COOK COUNTY HEALTH AND HOSPITALS SYSTEM (CCHHS)

REQUEST FOR QUOTE (RFQ) # H17-0030

TITLE: Client Outreach and Application Processing for Lead Hazard Remediation

GENERAL DESCRIPTION: The Cook County Department of Public Health (CCDPH) is seeking a contract for the provision of administrating a Lead Hazard Reduction Demonstration Grant Program.

DATE ISSUED: October 4, 2017

VENDOR QUESTIONS DUE DATE: October 11, 2017 by 2 p.m. CST

REQUEST FOR INFORMATION DUE DATE: November 1, 2017 by 2 p.m. CST

Responses to this RFQ shall be delivered after 8:00 AM (CST) but no later than 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 # 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 RFQ must include the RFQ Acknowledgement Form included at the end of this document.*

All questions regarding this RFQ should be directed to purchasing@cookcountyhhs.org as instructed in Section 8 of this RFQ.

The RFQ and related Addenda will be posted at the http://www.cookcountyhhs.org website under the “Doing Business with CCHHS” tab.
# Lead Hazard Remediation

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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
This RFQ is to contract with an entity (or entities) to work within nine priority communities in suburban Cook County to:

1. Conduct client education and outreach activities related to lead poisoning prevention in order to establish a pool of potential applicants for a three-year grant program funded by the U.S. Department of Housing and Urban Development (HUD);
2. Work with applicants to complete applications for the program; and
3. Evaluate all applications for approval and acceptance in the Grant program, according to HUD guidelines.

3. Business Goals and Objectives
Through a three-year grant from the U.S. Department of Housing and Urban Development, (HUD), CCHHS is addressing lead-based paint hazards in nine (9) priority areas within suburban Cook County that are high risk for lead poisoning. The nine (9) areas are: Maywood, Berwyn, Cicero, Blue Island, Calumet City, Calumet Park, Dolton, Riverdale and Robbins. The Grant funds assessment, remediation and clearance of lead-based paint hazards in income-eligible units in the nine (9) targeted areas that have children who have been identified as having a blood-lead level between 5-9 μg/dL. If a property owner qualifies for the Grant program, all costs associated with assessment, lead abatement and/or mitigation and clearance, as set forth in the work order, will be covered by the Grant.
Proposers will be responsible for carrying out all client education and application processing activities as detailed in section 5.2 below, including but not limited to conducting outreach activities, providing individual application assistance, application review, application processing, and fulfilling all reporting requirements of the funder.

Proposers will process approximately 58-65 applications over three years to ensure the required number of housing units are remediated under the Grant.

4. Schedule

CCHHS anticipates the following schedule.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Estimated Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFQ posted to the website</td>
<td>October 4, 2017</td>
</tr>
<tr>
<td>Proposer Inquiry Deadline</td>
<td>October 11, 2017</td>
</tr>
<tr>
<td>Proposal/Quote Due Date</td>
<td>November 1, 2017</td>
</tr>
<tr>
<td>Quote Opening - Tentative</td>
<td>Week of November 2017</td>
</tr>
</tbody>
</table>

5. Required Quote Content

This RFQ provides potential Proposers with sufficient information to enable them to prepare and submit quotes. 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.

Any page of a Quote 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. 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 Quote or any other material marked as confidential, proprietary, or trade secret, can only be protected to the extent permitted by Illinois Statutes.

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

5.1 Proposer Information

Proposers responding to this request must have experience providing the required services.

a. Proposer must respond with the following information:

<table>
<thead>
<tr>
<th>Company Profile (Prime only)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Point of Contact for this quote including email and phone number.</td>
</tr>
</tbody>
</table>
2. Secondary Point of Contact for this RFQ including email and phone number.

3. Legal Name

4. Assumed Names if any

5. Legal form (e.g. sole proprietor, partnership, corporation, joint venture)

6. If a subsidiary, provide the same information about the Parent Company as required in this table format.

7. Date and State where formed

8. Proposer’s principals/officers including President, Chairman, Vice Presidents, Secretary, Chief Operating Officer, Chief Financial Officer, and related contact information.

9. Proposer’s Federal Employee Identification Number (or Social Security Number, if a sole proprietorship)

10. Is Proposer authorized to conduct business in Illinois? Please provide Registration Number issued by the Illinois Secretary of State, and attach Cook County Assumed Business Name Certificate, if applicable.

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

12. Briefly describe any experience working on programs funded by the U. S. Department of Housing and Urban Development (HUD).

