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COOK COUNTY HEALTH (CCH)

REQUEST FOR PROPOSAL RFP# H23-0015

TITLE: CONTRACT LABOR MANAGEMENT SERVICES FOR NURSE AGENCY SERVICES

GENERAL DESCRIPTION: CCH provides Contract Labor Management Services for medical care services to produce continued high quality patient service

DATE ISSUED: February 2, 2023

VENDOR QUESTIONS DUE DATE: February 14, 2023, by 2:00 P.M. CT.

RESPONSE/ PROPOSAL DUE DATE: March 10, 2023, 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

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. where the subject of the email should reference the RFP # and Title.

The RFP and related Addenda will be posted on the <https://cookcountyhealth.org/> website under the "Doing Business with CCH" tab.

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1. **Hospital System Background**

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

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

2. **Purpose**

CCH provides Contract labor Management services for medical care services to produce continued high quality patient service. CCH aims to be the leading provider of patient services in Illinois. CCH is striving to have sufficient the nurses and clinical technicians employed at CCH.

a. Objective

The high level objectives of the program are:

- i. Meet CCH Nurse Operational contingent labor needs
- ii. Provide a broad range of nurse and clinical technician contingent labor resources for CCH
 1. Provide timely and responsive services
 2. Provide service structure with flexible rates and categories to meet emerging business needs
- iii. Provide visibility and oversight of the Nurse contingent labor program
 1. Manage spend
 2. Ensure rates in line with market

b. Term of Services

The contract is for a 36-month requirement with two (2) one (1) year renewal options effective after the proper execution of the Contract Documents.

c. Basis of Award

The basis of award shall be one or more 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	02/2/2023
Proposer Inquiry Deadline	02/14/2023 - 2:00 pm CT
CCH response to Vendor Questions-Tentative	Week of 02/20/2023
Proposal Due Date	03/10/2023 - 2:00 pm CT

4. Scope of Services

Services Objective

CCH seeks a Nursing Professional Contract Labor Management Employment Service Organization ("Proposer(s)") for contracted professional nursing services to enhance its level of service by providing standard nursing practice according to the Illinois Board of Nursing Guidelines and assisting in the facilitation of face-to-face qualified healthcare clinical personnel.

The awarded Proposer(s) shall uphold the policies and procedures that are congruent with the mission and goals of Cook County Health (CCH), the standards of professional practice, regulatory agencies and applicable Illinois Laws and rules regulating Registered Nurses (RN's).

Services Requirements

1. Contracting Services Provided

- a. The awarded Proposer shall ensure its Agencies will provide Registered Nurses (RN) and Licensed Practical Nurses (LPN's) licensed by the State of Illinois to fill specified supplemental nursing staffing needs for Cook County Health (CCH) and all of its facilities.
- b. The awarded Proposer shall ensure its Agencies provide qualified staff in sufficient quantity to meet the clinical needs of Cook County Health patients to maintain the resources necessary to efficiently and effectively deliver professional care.
- c. The awarded Proposer shall ensure its Agencies shall have the capability to assign agency personnel required by CCH to provide services to the County on a twenty-four (24) hour availability per day, three hundred and sixty-five (365) days per year basis.
- d. The awarded Proposer shall ensure its Agencies' Resources (personnel staff) shall uphold the policies and procedure that are congruent with the mission and goals of CCH.
- e. The awarded Proposer shall ensure its Agencies fill the Ongoing Positions that are:
 - i. Registered Nurse;
 - ii. Registered Nurse Educator;
 - iii. Wound Ostomy Registered Nurse;
 - iv. Licensed Practical Nurse;
 - v. Endoscopy Technician;
 - vi. Dialysis Technician;
 - vii. Emergency Room Technician;
 - viii. Certified Surgical/ Operating Room Technician;
 - ix. Certified Sterile Processing Technician;

- x. Telemetry Monitor Technician;
- xi. Certified Nursing Assistants);
- xii. Medical Assistant;
- xiii. Ward Clerk;
- xiv. Labor & Delivery (L&D) Registered Nurse;
- xv. Infusion Registered Nurse;
- xvi. Dialysis Registered Nurse;
- xvii. Pediatric Intensive Care Unit (PICU) /Neonatal Intensive Care (NICU) Registered Nurses;
- xviii. Telemetry (Tele) Registered Nurse;
- xix. Obstetric (OB)_Registered Nurse;
- xx. Intensive Care Unit (ICU) Registered Nurse;
- xxi. On-Call Registered Nurses for specialty areas (e.g. OR, Cath Lab);
- xxii. Health Advocate/Patient Care Assistant;
- xxiii. Sitter;
- xxiv. Surgical Technician 1 (L&D, OR);
- xxv. Surgical Technician II (CVOR, Balloon Pump, First Assistant (RN);
- xxvi. ET / Psych Technician;
- xxvii. Charge RN Category I, II, and III;
- xxviii. Nurse Manager;
- xxix. House Supervisor; and
- xxx. Other Nurse support positions.

