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COOK COUNTY HEALTH (CCH)

REQUEST FOR PROPOSAL: RFP# H23-0058

TITLE: HOUSING NAVIGATOR PROGRAM PARTNERS

GENERAL DESCRIPTION: Cook County Health (CCH) is seeking to identify Housing and Health Navigators work collectively to respond to homelessness and housing crises in Cook County.

DATE ISSUED: August 31, 2023

VENDOR QUESTIONS DUE DATE: September 12, 2023, by 2:00 P.M. CT.

All questions regarding this RFP should be directed to: <https://forms.office.com/r/pvVpikGvMJ>.

RESPONSE/ PROPOSAL DUE DATE: October 3, 2023, by 2:00 P.M. CT.

Responses to this RFP shall be submitted no later than 2:00 PM (CT) on October 3, 2023, by sending an electronic copy via email to 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.

PRE-PROPOSAL CONFERENCE / FIELD INSPECTION: None

Table of Contents

1. Hospital System Background	4
2. Purpose.....	4
3. Schedule.....	4
4. Scope of Services	5
5. Required Submission Content	8
5.1 Executive Summary/Cover Letter	8
5.2 Proposer's Profile and Track Record.....	8
5.3 Response to Scope of Services	9
5.4 Qualifications and Key Personnel Experience	9
5.5 MBE/WBE Participation	10
5.6 Cost Proposal	11
5.7 Financial Status.....	11
5.8 Conflict of Interest.....	11
5.9 Contract	11
5.10 Legal Actions.....	11
5.11 Confidentiality of Information	12
5.12 Economic Disclosure Statement	12
5.13 Addenda.....	12
6. Evaluation and Selection Process	12
6.1 Submittal Assessment	12
6.2 Right to Inspect.....	13
6.3 Consideration for Contract.....	13
7. General Evaluation Criteria	13
7.1 Responsiveness of Submittal	13
8. Instructions to Respondents	14
8.1 Questions and Inquiries	14
8.2 Pre-Proposal Conference (if Applicable)	14
8.3 Number of Copies.....	15
8.4 Time for submission	15
8.5 Labeling.....	15

8.6	Availability of Documents	15
8.7	Alteration/Modification of Original Documents	15
8.8	Cost of Proposer Response	15
8.9	Proposer’s Responsibility for Services Proposed	16
8.10	RFP Interpretation	16
8.11	Specifications and Special Conditions	16
8.12	Errors and Omissions	16
8.13	Proposal Material	16
8.14	Confidentiality and Response Cost and Ownership	16
8.15	Awards	16
8.16	CCH Rights	17
8.17	Cancellation of RFP; Requests for New or Updated Information	17
9.	Definitions	18
10.	List of Attachments	19

Attachment A - MBE/WBE Utilization Plan

Attachment B – CCH Master Services Agreement

Attachment C - Economic and Disclosures Statement

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; and 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. CCH has continued growth plans for its insurance products.

2. Purpose

Cook County Health is using this Request for Proposals to identify one or more community-based organizations to serve as Housing Navigator Program partners, integrating with hospital and health clinic teams to manage referrals. Housing Navigation Services will be provided in the City of Chicago. Selected agencies will work on-site at Stroger and Provident Hospitals, as well as at various primary health clinics operated by CCH to be determined.

A. Term of Services

Any contract awarded pursuant to this RFP solicitation shall be for a base contract period of twenty- four (24) months with the option to extend the term of the contract for one (1) additional 12-month period.

B. Basis of Award

The basis of award shall be to a single or multiple Proposers based on the highest rated Proposal(s) 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	August 31, 2023
Proposer Inquiry Deadline	September 12, 2023, by 2:00 P.M. CT.
CCH response to Vendor Questions-Tentative	Week of September 19, 2023
Proposal Due Date	October 3, 2023, by 2:00 P.M. CT.
Evaluation of RFP (Tentative)	October - 2023

4. Scope of Services

Cook County Health is the largest provider of health care for people experiencing homelessness in Cook County. CountyCare is the largest provider of managed care for those experiencing homelessness in Cook County. CCH data demonstrates it provides health services to 83% of the single adult homeless population in Chicago – over 4,800 persons each year. CCH is also serving over 1,000 detainees each year with severe behavioral health conditions and experiencing homelessness through Cermak Health Services at Cook County Jail. In addition to those identified as literally homeless within our systems of care, we know through patient surveys that.