5.2 Proposal

The Proposer will be responsible for the following:

1. In collaboration with, and using contact information provided by CCDPH, conduct outreach and education activities to encourage applications for the lead grant program. This may include developing information for mailings, attending meetings in communities identified by CCDPH to promote the program, online marketing, email correspondence with community partners, etc.
2. For addresses specifically identified by CCDPH as potential applicants, the Proposer will contact the homeowner, at least three separate times, via phone or email, until 58-65 successful, qualifying applications for lead hazard remediations are approved over the three years of the grant.

3. Proposer will maintain a call center, or otherwise, designate a point of contact, to facilitate program outreach. This contact person(s) will serve as a source for additional information, provide initial screening, and fulfill requests for applications and application review appointments for potential applicants.

4. Proposer will review lead grant program applications for eligibility based upon each applicant’s total annual household income, owner-occupancy, citizenship, qualifying geography and any other requirement established by the County, for approval.

5. Proposer will review and accept/deny applications for the program in accordance with HUD guidelines. Further information will be shared with the successful Proposer(s), but in short, the Lead Hazard Reduction Demonstration Grant Program is restricted to
   a. homeowners or renters who are of low- to moderate-income, defined as a household earning up to 80% of the Area Median Income for Cook County, adjusted for size, as published by HUD.
   b. At least 50% of rental applicants must earn 50% or below Area Median Income for Cook County.

6. Proposer will create approval and denial letters for applicants, and will issue letters based on the application information provided by each household and HUD requirements. Approval letters will provide information on timeline and next steps in the remediation process. Denial letters will outline the reason for why the applicant is not eligible. Denied applicants will be given the opportunity to appeal the decision based on procedures established by Cook County.

7. Proposer will forward full copies (paper or electronic) of each approved applicant file to CCDPH on a monthly, or as-needed, basis.

8. Proposer will maintain copies of all applicant files (approved or denied) for 5 years, or as required by the grant program agreement.

9. Proposer will maintain a tracking spreadsheet with information on all applications submitted, partially or in whole, during the three years of the grant.

10. Proposer will prepare reports of this information at agreed upon intervals, or on an as-needed basis.

11. Proposer will submit monthly invoices to CCDPH.

Over the three years, 58-65 successful, approved applications must be processed by each of the Proposer(s). The Proposer should provide a quote that takes into account that not every applicant will be eligible for the program, so some applications will NOT be approved for the program (anticipate 10-15%). The price for all client education and outreach activities to encourage
program applications, and work on any partial, incomplete, or not qualified applications should be accounted for in the price quote.

Proposer should provide a per-year price quote based on the required deliverables.

5.3 Contract

Sample Contract **CCHHS Terms & Conditions** are available in the [Doing Business with CCHHS](http://www.cookcountyhhs.org/about-cchhs/doing-business-with-cchhs) website, which will include our standard insurance requirements.

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 RFI.

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

5.4 Economic Disclosure Statement

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

The EDS form can be found at [http://www.cookcountyhhs.org/about-cchhs/doing-business-with-cchhs](http://www.cookcountyhhs.org/about-cchhs/doing-business-with-cchhs)

CCHHS Financial Information

a. Provide the audited summary financial statements for the last two fiscal years.

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.
5.5 Addenda

Since all addenda become a part of the Quote, all addenda must be signed by an authorized Proposer representative and returned with the Quote. Failure to sign and return any and all addenda acknowledgements shall be grounds for rejection of the Quote.

Addenda issued prior to the Quote due date shall be made available via CCHHS website: [http://www.cookcountyhhs.org](http://www.cookcountyhhs.org).

6. Evaluation and Selection Process

6.1 Evaluation Process

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.

6.2 Consideration for Contract

Any proposed contract including all negotiations shall be subject to review and approval of CCHHS management and / or CCHHS legal.

7. Instructions to Proposers

These instructions to Proposers contain important information and should be reviewed carefully prior to providing the Required Quote 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 Quote.

7.1 Questions and Inquiries

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

Question must be submitted in the following format, in excel.

<table>
<thead>
<tr>
<th>ID</th>
<th>Vendor Name</th>
<th>RFQ Section</th>
<th>Question</th>
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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 Quote. Such inquires must reference the Quote due date and CCHHS RFQ number.
7.2 Number of Copies

Proposers are required to submit one (1) original hard copy, one (1) electronic copy (CD only please) no later than the time and date indicated in the RFQ.

NOTE: the paper copy of the pricing RFQ and EDS must be submitted separate from the rest of the response.