2. Patient Care

- a. The awarded Proposer shall ensure its Agencies provide Licensed nurses with hands-on care experience to patients through the administering of medication(s), observing and monitoring patients' conditions, maintain records and communicating with doctors (face to face, telephone).
- b. The awarded Proposer shall ensure its Agencies provide Personnel who are also relied upon to give direction and supervision to other medical or unlicensed personnel, and other duties as assigned.

3. Electronic Health Records

The awarded Proposer shall ensure its Agencies personnel will document all services using the Electronic Health Record designated by CCH.

4. Availability.

- a. The awarded Proposer shall ensure its Agencies will provide personnel who have the capability to work shifts that are from 8 – 12 hours at a time depending on the need. (Meals are not provided by CCH.)

5. License, Permits and Qualifications

The awarded Proposer shall ensure that it's Agencies:

- a. At all times during this contract both Agency and their Personnel must comply with all applicable licensing, accreditation, certification and /health statement and all applicable laws and regulations.
- b. Personnel shall possess the minimum qualifications and professional experience required by the CCH Nursing Director for a specific assignment.
 - i. Verified valid licensure of an RN/LPN by Illinois Board of Nursing.
- c. Personnel have additional experience, in select critical care areas such as Advanced Cardiovascular Life Support (ACLS), Pediatric Advanced Life Support (PALS) and other certifications may be required with respect to assignments, such as the Emergency Department and other specialty areas.
- d. Provide CCH with the following profile information on Contractor Personnel, prior to schedule Orientation:
 - i. Orientation start date, time, location, name of Orientation Facilitator, provide Personnel CCH Assignment number;
 - ii. Skill record checklist;
 - iii. Verification of CPR Certification;
 - iv. Verification of Licensure for RN's/LPN/s;
 - v. Provide Facility orientation materials to personnel for review:
 1. Dress Code;
 2. Nails policy;
 3. Cell phone policy;
 4. Employee Identification Badge Policy; and
 5. For all Personnel working at the Department of Corrections (DOC) must review and sign off on the Code of Conduct Policy.
- e. Personnel assigned to provide Services shall act in accordance with general accepted standard of professional practice applicable to their respective disciplines and shall follow all applicable directive, rules, regulations policies and procedures and protocols of the County, the System Facility and its professional staff.

6. Agency Personnel Onboarding Requirements.

The awarded Proposer shall ensure that its Agencies Personnel must be fit for duty at all times to the below CCH onboarding requirements.

- a. Agency Personnel must meet CCH Infection Control Screening / Immunization requirements.
 - i. Must demonstrate immunity to Rubella/Rubeola.
 - ii. Must provide documentation of immunity status of for Hepatitis B Surface Antigen, Hepatitis B Surface Antibody, Mumps and Varicella.
 - iii. Must undergo screening prior to work on an annual basis, and post exposure for Tuberculosis Infection. Must provide screening test documentation of Immune Gamma Release Assay (IGRA) or Tuberculin Skin Test (TST) results. If a TST is the test used, an initial 2 step TST is required, as per CDC. For positive test results, a review of signs/symptoms, Chest x-ray and possible other medical evaluation may be required.
 - iv. Must comply with CCH Influenza Vaccination Policy.

- v. Must comply with Covid Vaccination Policy.
- vi. Must comply with all CCH Infection Contract policies, including exposure reporting and post exposure evaluations.
- vii. Fitness for duty must be assessed through the Contracting Agency Medical Designee if medical problems develop that concern infection control matters, surgery, pregnancy or issues that may impact the ability to safely perform job duties and /or necessitate work restrictions.

7. Onsite Personnel

The awarded Nursing Professional Contract Labor Management Organization contractor will be required to provide sufficient personnel onsite or offsite as required CCH.

8. Reporting/Record Keeping Requirements

- a. The Contractor shall:
 - i. Submit itemized monthly invoices
 - ii. Punch in/out software at Facility site only
 - 1. Timesheets must be approved by CCH Timesheet Approval Team
 - iii. Provide a dashboard system that will track agency data and can create custom reports
- 9. The awarded Proposer's **Key Performance Indicators are the following:**
 - a. Provide requested data/rates
 - b. Manage Quality of services and timely performance /delivery
 - c. Provide Metrics review regarding CCH position request and the amount of time from:
 - i. Posting to offer acceptance.
 - ii. Offer acceptance to clearance to start
 - iii. Clear to start to onboarding
 - d. Manage total time allotted between position posting and starting should be less than three (3) weeks;
 - e. Compliance with extension renewal notification of 45 days (average)
 - f. Satisfaction of time in/time out software reports and review
 - g. Provide Agency personnel no show for orientation date report and review
 - h.
 - i. Agency personnel review how agency personnel is satisfied with Cook County Health
 - j. Provide Quantitative data from any ad hoc reports deemed necessary requested by CCH
 - k. Participate in a Contract Performance Business Review quarterly per year which includes service levels agreement, resources performance and tracking in reporting of the stated business goals and objectives.

