COOK COUNTY HEALTH AND HOSPITALS SYSTEM (CCHHS)

Title: Provision for Blood Glucose Monitors and Consumables

REQUEST FOR PROPOSAL (RFP) # H17-0019 (REPOST)

GENERAL DESCRIPTION: Provide Blood Glucose Monitor, Consumables and Supplies for Cook County Health and Hospitals System.

DATE ISSUED: October 26, 2017

QUESTIONS DUE DATE: November 8, 2017, by 2:00 PM CST.

PROPOSAL DUE DATE: November 27, 2017, by 2:00 PM 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., Room # 250A
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 Acknowledgement 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.

2. Purpose

This RFP seeks to provide blood glucose monitors and related consumables for the Cook County Health and Hospitals System.

3. Schedule

CCHHS anticipates the following schedule.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Estimated Date</th>
</tr>
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<tbody>
<tr>
<td>1. RFP posted to the website</td>
<td>October 26, 2017</td>
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<tr>
<td>2. Proposer Inquiry Deadline</td>
<td>November 8, 2:00 PM CST.</td>
</tr>
<tr>
<td>3. Response to Inquiries – Tentative</td>
<td>Week of November 13, 2017</td>
</tr>
<tr>
<td>4. Proposal Due Date</td>
<td>November 27, 2017, by 2:00 PM CST.</td>
</tr>
<tr>
<td>5. Evaluation of Proposals – Tentative</td>
<td>December, 2017</td>
</tr>
</tbody>
</table>

4. Special Conditions

4.1 Contract Period

CCHHS intends to award a three (3) year contract with 2 (two) one year renewal options.

4.2 Award of Contract

The County reserves the right to award this contract in whole or in part as is in the best interest of the County.

4.3 Inquiries, Samples and Literature

Any Contractor submitting prices on products, equipment, or supplies other than those detailed in the specifications shall submit samples and complete descriptive and technical literature for each product (i.e., package insert, NDC number, sample of label and NDA number to the respective agency (ies) with the proposal response. Sample(s) and literatures shall be at the Contractor’s cost and expense. Please submit sample(s)/literature under separate cover properly labeled with contract number and item number.
For inquiries after award of contract and regarding samples, please contact:
John H. Stroger, Jr. Hospital of Cook County
1901 West Harrison Street
Chicago, Illinois 60612
Attn: Mr. Dan Ruiz
Material Management

4.4 Maintaining Inventory
For each product awarded, the successful Contractor agrees to maintain an adequate inventory for immediate shipment. CCHHS reserves the right to purchase equivalent materials on the open market and charge back the difference in cost to the contracted Contractor if Contractor fails to deliver the materials.

4.5 Minimum Requirements
Minimum requirement by Contractor regarding quantity or price are not acceptable to CCHHS.

4.6 Delivery Points and Times
Materials are to be delivered to any CCHHS facility as specified on the contract shipping order or purchase order.
Seven (7) day maximum time will be allowed for delivery after receipt of the order by Contractor or upon instructions of the ordering facility. Delivery must be made according to time appropriate to each group/item specified. Contractor shall make deliveries as requested by phone, Monday through Friday.

No deliveries at our institutions will be accepted after the time specified unless arrangements are made with the receiving department beforehand. Any exceptions will be subject to rejection.

If a Contractor cannot fill an order to be received by the date specified on the contract shipping order, the Contractor shall within 24 hours of receiving the order, fax notice of this fact, along with the anticipated delivery date, to the user department.

The user departments are:

Material Management
John H. Stroger, Jr. Hospital of Cook County
1901 W. Harrison Street
Chicago, IL 60612
Deliveries Accepted M-F
7:00 a.m. - 1:30 p.m.
Fax (312) 864-2098

Cermak Health Services of Cook County
2800 S. California Ave.
Chicago, IL 60608
Deliveries Accepted M-F
8:00 a.m. – 2:00 p.m.
Fax: (773) 869-7177

Material Management
Providence Hospital of Cook County
500 E. 51st Street
Chicago, IL 60625
Deliveries Accepted M-F
7:00 a.m. - 3:00 p.m.

Material Management
Oak Forest Health Center
15900 S. Cicero Avenue
Oak Forest, IL 60452
Deliveries Accepted M-F
7:00 a.m. - 3:00 p.m.

