COOK COUNTY HEALTH AND HOSPITALS SYSTEM (CCHHS)

Title: Coding Medical Records for Cook County Health and Hospital Systems

REQUEST FOR PROPOSAL (RFP) # H16-0022

GENERAL DESCRIPTION: CCHHS requests remote electronic medical record coding.

DATE ISSUED: August 19, 2016

QUESTIONS DUE DATE: September 6, 2016 by 2:00 p.m. CST.

RESPONSE DUE DATE: September 23, 2016 by 2:00 p.m. CST.

Responses to this proposal shall be delivered between the hours of 8:00 AM (CST) and 2:00 PM (CST) to:

Cook County Health and Hospitals System
C/O John H. Stroger, Jr. Hospital of Cook County
1969 West Ogden Ave., lower level Room #250 A
Chicago, IL 60612

Attention: Supply Chain Management Department.

Please note that it takes approximately 20 minutes to pass security and walk to room 250A. Delivery of proposals must include the Proposal Acknowledge form included in this document.

PRE-PROPOSAL CONFERENCE: NONE

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 at the http://www.cookcountyhhs.org website under the “Doing Business with CCHHS” tab.
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1. Background
The Cook County Health and Hospitals System (“CCHHS” or “System”) is a unit within Cook County government. The CCHHS 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. CCHHS services are offered without regard to a patient’s economic status or ability to pay.

The System operates John H. Stroger, Jr. Hospital of Cook County, which is a tertiary, acute care hospital and Provident Hospital of Cook County, a community acute care hospital. The System also operates: 1. the Ambulatory and Community Health Network, a system of sixteen (16) clinics offering primary care services in medically underserved areas and schools; 2. the Cook County Department of Public Health, the certified local public health department for most parts of suburban Cook County, which provides limited clinical services, as well as communicable disease control, environmental health and prevention and education services; 3. Cermak Health Services of Cook County, a health facility operated within the confines of the Cook County Department of Corrections which provides health screening, primary and specialty care for detainees; 4. Ruth M. Rothstein Core Center, a comprehensive care center for HIV and other infectious diseases; and 5. Oak Forest Health Center of Cook County. The System is continuing to work on their strategic plan moving forward which includes CountyCare. This is a Medicaid health plan for low-income adults established under the Affordable Care Act. CountyCare is expanding its eligible membership population to children, seniors, and persons with disabilities. CCHHS will continuously undergo the transformation of its services to continue service excellence for its patients.

2. Purpose
CCHHS seeks to identify the most competitive proposer(s) for medical record coding.

3. Schedule
CCHHS anticipates the following schedule.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Estimated Date</th>
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<tbody>
<tr>
<td>RFP posted to the website</td>
<td>August 19, 2016</td>
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<tr>
<td>Proposer Inquiry Deadline</td>
<td>September 6, 2016, due at 2:00 p.m.</td>
</tr>
<tr>
<td>CCHHS response to Inquiries – Tentative</td>
<td>Week of September 12, 2016</td>
</tr>
<tr>
<td>Proposal Due Date</td>
<td>September 23, 2016 by 2:00 p.m.</td>
</tr>
<tr>
<td>Evaluation of Proposals -Tentative</td>
<td>October, 2016</td>
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4. Special Conditions

4.1 Contract Period
This is a requirement contract effective for thirty six (36) months after award by the Cook County Health and Hospitals Systems and after proper execution of the Contract Documents.

4.2 Inquires
For inquiries after award of the Contract, please contact: Ms. Angela Espinosa of John H. Stroger, Jr. Hospital of Cook County at 312-864-6090.
4.3 Service Location
All services shall be made at:
John H. Stroger, Jr. Hospital of Cook County
1901 W. Harrison Street, Chicago, IL 60612

4.4 Notification
Do not service until notified by using department.

5. Description of Work-Coding Medical Records for Cook County Health and Hospital Systems
Services will be performed remotely (off-site) for electronic records, therefore, it is necessary for the Contractor to demonstrate a secure ability to connect to CCHHS systems.