5. Required Proposal Content

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

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

Any page of a proposal that proposer asserts to contain confidential proprietary information such as trade secrets or proprietary financial information shall be clearly marked “CONFIDENTIAL PROPRIETARY INFORMATION” at the top of the page. Additionally, the specific portions of the page that are asserted to contain confidential proprietary information must be noted as such. However, note that ONLY pages that are legitimately confidential should be marked Confidential. CCH will return proposals that mark all pages Confidential or are copyrighted. All proposals submitted to CCH are the property of CCH.

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

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

5.1 Executive Summary/Cover Letter

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. Please insert 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
i.	Proposer Business background and description of current operations
j.	Number of employees
k.	Number of years in business
l.	Total number of years providing the proposed services
m.	Is Proposer a licensed business to perform the work in scope? If so, please specify relevant certifications.
n.	Proposer's Federal Employee Identification Number (or Social Security Number, if a sole proprietorship)
o.	Is proposer authorized to conduct business in Illinois? Provide Registration Number issued by the Illinois Secretary of State, a copy of the Certificate of Good Standing, and include Cook County Assumed Business Name Certificate, if applicable.

5.4 Key Personnel

Provide a table with the following information:

- i. Proposed project resources;
 - ii. Roles;
 - iii. High level skills (project alignment);
 - iv. Proposed work location for each resource (onsite/offsite);
 - v. Time commitment to the project if awarded;
- a. Describe internal standards, policies and procedures regarding training and professional development.
 - b. 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 Attachment A.

- 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 in a separate sealed envelope clearly marked with the RFP number and the label "Pricing." 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 see Attachment D.

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.

- a. Provide detailed pricing bill rate
- b. Provide weekly market analysis for positions, if market decreases CCH has to ability to accept lower bill rates and also if the market increases CCH will take this into consideration for bill rate increases;
- c. This vendor will include in their proposal a visual lay out of metrics measurement and fulfilling staffing process work-flow

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

5.13 Security Questionnaire

The Proposer must complete the Security Questionnaire in Attachment D. The Security Questionnaire allows Cook County Health to determine the level of risk the organization may be assuming by engaging with a vendor or partner and to make suggestions to improve security practices and enhance the service provided. The Proposer must include the completed Security Questionnaire with the RFP response.

5.14 Addenda

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

6. Evaluation and Selection Process

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

6.1. Proposal Assessment

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

6.1.1 Proposal Evaluation

The RFP provides requirements and data, which will be used as a basis for a written presentation of qualifications of the firm(s) and proposed staff, project approach, systems and

methodologies for delivery of the Project. CCH will evaluate the Proposals to establish a list of qualified Proposer for Shortlist.

6.1.2. Shortlist Proposer Presentation

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

6.2. Right to Inspect

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

6.3. Consideration for Contract

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

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

7. General Evaluation Criteria

7.1. Responsiveness of Proposal

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

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

7.1.1 Criteria Proposal

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

- A. Ability to achieve the CCH's business goals, objectives, and Scope of Work described in this RFP, 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.CookCountyheath.org under the "Doing Business with CCH" tab. Proposers intending to respond to any posted solicitation are encouraged to visit the web site above to ensure that they have received a complete and current set of documents.

8.9. 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. **CCH will return proposals that mark all pages Confidential or are copyrighted. All proposals submitted to CCH are the property of CCH.** Further, the Proposer is on notice that any part of its Proposal or any other material marked as confidential, proprietary, or trade secret, can only be protected to the extent permitted by Illinois law, including but not limited to the Illinois Freedom of Information Act [5 ILCS 140 et seq.].

8.17. 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.

9. Definitions

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

"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 "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

10. 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

A.M

available, hand write the P.M

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.

**RFP Receipt Acknowledgement Form**

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Time Stamp Here

Time Stamp Here

11. List of Attachments

The following Appendices are included electronically to this RFP.

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

1. Attachment A - MBE/WBE Utilization Plan

Proposer(s) may review the MBE/WBE Special Conditions, file name **CCH MWBE Utilization Forms.pdf**.

2. Attachment B – CCH Master Services Agreement

Proposer(s) may review a representative Master Services Agreement, file name **CCH Master-Service-Agreement-NP 091521.pdf**. Proposer's redlined response to the CCH Master Services Agreement is required at the time of RFP submission. All responses to the Master Services Agreement must be submitted in a Microsoft Word compatible format with redline and included in electronic form as a separate file with the Proposal.

3. Attachment C - Economic and Disclosures Statement

Proposer(s) may review Economic and Disclosures Statement, file name **CCH EDS Form.pdf**.

4. Attachment D - Security Questionnaire in Appendix Attachment D.

Proposer must complete the Security Questionnaire, file name **CCH Information-Security-Questionnaire.xlsx**. The Security Questionnaire allows Cook County Health to determine the level of risk the organization may be assuming by engaging with a vendor or partner and to make suggestions to improve security practices and enhance the service provided. The Proposer must include the completed Security Questionnaire with the RFP response.