Material Management
Cook County Department of Public Health
15900 S. Cicero Avenue
Store Room 21
Oak Forest, IL 60452
Deliveries Accepted M-F
7:00 a.m. – 3:00 p.m.

Ambulatory &Community Network
1901 W. Harrison Street
Chicago, IL 60612
Deliveries Accepted M-F
7:00 a.m. - 3:00 p.m.
4.7 Required Standards

The product must conform to the specifications of the current legal and official standards; i.e., The United States Pharmacopeia, The National Formulary, The United States Dispensatory, applicable federal and state laws, regulations of the food and drug administration and the individual specifications regarding potency, purity, formulation, labeling and packaging.

The product shall be packaged in glass or plastic containers with non-ferrous, air-tight, waterproof closures except where waived for reason of the nature of the product, all ampoules shall be the color-break type.

The product shall be labeled with commercially type-set labels, as to contents, formulation, strength, official compendia, the manufacturer, its lot number, and expiration date if applicable. The label must adhere to the container unaltered.

The manufacturer and the national drug code of the product shall be stated on the proposal. The packaging shall be stated on the proposal in all cases in terms of the size of the container and the quality of the containers in the shelf package and shipping case.

The product shall be manufactured within twelve (12) months prior to receipt. Dated products shall not expire in less than twelve (12) months from date of specification for reason of the nature of the product.

The quality control documents for the batch of the product supplied detailing the source of the ingredients, procedures, the test results and certification, as well as the current purchasers of the product shall be made available to the using agency(ies) upon request.

Before an evaluation can be made, the using agency(ies) may request the Contractor to supply: (1) a properly labeled sample, (2) a package insert, and/or, (3) a copy of the label of the product quoted. a detailed assay report to include origin of raw materials, county of manufacturer, dissolution times, and bioavailability results recorded for the specification lot number of the sample submitted.

5. Scope

This RFP seeks to identify a Contractor to furnish blood glucose monitors, consumables and supplies for the Cook County Health and Hospitals System.

Blood glucose monitors measure blood glucose concentration using a glucose detection strip and a drop of capillary whole blood from a finger puncture. Health professionals use these battery-powered monitors to manage diabetes and to test for transient high or low blood glucose levels (e.g. during surgery).

In addition, blood glucose monitors for patients provide at home glucose monitoring using a glucose detection strip and a drop of capillary whole blood from a finger puncture. These battery powered monitors will help patient to manage their diabetes. Upon a visit to their physician, the physician must be able to download the glucose results through a wireless gateway. These results will be downloaded into desktop software from the Contractor, which will then interface calculated parameters to the patient’s medical record or chart. This will enable all clinicians who provide care to the patient a comprehensive snapshot of the patient’s diabetic state, thus improving patient care. These parameters will include mean/median glucose values, percent of values at pre-established targets and percent of hypoglycemia and severe hyperglycemia values.

The intent of this contract is to provide a standardized and uniform approach for finger stick glucose monitoring.
Under the terms and conditions of this contract, the Contractor shall be responsible for providing:

1. Hospital bedside blood glucose monitors which are to be used throughout all CCHHS facilities.
2. Patient home use blood glucose monitors.
3. Continuous monitoring glucose meters to meet patient care needs, continuous (every 5 minutes) glucose monitoring will be new. Today there are several CGM systems, whereby when a patient wears a sensor for a week or two, the data can be downloaded and analyzed. 100-200 patients per year may require CGM.
4. For positive patient identification, ADT capability through admission, transfer, and discharge is required. CGM systems must have 3D barcode capability. Downloader for glucose monitors may be used within the hospital/clinic setting.
5. Software and computers for home use blood glucose monitors to download (preferable wireless) real-time glucose information, perform required statistics on this data and upload into patient’s medical record these must be available to use as a practitioner’s tool within one year of contract initiation. The download of the patient’s glucose data may occur in the patient home and or during the visit in the clinical site.
6. Monitoring device should have a bidirectional integration with Cerner Millennium EMR through Cerner cloud based services.
7. Remote Monitoring should be documented via a Cerner Millennium order that is embedded in existing clinical work flow.
8. Results will flow seamlessly into the patient’s EMR in real time.
9. Device should be provided to patient in a plug and play seamless format. This includes all needed components for a wireless gateway or mobile gateway.
10. Maintenance of monitors and data collection devices both corrective and preventive Equivalent replacement of instruments with equivalent replacement of downloaders.
11. Initial training and in-servicing will be provided by Contractor to all staff who perform glucose monitor testing and to all staff who provide outpatient training in the use of home glucose monitors to all inpatients and outpatients. Continuous availability of in-service education as required.
12. All training material should be provided by Contractor.