Each area noted below must be addressed in order for the proposal to be considered responsive.

General Requirements:

- Contractor shall demonstrate in writing that all staff is compliant with all HIPAA laws and regulations.
- Contractor must provide trained credentialed (RHIA, RHIT or CCS) supervisory personnel to oversee the coding process and perform Quality Assurance activities detailed in the RFP. Supervisory personnel must have experience in coding quality audits and coding staff education.
- Contractor must provide trained credentialed (RHIA, RHIT, or CCS) personnel to review and code the medical records.
- Contractor must be able to establish compliance capabilities by including a list of credentials of individual staff and years of experience in the area of Health Information Management coding services.
- Off-shore services shall not be considered.

Specific Points:

1. Contractor shall code all records utilizing the following:
   - ICD-9-CM/ICD-10-CM encoder
   - CPT/HCPCS encoder
   - AHIMA Standards of Ethical Coding
   - The Official Coding Guidelines
   - CMS Rules & Regulations
   - AMA CPT Assistant Guidelines
   - AHA Coding Clinic for ICD-10-CM Guidelines
   - AHA Coding Clinic for HCPCS Guidelines
   Above noted tools and resources shall be provided by the Contractor.
2. Contractor shall be expected to perform the following:
   - Assign ICD-9-CM & ICD-10-CM Diagnoses codes for all records as required with coding guidelines for reporting all services;
   - Assign CPT-4 Procedure codes and appropriate modifiers utilizing CPT coding guidelines and CMS rules and in accordance with CCI/OCE guidelines;
   - Assign Evaluation & Management (E&M) facility level codes in accordance with CCHHS internal guidelines for level assignment;
   - Enter the coded data into the CCHHS system.

3. This volume may fluctuate from time to time and the Contractor shall be expected to provide the staffing necessary to facilitate timely coding of all records as designated by CCHHS.

4. Contractor shall be expected to complete ED/Observation with E&M level codes and/or CPT procedure codes.

5. Records shall be coded electronically in the CCHHS systems by the Contractor.

6. Remote staffing must align with current volumes and may be increased or decreased by CCHHS.

7. Failure to meet the above standards may be grounds for CCHHS to terminate this Contract.

Quality Assurance:

Contractor shall perform monthly QA of a minimum of 10 coded records for each coding staff and forward the results to the Inpatient and Outpatient coding Managers.

1. Each Contractor coding staff member must be audited monthly and results submitted monthly to CCHHS Inpatient and Outpatient Coding Managers.

2. Contractor must maintain a 98% level of accuracy for all coders.

3. Contractor shall:
   - Provide education for any coding staff member who does not meet the accuracy level noted above;
   - Document in writing the specific issues identified, education provided, and follow-up actions to verify resolution;
   - Provide a written summary of the above actions for any coding staff that do not pass the weekly QA review in a timeframe determined by the Client;
   - Detailed the process for reassignment of any Contractor coding staff who does not meet minimum accuracy standards in two (2) consecutive reviews after remediation.

4. CCHHS reserves the right to engage a third party contractor to independently audit coded records in addition to the above required contractor QA process.

5. Failure to maintain a QA process as required above shall be sufficient grounds to terminate the contract.

Miscellaneous:

1. Contractor shall follow the coding guidelines of CCHHS HIM department and may suggest additions or revisions to the current coding guidelines for consideration by CCHHS HIM Management.

2. At least 5 references for similar work performed must be submitted with the proposal. References should include contact name, phone number and email along with the name of the facility, amount of work performed and dates that the work was performed.
3. Contractor shall submit proposal by hour to code which shall be inclusive of Contractor overhead cost for coding references and encoders. Contractor shall employee coding supervisory personnel to manage Contractor employees.

**Assurance:**

1. Case in which third parties challenge the accuracy of the coding or APC of any record which the Contractor has assigned diagnosis and/or procedure codes, shall be reviewed and a rationale provided to CCHHS for inclusion in the appeal of such challenge.