Over 40% of our patient population have problems with their housing stability. In attending to these disparities and unmet needs, CCH is investing funding from the American Rescue Plan Act (ARPA) to expand the Medical Respite Center and Flexible Housing Pool, and initiate a new program called the Housing + Health Navigation Program (HNP). On a day-to-day basis, hospitals like Stroger and Provident struggle to find a safe place to discharge patients experiencing homelessness who still have a clinical care need. Unnecessary hospital days occur when there is no safe discharge, as shelters cannot accommodate persons who need wound care or home health care. Hospitals may push to send patients to a nursing home for post discharge care because shelters are not able to take them. In one year, the MRC in Oak Park served over 100 people, 85% of whom came from Stroger Hospital.

Over half had an endorsed substance use disorder, one-third reported a mental health condition. The most common medical necessity for respite was recovery from surgery most associated with frostbite and other traumatic wounds that result from living on the street. This demand necessitates a coordinated and holistic approach to identifying and connecting individuals to the right short and long-term interventions.

4.1 Eligible Requirements:

This funding opportunity is a competitive process open to non-profit, for-profit, faith-based, and other privately-operated entities that currently provide supportive services, outreach, and/or housing assistance to people experiencing or at-risk of homelessness. Proposers may respond as a single entity or in a collaborative partnership as a lead entity. All partners must demonstrate experience and qualifications to deliver the program. The Proposers fiscal and organizational strength will be evaluated to meet the administrative requirements. Individual agencies or subcontractors to lead agencies must be able to demonstrate a minimum 10 percent in-kind match. Administrative costs will be capped at 10 percent or the agency's federally approved indirect rate if applicable per application.

4.2 Program Overview and Requirements

The Cook County Health Housing + Health Navigators will work collectively to respond to homelessness and housing crises within the Health System in Chicago. Approximately four (4) to six (6) staff will be supported through this solicitation, who will work in teams with the City of Chicago in facilities with a high number of patients experiencing housing insecurity. Each Navigator will serve approximately 75 people per year with housing triage, referral, placement, and housing identification. This will relieve challenges healthcare social workers have with understanding and navigating the housing systems and can then focus on linking to other clinical and social services.

CCH Housing + Health Navigators will also partner with the Chicago Continuum of Care (CoC) for both the Coordinated Entry Systems and other Street Outreach and Navigation services networks. Unlike CoC Housing System Navigators, the CCH program expects its vendors to make connections to unassisted housing units, homelessness prevention/diversion resources, and support

temporary/emergency housing placements if needed and maintain contact with the patient until the patient is deemed housing secure. If a person is matched to available housing, CCH HSNs will provide direct support with obtaining documentation, completion of applications, and other needs through the leasing process.

The Emergency Medicine Homelessness and Housing Navigator Program (HNP) staff will work collaboratively with CCH social work staff to identify people experiencing homelessness and housing instability including immediate crisis circumstances. It is expected that contracted agencies have the capacity to respond to a range of subpopulations including young adults, families with children, people with mental health and substance use, fleeing domestic violence or human trafficking, intellectual and developmental disabilities, and reentry populations.

This initiative will integrate housing and homelessness expertise directly to the healthcare setting HNs will triage housing needs, ensure quality and appropriate housing referrals/connections, facilitate access to emergency resources, and help people through the housing application process. The vision for this program is to move beyond general housing referrals and follow people until they have a stable housing plan. As such, HNs will carry a caseload of referrals, and each staff will serve at least 75 households per year.

4.3 Proposer Requirements

The Proposer will be expected to perform the following functions:

- a. Work on and off-site at CCH system locations to partner with healthcare staff to support the homelessness response
- b. Receive real-time referrals of homeless and housing insecure patients for HNP services from hospitals, clinics, Cermak jail, and Medical Respite Center in Oak Park
- c. Travel throughout the community to meet with referred patients and cultivate housing options
- d. Locate and engage with referred patients, including encouragement to pursue potential housing solutions
- e. Have the capacity to meet needs of various subpopulations including families, transition-aged youth, people with mental illness and behavioral health, reentry from prison and jail
- f. Identify short and long-term housing needs and complete appropriate homelessness prevention, diversion, and other coordinated entry processes
- g. Support patients in resolving the housing crisis through applications for financial assistance, conflict resolution, and/or creating a relocation plan to avoid homelessness
- h. Navigate community resources
- i. Identify and address housing barriers
- j. Advocate for patients with housing providers and other resources
- k. Accompany patients to appointments to obtain housing or other resources including scheduling and providing transportation to units for viewing and lease signing
- l. Determine if referred patients already have services assigned through the CoC or other programming and link with those agencies for continuity of care
- m. Assist with homelessness and/or disability documentation as needed, including coordinating with hospital staff for helpful documentation from healthcare professionals
- n. Decide and provide Housing Transition Funds or Homelessness Prevention assistance as available
- o. Track activities and outcomes for monthly reporting
- p. Programs will enter data into CCH-approved client tracking and outcomes reporting systems. This may include access to CCH client systems and/or into a Homeless Management Information Systems database and/or into a vendor-sponsored data system

- q. Provide resources that help patients sustain healthy housing, such as income development resources, food resources, etc.
- r. Provide referrals for legal assistance in mitigating housing circumstances

4.3.1 Locations Requirements

Agencies will detail in the application if they are serving Chicago, or both Chicago and suburban Cook. Agencies will receive spaces within Cook County Health hospitals and clinics to meet with patients as well.

