service Agreement.** Execution of the Contract is not required at the time the qualifications are submitted. However, if the proposer disagrees with any Contract provisions, or is proposing alternate language, it shall include the language for consideration by submitting the proposed redlines on the sample Contract General Terms and Conditions document. CCH will not consider any exceptions or proposed alternate language to the Contract General Terms and Conditions if the proposer does not include these objections or alternate language with the proposal. CCH shall not be deemed to have accepted any requested exceptions by electing to engage a Proposer in negotiations of a possible Contract.

**5.10 Legal Actions**

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

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

**History of Legal Actions for the last 36 months:**

Action	Date

**5.11 Confidentiality of Information**

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

**5.12 Economic Disclosure Statement**

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

**5.13 Addenda**

Since all Addenda become a part of the proposal, all Addenda must be signed by an authorized proposer representative and returned with the proposal. Failure to sign and return any and all Addenda acknowledgements shall be grounds for rejection of the proposal. Addenda issued prior to the proposal due date shall be made available via Cook County Health website: <http://www.cookcountyhealth.org/about-Cook County Health/doing-business-with-Cook County Health/>

**6. Evaluation and Selection Process**

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

**6.1. Proposal Assessment**

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

**6.1.1 Proposal Evaluation**

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

#### **6.1.2. Shortlist Proposer Presentation**

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

#### **6.2. Selection Process**

Upon review of all information provided by shortlisted Proposers, the evaluation committee will make a recommendation for selection to the Chief Procurement Officer of the Office Supply Chain Management for concurrence and submission to the Cook County Health Board. CCH may engage in negotiations and may select one or more Proposer(s) that best meets the needs of CCH and provides the best overall value in the interest of CCH.

#### **6.3. Right to Inspect**

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

#### **6.4. Consideration for Contract**

Any proposed contract including all negotiations shall be subject to review and approval of CCH management, CCH Legal and CCH's Board of System Board. Proposed Contracts are also subject to review by the Cook County Office of Contract Compliance.

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

### **7. General Evaluation Criteria**

#### **7.1 Responsiveness of Proposal**

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

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

### **7.1.1 Criteria Proposal**

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

- A. Ability to achieve the CCH's business goals, objectives, and Scope of Work described in this RFP, 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)

## **8. Instructions to Proposers**

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

### **8.1. Questions and Inquiries**

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

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.

**8.2. Pre-RFP Conference (if Applicable)**

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

**8.3. Number of Copies**

Proposers are required to submit one (1) 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.

**8.4. 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.

**8.5. 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.**

**8.6. 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.

**8.7. 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.

**8.8. Availability of Documents**

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

**8.9. 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.

**8.10. 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.

**8.11. 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.

**8.12. RFP Interpretation**

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

**8.13. 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.

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

**8.15. 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.

**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. 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.*]

**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 highest rated Proposer and best value to CCH meeting the specifications, terms and conditions in accordance with the evaluation criteria set for in this RFP. If a split award impacts the outcome of the project it must be so stated in the proposal.

**8.18. 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.

**8.19. 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.

## **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, he is following definitions shall apply to this RFP:

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

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

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

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

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

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

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

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

**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

## 9. 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):

A.M

P.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. 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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**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

### **List of Attachments**

**The following Attachments are included electronically to this RFP.**

- Attachment A - CCH Master Services Agreement (Word Format)

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

**1. Attachment A - CCH Master Services Agreement**

Proposer(s) may review a representative Master Services Agreement, *file named, CCH Master-Services-Agreement-NP 3.23.22.docx*. Proposer's redlined response to the CCH Master Services Agreement is required at the time of RFP submission. All responses to the Master Services Agreement must be submitted in a Microsoft Word compatible format with redlines and included in electronic form as a separate file with the Proposal.