2. For those challenges which result in a “take-back” of dollars from CCHHS due to revision/rejection of the codes assigned by the Contractor, the cost of coding the record shall be refunded to CCHHS by the Contractor.

### 6. Pricing Proposal Submission

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<tr>
<th>Type of Coding Service</th>
<th>INPATIENT 5 RECORDS PER HOUR</th>
<th>Per Chart OR Record</th>
<th>Hourly Rate OR w/Productivity Standard</th>
<th>Per Chart OR Record</th>
<th>Monthly Rate per staff person w/QA 10 coded records</th>
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7. Required Proposal Content
This RFP provides potential proposers with sufficient information to enable them to prepare and submit proposals. CCHHS 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 Contractor 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.

CCHHS 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 shall be clearly marked “CONFIDENTIAL PROPRIETARY INFORMATION” at the top of the page in at least one-half inch (“1/2”) size letters. The specific portions of the page are asserted to contain a trade secret shall be noted as such.

However, the proposer is hereby warned that any part of its Proposal or any other material marked as confidential, proprietary, or trade secret, can only be protected to the extent permitted by Illinois Statutes.
Proposals shall not contain claims or statements to which the Proposer is not prepared to commit contractually. The information contained in the Proposal shall be organized as described in this section.

7.1 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 proposed. Do not forget to sign your cover letter.

7.2 Executive Summary
Please limit this section to 2 pages. The executive summary should include:
   a. Brief description of the proposer’s capability to provide the described services;
   b. Key team members and Partners (subcontractors) and respective project alignment;
   c. Company Organization chart;
   d. Brief statement of your company strengths.

7.3 Response to Scope of Work
This section must address the detail scope requirements in Sections 4 and 5.

7.4 Qualifications of the Proposer
Proposers responding to this request must have experience providing the required services.
   a. Proposer must include a description of the organization’s track record as follows:

<table>
<thead>
<tr>
<th>Company Profile (Prime only)</th>
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<tbody>
<tr>
<td>1. Legal Name</td>
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<tr>
<td>2. Assumed Names if any</td>
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<tr>
<td>3. Legal form (e.g. sole proprietor, partnership, corporation, joint venture)</td>
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<tr>
<td>4. If a subsidiary, provide the same information about the Parent Company as required in this table format.</td>
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<tr>
<td>5. Date and State where formed</td>
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<tr>
<td>6. Proposer’s principals/officers including President, Chairman, Vice Presidents, Secretary, Chief Operating Officer, Chief Financial Officer, and related contact information.</td>
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<tr>
<td>7. Point of Contact for this RFP including contact information.</td>
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<tr>
<td>8. Proposer Business background and description of current operations</td>
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<td>9. Number of employees</td>
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<td>10. Number of years in business</td>
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<td>11. Relevant Certifications</td>
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<td>12. Proposer’s Federal Employee Identification Number (or Social Security Number, if a sole proprietorship)</td>
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<tr>
<td>13. Is Proposer authorized to conduct business in Illinois? Please provide Registration Number issued by the Illinois Secretary of State, and</td>
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attach Cook County Assumed Business Name Certificate, if applicable.

14. Describe any merger or acquisition discussions in which the Proposer is involved.

15. Other key information that may assist the County understand “track record.”

b. Proposer must submit three (3) letters of recommendation from similar organizations, where the similar services have been provided by the proposer. The letters must be dated within the last 12 months.

c. Provide at least five (5) relevant references in the required table format below, from clients using similar services from your firm. If partners/subcontractors plan to perform a major part of the scope, they should also provide three (3) references in alignment with their proposed Contract role.