The cost of this equipment and services is to be included in the unit price of each consumable. All Proposer must provide complete written technical literature, including all manufacturer’s names and model numbers of that which is offered, to enable the CCHHS to evaluate compliance with the technical specifications. The equipment and other deliverables or components of the system, must meet or exceed the following technical specifications.

6. Specifications

6.1 Equipment Quantities

A. The Contractor shall provide the following monitors in the stated quantity:

<table>
<thead>
<tr>
<th>Bed side Glucose Monitors</th>
<th>Quantity</th>
<th>Downloaders</th>
</tr>
</thead>
<tbody>
<tr>
<td>JSH</td>
<td>135</td>
<td>65</td>
</tr>
<tr>
<td>PH</td>
<td>31</td>
<td>13</td>
</tr>
<tr>
<td>ACHN</td>
<td>54</td>
<td>30</td>
</tr>
<tr>
<td>Oak Forest</td>
<td>14</td>
<td>7</td>
</tr>
<tr>
<td>Cermak (CCJ)</td>
<td>36</td>
<td>25</td>
</tr>
<tr>
<td>JTDC</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>Public Health</td>
<td>14</td>
<td>7</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>289</strong></td>
<td><strong>150</strong></td>
</tr>
</tbody>
</table>
B. Home Glucose Meter:
Currently 30,000 - 40,000 CCHHS patients have diabetes and need home glucose meters. The provider shall provide home glucose meters to CCHHS materials management sites. The sites will distribute the home glucose meters to the CCHHS clinics. The clinic staff will provide them to the patients in conjunction with basic diabetes survival skills and meter use education.

C. Computers:
The Contractor shall provide (40) meter interface software loaded computers to be used at all major outpatient clinical sites of the CCHHS.

6.2 Instrument Specifications:
CCHHS Bedside Blood Glucose Monitor must be FDA approved for capillary, venous, arterial and neonatal whole blood testing and must have wireless and real time connectivity to the Hospital data flowsheet and have the following Characteristics /Capabilities.

6.2.1 Bedside Blood Glucose Monitors
This equipment and other deliverables must meet or exceed the following expectations:

Characteristics:
- Minimum sample volume of 1.2 uL or less
- Meter results will not have Maltose errors
- Meter has the ability to measure Ketones –preferably not mandatory
- Glucose measurement 20-500 mg/dL
- Test read time of 6 seconds or less after application of blood specimen
- Acceptable hematocrit range 30-60%, or better.
- Under dose detection
- Easy read display screen, color preferred.
- Automatic shut off
- The unit shall have the following battery power capabilities:
  - Batteries provide enough power for a minimum 600 tests
  - Visually warn of a low battery condition before monitor performance degrades
- The monitor shall be capable of storing and recalling at least 400 of the latest, previous patient tests. The information stored for each patient test must include:
  a. Up to a ten digit patient identification number
  b. Up to a ten digit operator number
  c. Date and time test is performed
  d. Test result
  e. Lot number of the glucose strips
  f. Test identification as to patient or control
  g. Comments associated with the test.
  h. Critical values beyond a value set by the CCHHS are flagged.
- The monitor shall be compatible with RALS middle ware system.
- The monitor must have a lockout system that does not allow monitor operation unless the quality control specimens are run in the previous 24 hours.
- The monitor shall have a lockout system that would allow only current certified operators to perform the test. The monitor will lockout by the seven digit operator identification number. The monitor lockout system must have a bypass mechanism in case of emergency.
- The monitor shall be microprocessor controlled.
- The monitor shall have network capability for wireless and wired connectivity.
- Operating instructions shall be displayed on the monitor.
- The monitor shall have a printer interface.
- The monitor must be able to read 3D and 2D barcodes.
- The monitor shall have Multidock capability
- The monitor shall provide Positive patient ID
- Must be able to eliminate electrical interference
- Must meet current infection control guidelines for cleaning and disinfection of monitor.