4.3.2 Performance Requirements

Cook County Health will track program progress on a monthly and quarterly basis. This includes collecting referral outcomes, activity tracking, and demographic reporting on activities and outcomes. CCH will monitor a set of performance indicators that may include but is not limited to:

a. Outputs:

- Patients referred for HNP receive at least one housing placement support.
- Medically fragile homeless persons enroll with CCH Housing Outreach and
- Navigation supports.

5. Required Submission 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 indicate the proposer’s commitment to provide the services proposed at the price and schedule. Do not forget to sign your cover letter. The cover letter shall be signed by an authorized representative of the proposer.

5.2 Proposer’s Profile and Track Record

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

Business Name (Legal Name)			
Legal Structure (e.g., sole proprietor, partnership, corporation, joint venture)		Date and State where formed	
Point of Contact / Title			
List of Proposer's Principals/Officers including Executive Leadership			
Business Address	Address, City, State, Zip Code		

Phone Number			Fax Number	
Email Address				
FEIN for organization				
Business background and description of current operations:				
# of Years in Business		# of Employees		
Respondent a licensed business to perform the work in scope: Please specify relevant certifications.			Yes	No
Respondent 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			Yes	No

5.3 Response to Scope of Services

Include your response to the Scope of Services, Sections 4.

- a. Narrative Proposal - including a short description of how each SOW requirement will be fulfilled, and referencing any previous work and/or experience in this topic area

5.4 Qualifications and Key Personnel Experience

- a. Describe the Proposer's background and experience in the field Community Triage and Community Wellness. Include a brief statement of the Proposer's professional competence, technical capabilities and qualifications. In particular, describe such services provided to healthcare systems of a similar size and scope of services.
- b. Indicate who the project manager will be and those key individuals with a role in the project and include the following:
 - i. Project team organization chart.
 - ii. Provide a table with the following information:

Proposed project resources	Roles	High level skills (project alignment)	Proposed work location for each resource (onsite / offsite)	Time commitment to the project

- For each key individual involved, emphasize their role on the proposed project, their corporate affiliation, and include a resume detailing related experience in working with similar contracts and healthcare systems. Include their educational background and experience as directly related to their assigned duties under the proposed contract.

The Chief Procurement Officer reserves the right to reject any key personnel proposed if it is determined not to be in CCH' best interest. 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 **MBE/WBE Utilization Forms** in **Attachment A, MBE/WBE Utilization Plan**.

- 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 is recommending that the MBE/WBE goal for the above-referenced project be set at 0% MBE and 0% WBE participation.**

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

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

5.6 Cost Proposal

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 **only in this section**.

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 B, 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 in **Attachment C, Economic Disclosure Statement**. 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 Submittal Assessment

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

6.1.1 Submittal 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 Submittal

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 Submittal

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 Objectives and Scope of Services 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 Respondents

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](#).

Link to submit Questions: <https://forms.office.com/r/pvVpikGvMJ>.

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-Proposal Conference (if Applicable)

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

8.3 Number of Copies

Proposers are required to submit an electronic copy (emailed to the email addressed on the cover page) and no later than the time and date indicated in the RFP.

- Submission must have one (1) complete electronic response package (including Attachments) 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.
- One (1) EDS copy must be submitted separate from the rest of the response.
- Material should be organized following the order of the Required RFP Content Section separated by **labeled tabs**.
- CCH reserves the right to waive minor variances.

8.4 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.

8.5 Labeling

The email subject shall clearly indicate the RFP title and proposer's Name with naming convention "**Response RFP # H23-0058 - [Vendor Name]**" to be followed. The email body should include proposer's address and point of contact RFP. The **completed Attachment C - Economic and Disclosures Statement** and shall be submitted in the same email as attachments.

8.6 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.

8.7 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.

8.8 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.

8.9 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.

8.10 RFP Interpretation

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

8.11 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.

8.12 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.

8.13 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.

8.14 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.*].

8.15 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.

8.16 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.

8.17 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, the following definitions shall apply to this RFP:

"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. List of Attachments

The following Attachments 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**.