<table>
<thead>
<tr>
<th>Contract/Project Name*</th>
<th>Name of the organization*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of the contact person (title, email and phone number)*</td>
<td></td>
</tr>
<tr>
<td>Project dollar value*</td>
<td></td>
</tr>
<tr>
<td>Prime or subcontractor?*</td>
<td></td>
</tr>
<tr>
<td>Contract Period*</td>
<td></td>
</tr>
<tr>
<td>Project Scope*</td>
<td></td>
</tr>
<tr>
<td>Proposer’s role/scope (succinct description)*</td>
<td></td>
</tr>
</tbody>
</table>

*Required information

7.5 Subcontracting or teaming and MBE/WBE Participation
The Proposer may be comprised of one or more firms as to assure the overall success of the project. The proposer must present a team chart that clearly identifies each team member and specify 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). MBE/WBE Participation Goals for this procurement are stated in section 10.8 of this document.

7.6 Financial Status
a. Provide the audited financial statements for the last three fiscal years. Include the letter of opinion, balance sheet, schedules, and related auditor’s notes. Summary format and links to online financials are allowed. If applicable, submit the financial report of your parent company.

b. State whether the Proposer or its parent company has ever filed for bankruptcy or any form of Reorganization under the Bankruptcy Code, and, if so, the date and case number of the filing.

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

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

If no conflicts of interest are identified, simply state “[Company X] has no conflict of interest.”
7.8 Insurance Requirements
Prior to contract award, the selected Proposer will be required to submit evidence of insurance in the appropriate amounts. However, with its Proposal, **the Proposer is required to provide a statement on their company letterhead stating their agreement to meet all insurance requirements by CCHHS.**

The standard Insurance Requirements captured in the sample Contract General Terms and Conditions (GC-03) shall be modified to meet the needs of the future project.

7.9 Contract

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.

CCHHS 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.

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

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

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

7.11 Economic Disclosure Statement
Execute and submit the Economic Disclosure Statement (“EDS”).


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

7.12 Pricing Proposal
Submit your pricing proposal in a separate sealed envelope clearly marked with the RFP number and the label “Pricing Proposal.” Proposers are required to submit one (1) original, two (2) copies and one (1) electronic copy (USB drive only).

The pricing proposal must include any supplemental or renewal option period pricing or schedules offered by the Proposer. Proposers should include elements or references to the pricing proposal only in this section and separate the pricing proposal according to the Instructions above.

The CCHHS makes no guarantee that the services or products identified in this RFP will be required.

The Proposer must provide sufficient pricing details to permit CCHHS to understand the basis for the proposal.

The CCHHS is neither obligated to purchase the full quantities proposed by the proposer, nor to enter into an agreement with any one proposer.
7.13 Addenda
Since all addenda become a part of the Proposal, all addenda must be signed by an authorized proposer representative and returned with the Proposal. Failure to sign and return any and all addenda acknowledgements shall be grounds for rejection of the Proposal.

Addenda issued prior to the Proposal due date shall be made available via CCHHS website: http://www.cookcountyhhs.org.

8. Evaluation and Selection Process
8.1 Evaluation Process
Proposals will be evaluated by a RFP Evaluation Committee which may invite one or more Proposers to make presentations and/or demonstrations.

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

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

8.3 Consideration for Contract
Any proposed contract including all negotiations shall be subject to review and approval of CCHHS management and / or CCHHS legal. Proposed Contracts are also subject to review by the Cook County Office of Contract Compliance.

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

9. Evaluation Criteria
9.1 Responsiveness of Proposal
Proposals will be reviewed for compliance with and adherence to all submittal requirements requested in this RFP. Proposals which are incomplete and missing key components necessary to fully evaluate the Proposal may, at the discretion of the System Director of Supply Chain Management or designee, be rejected from further consideration due to "Non-Responsiveness" and rated Non-Responsive.

9.2 Technical Proposal
Proposals will be reviewed and selected based on the following criteria. These criteria represent 70% of the scorecard.

A. Ability to achieve CCHHS’s business goals, objectives and Scope of Work described in this RFP, by providing a succinct and feasible strategy that clearly describes how the proposers would provide the required service.

B. Qualifications and experience of the proposer to successfully perform and provide the services described in this RFP, as evidenced by the successful implementation of similar programs in large complex health organizations and compliance with all applicable laws.