6.2.2. Glucose Detection Strips

The glucose detection strips must be no-wipe and read by the monitor in 6 seconds or less after the application of the blood specimen. The strips must be FDA approved for capillary, venous, arterial, and neonatal testing sites (e.g. testing on arm) for quality assurance purposes, the strips provided must be of the same lot number for at least 6 months at a time. The Contractor will notify the CCHHS of each change of lot number at least 30 days in advance.

6.3 Out Patient Pharmacy

- Patient home meters shall be distributed directly by the manufacturer to the requesting sites including the pharmacies and all clinics.
- Strips must be stable for at least 6 months after opening, or strips should be individually wrapped.
- Strips should be available for purchase through Amerisource Bergen wholesaler
- The Contractor shall conduct in-service training session for all CCHHS personnel responsible for patient home glucose meters.
- Contractor shall also provide training for patients using the home glucose meters.
- Patients with existing meters should be converted to new meters at no cost.
- All newly diagnosed diabetics and all patients new to CCHHS will be provided meters at no cost (patients may be inpatient or outpatient) – ratio of one meter for every 300 strips purchased.
- Meters shall be sent to CCHHS clinics directly for distribution to patients with appropriate education
- Starter strip packs will be provided with all new meters
- No charge downloading computer device shall be provided by the Contractor; there shall be one at each CCHHS facility.

6.3.1 Patient Home Glucose Monitors

The equipment and other deliverables must meet or exceed the following characteristics:
1. Accuracy must be within +or- 15%
2. Amount of blood needed for each test 1.2 uL or less
3. Must be able to store over 400 data points
4. Must be able to be downloaded through a wireless connection
5. Meter must be able to test for Ketones
6. Must be no coding calibration or Automatic Coding
7. Ease of use (Describe the ease of use)
7. Provide time for test to result (6 seconds or less)
9. Provide dimensions
10. Provide Lancet size
11. List of interfering substances. (Must include maltose, galactose, Xylose.)
12. Provide Hematocrit range
13. Provide Monitor measurement range.
14. Describe data management system for patient home meters (Provide examples of reports)

6.4 Data Management System Inpatient

The Contractor shall provide monitors which can be interfaced preferably by real time wireless to CCHHS middleware (RALS Web III). They must provide technical support during initial interfacing and when issues arise. They must meet interface testing specifications. The Contractor is responsible for any costs related to interfacing to CCHHS middleware product, RALS Web3.
6.5 Data Management System Outpatient

The Contractor shall provide Glucose monitors which can:

- Have a bidirectional integration with Cerner Millennium EMR through Cerner cloud based Services.
- Remote monitoring should be documented via a Cerner Millennium Order that is embedded in existing clinical work flow
- Results will flow seamlessly into the patient’s EMR in real time
- Device should be provided to patient in a Plug and Play seamless format. This includes all needed components for a wireless gateway or mobile gateway.
- They contractor shall provide technical support and training for all users of this program.
- They contractor shall also provide technical support during the interfacing of this patient information to the Patient’s medical record.
- The vendor is responsible for any costs related to interfacing to CCHHS system.

6.6 Connectivity

- 163 connectivity ports (JSH-235, PH-40, ACHN-20, Oak Forest 18, Cermak 50, JDTC 5: CC Public Health 14)
- Provide all appropriate cables to connect the port’s work stations.
- Connectivity must be wireless and wired (site dependent).
- Provide all necessary instructions and manuals
- Technical support for connectivity to CCHHS middleware.
- Wireless connectivity for patient home meters to enable downloading of patient’s home glucose results. This includes downloading of monitors at multiple sites.
- All necessary instructions and manuals to provide calculated data required for treatment of diabetic patients

6.7 Miscellaneous

- All upgrades to the CCHHS bedside monitors shall be provided at no additional charge for the duration of the contract.
- All upgrades to patient home monitors shall be provided at no additional charge for the duration of the contract.
- All upgrades to the Contractor’s data management program for the home glucose monitors shall be provided.
- The Contractor shall be solely responsible for performing both corrective and preventive maintenance on the Hospital bedside monitors and data management system throughout the life of the contract.
- The Contractor shall be responsible for all materials necessary to perform all corrective maintenance and preventive maintenance.