Each submission must then be separated as follows:

1. One (1) Pricing and EDS hard copies in a separate envelop (or electronic file);
2. One (1) complete electronic response package (including excel pricing file and EDS) emailed to the email address on the cover page.

Please see the RFQ Receipt Acknowledgement form at the end of this file for the form required at delivery time.

DO NOT USE EXPENSIVE PAPER OR MARKETING GRAPHICS THAT MAY DISTORT ELECTRONIC PAGES. PLEASE USE STANDARD PAPER.

7.3 Time for submission

Electronic Quotes shall be submitted no later than the date and time indicated on the cover page of this RFQ and purchasing@cookcountyhhs.org for electronic copies. Late submittals will not be considered.

7.4 Timely delivery of Quotes

The Quote (s) must be emailed to the named person on the cover page of this document. Include the RFQ number and title on the subject line of the email. CCHHS assumes no responsibility for any Quote not so received.

7.5 Availability of Documents

CCHHS publishes competitive Quote, RFQ, 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.

7.6 Alteration/Modification of Original Documents

The Proposer certifies that no alterations or modifications have been made to the original content of this Quote / RFQ or other procurement documents (either text or graphics and whether transmitted electronically or hard copy in preparing this Quote). Any alternates or exceptions (whether to products, services, terms, conditions, or other procurement document subject matter) are apparent and clearly noted in the offered Quote. Proposer understands that failure to comply with this requirement may result in the Quote being disqualified and, if determined to be a deliberate attempt to misrepresent the Quote, may be considered as sufficient basis to suspend or debar the submitting party from consideration from future competitive procurement opportunities.
7.7 Cost of Proposer Response

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

7.8 Proposer’s Responsibility for Services Proposed

The Proposer must thoroughly examine and read the entire RFQ 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.

7.9 RFQ Interpretation

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

7.10 Specifications and Special Conditions

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 Quote documents.

7.11 Errors and Omissions

The Proposer is expected to comply with the true intent of this RFQ 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 Quotes and for satisfying the requirements set forth in the RFQ. 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 Quote together.

7.12 Quote Material

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

7.13 Confidentiality and Response Cost and Ownership

All information submitted in response to this RFQ shall be confidential until CCHHS has executed a Contract with the successful Proposer or has terminated the RFQ process and determined that it will not reissue the RFQ in the near future. Following such actions, the contents of Quotes submitted in response to this RFQ 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 Quote, it must request that the information be withheld by specifically identifying such information as proprietary in its Quote. 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.

7.14 Awards

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 Quote.

7.15 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 Quote, in any combination that is in the best interest of CCHHS.

7.16 Cancellation of RFQ; Requests for New or Updated Quotes

CCHHS, in its sole discretion, may cancel the RFQ at any time and may elect to reissue the RFQ at a later date. CCHHS may also issue an Addendum modifying the RFQ and may request supplemental information or updated or new Quotes.

8 Definitions

The following definitions shall apply to this RFQ:

"Addendum" or "Addenda" shall refer to one or more documents issued to Registered Proposers in hard or soft copy by which modifies this Request for Quote 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 RFQ.

“Contractor(s)" shall mean the individuals, businesses or entities that have submitted a Quote 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 RFQ.

“General Conditions” shall mean the terms and conditions included in Attachment C of the RFQ.

"Quote" shall mean the document(s) submitted by Proposer(s) in response to this RFQ that constitute a Proposer’s offer to enter into contract with the CCHHS under terms consistent with this RFQ, 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 RFQ.
"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 Quotes" or "RFQ" shall refer to this solicitation of Quotes by CCHHS which may lead to the negotiation of a contract and the recommendation that the CCHHS authorize a Contract with a Proposer.

“Solution” shall mean the specific configuration of Deliverables that is submitted in a Proposal to meet the needs and goals of the CCHHS as articulated in this RFQ.
Appendix A – RFQ Receipt Acknowledgement Form

RFQ 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 RFQ Number and Title, Proposer’s Name, Proposers Address, and Point of Contact RFQ. **Prefill the first two lines prior to submission.**

<table>
<thead>
<tr>
<th>Solicitation Number and Title:</th>
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</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 available, hand write the time):</td>
</tr>
<tr>
<td>A.M</td>
</tr>
</tbody>
</table>

RFQ shall be submitted no later than the date and time indicated on the cover page of the RFQ. **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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<tr>
<td>Time (if time machine is not available, hand write the time):</td>
</tr>
<tr>
<td>A.M</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.