C. Qualifications and experience of the proposed key personnel as evidenced by relevant experience.
9.3 Reasonableness of Overall Price
Price will be evaluated separately for overall reasonableness and competitiveness. This criterion represents 30% of the score.

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

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

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

10.1 Number of Copies
Proposers are required to submit one (1) original paper copy, one (1) paper copy marked as an original electronic copy (USB only please) and two (2) paper copies no later than the time and date indicated in the RFP.

NOTE: the pricing proposal and EDS must be submitted separately from the rest of the response.

Each submission must then be separated in two (2) parts:

1. Full response except for Pricing and EDS;
2. Pricing and EDS in a separate envelope (or electronic file).

10.2 Format
Hardcopies of the proposals should be submitted in 3-ring binders only. Material should be organized following the order of the Required Proposal Content Section separated by labeled tabs. Expensive paper and bindings are discouraged since no materials will be returned. Numbered titles and pages are required.

CCHHS reserves the right to waive minor variances.

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

10.4 Packaging and Labeling
The outside wrapping/envelope shall clearly indicate the RFP Title, Number, Proposer’s Name, Proposers Address and Point of Contact information. The Price Proposal and EDS shall be submitted in a separate sealed envelope. The envelope shall clearly identify the content as “Price Proposal”. All other submission requirements shall be included with the Technical Proposal.
10.5 Timely delivery of Proposals
The proposal(s) must be either delivered by hand or sent to CCHHS 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 CCHHS and on any correspondence related to the Proposal. If using an express delivery service, the package must be delivered to the designated building and drop box. Packages delivered by express mail services to other locations might not be re-delivered in time to be considered. CCHHS assumes no responsibility for any Proposal not so received.

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

10.7 Questions and Inquiries
Questions regarding this RFP will be submitted in writing to the contact 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, preferably in excel.**

<table>
<thead>
<tr>
<th>ID</th>
<th>Vendor Name</th>
<th>RFP Section</th>
<th>Question</th>
</tr>
</thead>
<tbody>
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<td>3.</td>
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<td></td>
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<tr>
<td>4.</td>
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</tbody>
</table>

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

10.8 MBE/WBE Participation Goals
Consistent with Cook County, Illinois Code of Ordinances (Article IV, Division 8, and Section 34-267), and CCHHS has established a goal that MBE/WBE firms retained as subcontractors receive a minimum 35% MWBE of this procurement. 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 CCHHS 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 CCHHS in its evaluation of the proposer’s responsibility and responsiveness.

10.9 Pre-proposal Conference (if Applicable)
CCHHS will hold a Pre-Proposal conference call on the date, time and location indicated on the cover page. Representatives of CCHHS will be present to answer any questions regarding the goods or services requested or proposal procedures. If a mandatory pre-proposal conference is required, the Proposer must sign the pre-pro conference or site inspection sheet and include a copy of this sign-in sheet in the response to the RFP.
10.10 Alteration/Modification of Original Documents
The proposer certifies that no alterations or modifications have been made to the original content of this Bid/RFP or other procurement documents (either text or graphics and whether transmitted electronically or hard copy in preparing this proposal). Any alternates or exceptions (whether to products, services, terms, conditions, or other procurement document subject matter) are apparent and clearly noted in the offered proposal. Proposer understands that failure to comply with this requirement may result in the proposal being disqualified and, if determined to be a deliberate attempt to misrepresent the proposal, may be considered as sufficient basis to suspend or debar the submitting party from consideration from future competitive procurement opportunities.

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

10.12 Proposer’s Responsibility for Services Proposed
The proposer must thoroughly examined and read the entire RFP document. Failure of proposers fully to acquaint themselves with existing conditions or the amount of work involved will not be a basis for requesting extra compensation after the award of a Contract.

10.13 RFP Interpretation
Interpretation of the wording of this document shall be the responsibility of CCHHS and that interpretation shall be final. The specifications in this document provide sufficient information for proposers to devise a plan and provide pricing. Minor variations from those specifications will be considered as long as proposers identify any instance in which their services specifications differ from those set forth in the proposal documents.