6.8 Proposer Demonstration

A clinical demonstration of the Proposer’s equipment shall be held at John H. Stroger, Jr. Hospital of Cook County prior to the award of the contract in order to determine compliance with the purchase specification. In addition there will be a two week evaluation period. An evaluation of inpatient glucose monitors will be performed at multiple CCHHS sites. This will be a side to side evaluation of each Contractor’s glucose monitor at no charge to the Hospital. (Please note all equipment will be returned to the Proposer’s at the conclusion of the evaluation.)

Each Proposer will provide 20 home patient home glucose monitors for a side by side evaluation by CCHHS staff. In addition a hands on demonstration of the data management system is required including:
a. Onsite user training at the designated evaluation sites.
b. 20 hospital bedside glucose monitors and 20 patient home monitors.
c. Onsite hands on demonstration of the data management collection system for patient home glucose monitors.
d. A sufficient amount of blood glucose detection strips and controls in order to run the monitors for the evaluation period.

7. Requirement of Proposal Packet

1. The total number of monitors included in the proposal broken down according to their corresponding model number.
2. The quantity and description of each glucose detection strip included specified in the proposal.
3. A description of glucose strip packaging for patient home meters (Current practice is to dispense 50 glucose test strips every 6 months for patients on oral therapy.)
4. A description of the user training program including estimated time for training, user competency test, and training literature.
5. A description of patient training in multiple languages for a period of six (6) months for patient home meters.
6. Its plan to partner in the transition from current home glucose monitors to replacement monitors for all 40,000 patients.
7. Ability to train at all facilities within CCHHS (both health care professionals and patients.)

All monitors submitted for this proposal shall be FDA cleared and currently sold in the US Healthcare market. Included in the proposal the Contractor will submit a ‘FACT SHEET’ for both the hospital based monitor and the patient home monitor. This ‘FACT SHEET’ will include:

- Monitor dimensions
- Weight of monitor with battery
- Dock dimensions (inpatient meters)
- Battery charging and Life of battery
- Messaging capability
- Warranty
- Packaging size of glucose strips along with outdating requirements
- Hematocrit range
- Correlation to plasma like reference samples
- Effect of temperature on strip and temperature range
- Effect of humidity on strip and humidity range
- Monitor measurement range (both inpatient and patient home monitors)
- Analytical method by monitor
- Sample type
- Stability
- Interfering substances

A reference sheet shall be provided in the Proposer’s Proposal packet. The reference sheet shall list institutions (preferably in the Chicagoland area) which currently use the monitors, a name of a contact person, the address, the telephone number, and the number of monitors in the institution.

8. Contractor’s Responsibilities /Obligations

Contractor warrants fault-free performance and fault-free results in the processing date and date related data (including, but not limited to calculating, comparing and sequencing) of all hardware, software and firmware products delivered and services provided under this contract, individually or in combination, as the case may be from the effective date of this contract. The County, at its sole option, may require Contractor, at any time, to demonstrate the procedures it intends to follow in order to comply with all the obligations contained herein.
Contractor warranty applies to products provided by the Contractor, its sub-contractor(s) or any third party(s) involved in the creation of the products to be delivered to the County under this contract. Contractor’s warranty is separate and distinct from any other warranty specified in this contract, and is not subject to any disclaimer of warranty or limitation of the Contractor’s liability, which may be specified in this contract by reference.

8.1 Electrical Safety Labeling

Electrical equipment shall be tested, certified, and labeled by a nationally recognized safety-testing laboratory. It is the Contractor’s responsibility to ensure that this equipment is tested and labeled to meet this requirement. All costs associated with the testing and labeling will be borne by the Contractor. Contractor will include information on additional options, accessories, and supplies, features and configurations that are available but may not be part of this specification.

8.2 Documentation and Upgrades

1. At the time of delivery of the equipment, the County will receive at least 229 complete and unabridged sets of operator manuals, and four (4) complete and unabridged sets of service manuals, electric, pneumatic and hydraulic schematics (whichever are applicable) and troubleshooting documentation for each model of equipment supplied. These manuals and documentation should contain the identical diagnostic codes and commands as the service representatives of the seller receive. The County will receive at no additions cost, all updates and revisions of these manuals, schemations, and documentation, as they become available from the seller, for each model of equipment purchased.

2. In the event that computer software or external devices are required for operation, calibration, or repair of the equipment, the seller shall make them available to the County. The software may be in the form of ROM type memory, magnetic media, software transmitted via telephone, or any new formats, not yet available, that may be developed in the future. The County has the right to use and operate all hardware and software for the purpose of operating, repairing, or calibrating the equipment. The County has the right to allow its designated service representative to use all software for the repair and calibration of the equipment purchased.

3. All the above documentation, software, and manuals become the sole property of the County. All alerts/recalls should be forwarded to the department of Risk Management at the following address:

   Department of Risk Management
   The Cook County Health and Hospitals System
   Administration Building, Rm. 425
   1900 West Polk Street
   Chicago, IL 60612

8.3 Construction Specifications

1. The equipment must have current United States Food and Drug administration approval. In addition to the following specifications, all equipment must conform to UL2601-1 (patient care0, and/or UL187 9X-Ray), and/or UL1262 (Laboratory) equipment construction and safety standards.

2. The unit shall be compliant with the current standards on the electromagnetic compatibility for medical devices. The device should be immune from radiated or conducted electromagnetic interference (EMI) and should not emit either radiated or conducted EMI.

3. The equipment enclosure must be designed to exclude spilled or splashed liquids from entering internal parts of the device while in use.

   a. The interior chassis of the device shall provide suitable support for all internal circuitry, circuit boards and parts so that they will not be damaged or displaced under abuse of the type normally expected in a hospital environment.
8.4 Electrical Specifications

Unless otherwise noted, all proposed electrical equipment shall comply with the following criteria:

- **Input Power**: 115 Volts AC +/- 8% @ 60hz.
- **Power Connectors**: National Electronics Manufacturing Association (NEMA) Hospital grade.
- **Operating Environment**: 60 – 85 degrees Fahrenheit
  30 – 70 % relative humidity

1. The electrical attachment plug is to be a grounding type which will withstand abuse of the type normally expected in a CCHHS environment. A strain relief shall be provided by mechanical means for plugs with screw-type connectors. Cord jackets shall resist oil, oxygen and ozone.

2. The ground conductor wire shall not be smaller than #26 AWG. A strain relief shall be provided in attachment of the power cord to the apparatus. The plug grounding pin-chassis resistance shall not exceed 0.5 ohm.

3. All exposed metal surfaces of the equipment are to be electrically bonded to each other and to the grounding conductor.

4. All electro-medical equipment shall be equipped with a suitable over-current protection device connected prior to the primary control switch.

5. Electrical equipment is to meet the safety and leakage limits specified by NFPA-99, 1996.

8.5 Installation and Acceptance

1. With the exception of any items specifically agreed upon to be performed by Cook County, the Contractor shall have total responsibility for the assembly, installation, interconnection, calibration, and start-up of the equipment. All work by the Contractor in conjunction with installation shall be in accordance with the applicable editions of all federal, state, and local codes and standards including the Chicago Electrical Code and NPPA 70- National Electrical Code.

2. The Contractor shall be solely responsible for taking all appropriate actions to insure that the equipment can be brought safely into the facility and to the installed location.

3. The Contractor shall provide a description of the Contractor’s installation obligations, including all electrical, mechanical and structural requirements.

4. All Contractor installation work shall be performed by full-time bona fide employees working for the Contractor.

5. The Contractor shall be responsible for all damages due to his own operations to all portions of the equipment and to all adjoining property while installation is in progress.

6. Upon receipt, the Contractor shall completely unpack and inspect the equipment. Upon completion of this delivery inspection, any equipment failing shall be repaired or replaced prior to proceeding with equipment installation. During this delivery inspection, Cook County Health and Hospitals System or its designee shall have the option to inspect equipment and to reject any and all equipment which is found not to meet current federal, state or local codes including 21CPR, ANSI, AAMI, AABB, NFPA, CAP, UL and City of Chicago Electrical codes.