10.14 Errors and Omissions
The proposer is expected to comply with the true intent of this RFP taken as a whole and shall not avail itself of any errors or omission to the detriment of the services or CCHHS. Should the proposer suspect any error, omission, or discrepancy in the specifications or instructions, the proposer shall immediately notify CCHHS in writing, and CCHHS will issue written corrections or clarifications. The proposer is responsible for the contents of its Proposals 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 proposal together.

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

10.16 Confidentiality and Response Cost and Ownership
All information submitted in response to this RFP shall be confidential until CCHHS has executed a Contract with the successful Proposer or has terminated the RFP process and determined that it will not reissue the RFP in the near future. Following such actions, the contents of Proposals submitted in response to this RFP may be disclosed in response to requests made pursuant to the provisions of the Illinois Freedom of Information Act (“FOIA”).

If a Proposer wishes to preserve the confidentiality of specific proprietary information set forth in its Proposal, it must request that the information be withheld by specifically identifying such information as proprietary in its Proposal. CCHHS shall have the right to determine whether it shall withhold information upon receipt of a FOIA request, and if it does so pursuant to a Proposer request, the Proposer requesting confidential treatment of the information shall bear the costs of asserting that there is a proper exemption justifying the withholding of such information as proprietary in any court proceeding which may result. This notwithstanding, Proposer is on notice
that the CCHHS is subject to the FOIA and that any documents submitted to the CCHHS by the Proposer may be released pursuant to a request under the FOIA.

10.17 Awards
CCHHS may, at its discretion evaluate all responsive Proposals. CCHHS reserves the right to make the award on an all or partial basis or split the award to multiple proposers based on the lowest responsible proposers meeting the specifications, terms and conditions. If a split award impacts the outcome of the project it must be so stated in the proposal.

10.18 CCHHS County Rights
CCHHS 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. CCHHS also reserves the right to accept or reject all or part of your Proposal, in any combination that is in the best interest of CCHHS.

10.19 Cancellation of RFP; Requests for New or Updated Proposals
CCHHS, in its sole discretion, may cancel the RFP at any time and may elect to reissue the RFP at a later date. CCHHS may also issue an Addendum modifying the RFP and may request supplemental information or updated or new Proposals.
11. Proposal Acknowledgement Form

PROPOSAL 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 information. **Prefill the first two lines prior to submission.**

<table>
<thead>
<tr>
<th>Solicitation Number and Title:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vendor Name:</td>
</tr>
<tr>
<td>Accepted By:</td>
</tr>
<tr>
<td>Date:</td>
</tr>
<tr>
<td>Time (if time machine is not A.M P.M</td>
</tr>
<tr>
<td>available, hand write the time):</td>
</tr>
</tbody>
</table>

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

Proposers must cut this sheet in two. SMC will time-stamp top and bottom sections. SCM will keep one section and the Proposer will keep the other section.

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Proposers must cut this sheet in two. SMC will time-stamp top and bottom sections. SCM will keep one section and the Proposer will keep the other section.
12. Definitions

The following definitions shall apply to this RFP:

"Addendum" or "Addenda" shall refer to a one or more documents issued to Registered Proposers in hard or soft copy by which modifies this Request for Proposal or provides additional information.

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

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

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

"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.

“General Conditions” shall mean the terms and conditions included in Attachment C of the RFP. "Proposal" shall mean the document(s) submitted by Proposer(s) in response to this RFP that constitute a Proposer’s offer to enter into contract with the CCHHS under terms consistent with this RFP, subject to the negotiation of a contract and approval by the Board.

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

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

"Request for Proposals" or "RFP" shall refer to this solicitation of Proposals by CCHHS which may lead to the negotiation of a contract and the recommendation that the CCHHS authorize a Contract with a Proposer.

“Solution” the specific configuration of Deliverables that is submitted in a Proposal to meet the needs and goals of the CCHHS as articulated in this RFP.