7. Upon completion of equipment installation, assembly, interconnection, calibration, and start-up, the Contractor shall test the equipment as to its proper functioning, with all test results recorded in writing.

8. The department shall be responsible for ensuring that all equipment purchased or demonstrated on-site is first electrically safety tested and/or performance tested by the maintenance department. These tests will be automatically scheduled for drop-shipped equipment or may otherwise be scheduled for completion in the Maintenance Department or at the final equipment location by contacting maintenance.

9. Upon completion of testing to the satisfaction of CCHHS by the Contractor, written test results shall be presented to the Maintenance Department, should any of the equipment or software fail to pass Contractor’s testing, it shall be repaired or replaced at once.
8.6 Warranty and Support Services

1. The Contractor shall provide a complete and detailed description of the proposed equipment and/or software warranty which must include all corrective and preventive maintenance labor, repair parts and travel costs for the duration of the contract. The warranty service shall include all preventive maintenance services during the contract period at the same frequency as recommended by the manufacturer’s service literature or more frequently if dictated by use or the environment, for all instruments covered in this contract.

2. Support services to be provided in addition to warranty corrective and preventive maintenance services shall include in-service training, technical training, equipment and software documentation, repair parts availability, replacement and repair of defective equipment, loaner modules and equipment updating, if applicable. The services listed above shall be available to the CCHHS throughout the life of the contract.

3. Repair services shall be provided by qualified technicians who are designated to respond within the metropolitan Chicago area. If Contractor proposes services to be performed off-site or at Contractor’s plant, the shipping and handling should be responsibility of contractor.

4. The Contractor shall provide a description of local and factory based service capability, including the number of service technicians, their base locations and approximate response time for emergency repairs both during regular business hours and otherwise. Specify whether these are guaranteed.

5. Maximum response time for emergency repairs will be six (6) business hours or less, on-site.

6. Maximum response time for non-emergency repairs will be one (1) hour via telephone and twelve (12) business hours or less on-site.

7. The Contractor shall provide a description of their upgrade policy for future equipment improvements.

8.7 Training

The Contractor shall conduct in service training sessions at the time of, or immediately following, installation for CCHHS Personnel. Training sessions shall be scheduled in coordination with and at the convenience of CCHHS.

On-site training will begin at the time of blood glucose monitor change over and will cover all shifts throughout the Hospital. This will be continued until all wards and all shifts have been trained.

The Contractor shall provide in-service training for the duration of the contract on an as needed basis. Video for training of equipment operators and service personnel will be provided whenever available.

The Contractor shall conduct in service training sessions for all CCHHS personnel responsible for the patient home glucose monitors. Contractor will also provide training for patients on the patient home glucose monitors. This training will be planned to facilitate education of our 40,000 patients who have home glucose monitors and any new patients requiring this monitor. The education times shall be scheduled in coordination of CCHHS to meet patient needs. Instructions and information will be made available in multiple languages (Spanish, Russian, Polish, Korean, Chinese in multiple dialects and other languages to be determined.) The Contractor will provide hands on in-service training on the data management system for the patient home glucose meters. Contractor shall provide training through video, written materials and service personnel.
9. 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.

9.1 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.

Proposed Solution

This section must address the detail scope requirements in Section 4.

Qualifications of the Proposer

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

<table>
<thead>
<tr>
<th>Company Profile</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Legal Name</td>
</tr>
<tr>
<td>2. Assumed Names if any</td>
</tr>
<tr>
<td>3. Legal form (e.g. sole proprietor, partnership, corporation, joint venture)</td>
</tr>
<tr>
<td>4. If a subsidiary, provide the same information about the Parent Company as required in this table format.</td>
</tr>
<tr>
<td>5. Proposer's principals/officers including President, Chairman, Vice Presidents, Secretary, Chief Operating Officer, Chief Financial Officer, and related contact information.</td>
</tr>
<tr>
<td>Point of Contact for this RFP including contact information.</td>
</tr>
<tr>
<td>6. Number of employees</td>
</tr>
<tr>
<td>7. Number of years in business</td>
</tr>
<tr>
<td>8. Relevant Certifications</td>
</tr>
</tbody>
</table>
9. Proposer’s Federal Employee Identification Number (or Social Security Number, if a sole proprietorship)

10. List any contracts which the Proposer has entered into during the past (10) years with Cook County, any Cook County Department or CCHHS.

b. Provide at least three (3) relevant references in the required table format below, from clients.

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

*Required information

**9.2 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;

The System Director of Supply Chain Management reserves the right to reject any key personnel proposed if it is determined not to be in CCHHS’ 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 System Director of Supply Chain Management.

**9.3 Subcontracting 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 envelope).

The System Director of Supply Chain Management reserves the right to accept or reject any of the team members if in The System Director of Supply Chain Management’s sole opinion replacement of the team member, based on skills and knowledge, is in the best interest of the County.
Consistent with Cook County, Illinois Code of Ordinances (Article IV, Division 8, Section 34-267), CCHHS has established a goal that MBE/WBE firms retained as subcontractors receive a minimum of 0% of this procurement.

The Office of Contract Compliance has established the following MBE/WBE participation goals for this RFP: **35% MBE/WBE participation.**

The Proposer shall make good faith efforts to utilize MBE/WBE certified firms as subcontractors. In the event that the Proposer does not meet the MBE/WBE participation goal stated by 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.

**9.4 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.”*

**9.5 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.

**9.6 Contract**

Sample Contract General Terms and Conditions are available in the [Doing Business with CCHHS](http://www.cookcountyhhs.org/about-cchhs/doing-business-with-cchhs/bids-rfp/). 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.

**9.7 Economic Disclosure Statement**


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

**9.8 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. 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 the County to understand the basis for the proposal. CCHHS is neither obligated to purchase the full quantities proposed by the Proposer, nor to enter into an agreement with any one Proposer.

9.9 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.

10. Evaluation and Selection Process

10.1 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.

10.2 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.

10.3 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.

11. Evaluation Criteria

11.1 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.

11.2 Technical Proposal
Proposals will be reviewed and selected based on the following criteria.
a. Ability to achieve CCHHS’s business goals, objectives and Scope of Work as described in this RFP.
b. Qualifications and experience of the proposer to successfully perform and provide the services described in this RFP.
c. Qualifications and experience of the proposed key personnel as evidenced by relevant experience.

11.3 Reasonableness of Overall Price
Price will be evaluated separately for overall reasonableness and competitiveness.

11.4 Other Qualitative Criteria
The System Director of Supply Chain Management may at his own discretion reject a proposal from further consideration due to “Non-Responsiveness,” if a proposal does not completely address the following:
1. M/WBE Utilization Plan (EDS forms);
2. Financial Statements;
3. Conflicts of Interest;
4. Contract Terms and Conditions (objections and/or suggested alternate language);
5. Complete References;
6. Addenda acknowledgement (See Addenda Section).

11.5. 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.

11.6 Number of Copies
Proposers are required to submit one (1) original paper copy, one (1) 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 separate from the rest of the response.
Each submission must then be separated in two (2) parts:
Full response except for Pricing and EDS;
Pricing and EDS in a separate envelop (or electronic file).

11.7 Format
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.

11.8 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.

11.9 Packaging and Labeling
The outside wrapping/envelope shall clearly indicate the RFP Title, 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.
11.10 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.

11.11 Availability of Documents
CCHHS publishes competitive bid, RFP, and other procurement notices, as well as award information, at: 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.

12. 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>Contractor Name</th>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
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<td>2.</td>
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<tr>
<td>4.</td>
<td></td>
<td></td>
</tr>
</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.

12.1 Mandatory Site Visit: NONE
CCHHS will hold a mandatory Site Visit 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 site visit is required, the Proposer must sign the site inspection sheet and include a copy of this sign-in sheet in the response to the RFP.

12.2 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.
12.3 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.

12.4 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.

12.5 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.

12.6 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.

12.7 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.

12.8 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.

12.9 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.

**12.10 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.

**13. 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.
14. 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 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 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.
15. Proposal Acknowledgement Form

This acknowledgement of receipt should be signed by a representative of Supply Chain Management located at Stroger Hospital, 1901 W. Harrison Street, 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.**

Solicitation Number and Title:

Contractor Name:

Accepted By:

Date:

Time (if time machine is not available, hand write the time):

A.M

P.M

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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PROPOSAL RECEIPT ACKNOWLEDGEMENT FORM

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