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COOK COUNTY HEALTH (CCH)

REQUEST FOR PROPOSAL

(RFP) NO. H26-25-047

FOR

CONTRACT LABOR MANAGEMENT SERVICES FOR NURSE AGENCY SERVICES

GENERAL DESCRIPTION: Cook County Health (CCH) seeks proposals from qualified Contract Labor Management Organizations to provide comprehensive Contract Labor Management Services for contingent nursing and clinical support personnel.

Date Issued: July 27, 2026

Pre-Submission Conference /Field Inspection: None

Vendor Questions: Any questions regarding this RFP should be submitted via Bonfire.
Question submission deadline: August 7, 2026, by 2:00 PM Central Time

Submission / Response Due Date:

Submissions are due no later than 2:00 PM Central Time on September 3, 2026.

Submission Must be Uploaded to:

<https://cookcountyhealth.bonfirehub.com/portal/?tab=openOpportunities>

LATE PROPOSALS WILL NOT BE CONSIDERED

COOK COUNTY HEALTH

Erik Mikaitis, MD, MBA

Chief Executive Officer

Charles A. Jones

Chief Procurement Officer

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Request for Proposal (RFP) H26-25-047
Contract Labor Management Services or Nurse Agency Services

1. Hospital System Background

1.1 Cook County Health

Cook County Health (CCH) provides a wide range of health care services and operates the John H. Stroger, Jr. Hospital of Cook County, a tertiary acute care hospital, and Provident Hospital of Cook County, a community acute care hospital. Cook County Health is also comprised of:

- More than a dozen community health centers offering primary and specialty care and diagnostic services.
- The Cook County Department of Public Health (CCDPH), a certified local public health department serving most of suburban Cook County
- Cermak Health Services of Cook County, which provides health care services to the detainees in the Cook County Sheriff's Department of Corrections and to the residents of Cook County's Juvenile Temporary Detention Center
- Ruth M. Rothstein CORE Center, a comprehensive care center for care of HIV and other infectious diseases, and
- CCH, the largest Medicaid managed care plan in Cook County and one of the largest in the northeast region of the state

CCH history and mission to care for all, regardless of the ability to pay, dates to 1835. In that time, CCH cared for millions of people, trained thousands of doctors, and conducted important research that has contributed to modern day practices in hospitals. We have centers of excellence in trauma, burn and emergency care, oncology, endocrinology, infectious disease, and other areas. We have long been the safety net to the safety net when it comes to caring for the uninsured, a mission that remains today despite the new healthcare environment in which we operate.

CCH is one of the largest public health systems in the United States. As a provider of care, CCH sees approximately 300,000 unique patients annually through more than one million outpatient visits and more than 20,000 admissions, including 77,000 detainees at the Cook County Department of Corrections and residents of the Juvenile Temporary Detention Center. We are the largest provider of HIV care in the Midwest and one of the largest in the nation. On an average day, CCH fills twenty times as many outpatient prescriptions as the average commercial pharmacy. The CCDPH is a state and nationally certified public health authority serving the majority of suburban Cook County.

2. Purpose

Cook County Health (CCH) is soliciting proposals from qualified Contract Labor Management Organizations ("Proposers") to provide comprehensive Contract Labor Management Services. The selected Proposer will serve as a Managed Service Provider (MSP), coordinating contingent nursing and clinical support personnel through a network of staffing Agencies to ensure CCH fulfills its mission, maintains adequate staffing levels, and delivers high-quality care across all facilities.

a. Objective

The objectives of this program include:

- i. Ensuring CCH's operational contingent labor needs for nursing and clinical support roles are consistently met

- ii. Providing a broad, diverse and reliable pool of qualified contingent nurse and clinical technician labor resources
- iii. Improving operational efficiency through centralized labor management, reporting, and performance oversight.

b. Term of Services

The term of the resulting contract shall be thirty-six (36) months, with two (2)-year extension options.

c. Basis of Award

The basis of the award shall be to one or more Proposer(s) based on the highest rated Submission offering the best value to CCH meeting the specifications, terms, and conditions in accordance with the evaluation criteria set forth in this RFP.

3. Schedule

CCH anticipates the following schedule.

Activity	Estimated Date
RFP posted to the CCH website	July 27, 2026
Pre-Submission Conference / Site Visit	None
Proposer Inquiry Deadline	August 7, 2026, at 2:00 P.M. CT
Response to Inquiries (Tentative)	Week of August 17, 2026
Submission Due Date	September 3, 2026, at 2:00 P.M. CT

4. Scope of Services:

Service Objective

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

The Proposer shall serve as a Managed Service Provider (MSP) responsible for coordinating contracted nursing and clinical support services. The Proposer does not function as a staffing agency and does **not** employ clinical personnel. Instead, the Proposer manages relationships with multiple Agencies to ensure timely, compliant, and high-quality staffing support.

The Proposer must ensure that all Agencies and personnel:

- Meet CCH's staffing requirements across all clinical areas.
- Comply with all applicable Illinois laws, regulations, and professional practice standards.
- Adhere to CCH policies, procedures, and operational goals.
- Maintain readiness to support CCH's 24/7/365 patient care environment.

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

4.1 Contracting Service Requirements

The awarded Proposer shall ensure its network of Agencies provides qualified personnel to meet CCH's supplemental staffing needs for Cook County Health (CCH) and all its facilities. Requirements include:

a. Personnel Provision

- Agencies must supply Registered Nurses (RNs) and Licensed Practical Nurses (LPNs) licensed in Illinois.
- Agencies must provide sufficient staffing levels to meet patient care demands across all CCH facilities.
- Agencies must maintain 24/7/365 staffing capability, including 8–12 hour shift availability.
- All personnel must adhere to CCH policies, procedures, and standards of professional practice.

b. Role Coverage

The Proposer shall maintain Agency resources capable of providing, at a minimum, the following personnel classifications:

- **Nursing Positions**
 - Registered Nurse (RN)
 - Registered Nurse Educator
 - Wound Ostomy Registered Nurse
 - Licensed Practical Nurse (LPN)
 - Labor & Delivery Registered Nurse
 - Infusion Registered Nurse
 - Dialysis Registered Nurse
 - Pediatric Intensive Care Unit (PICU) Registered Nurse
 - Neonatal Intensive Care Unit (NICU) Registered Nurse
 - Telemetry Registered Nurse
 - Obstetrics Registered Nurse
 - Intensive Care Unit Registered Nurse
 - Specialty On-Call Registered Nurses (Operating Room, Catheterization Laboratory, etc.)
 - Charge RN Levels I, II, and III
 - Nurse Manager
 - House Supervisor
- **Clinical Support Positions**
 - Endoscopy Technician
 - Dialysis Technician
 - Emergency Room Technician
 - Certified Surgical/Operating Room Technician
 - Certified Sterile Processing Technician
 - Telemetry Monitor Technician

Certified Nursing Assistant (CNA)
Medical Assistant
Health Advocate/Patient Care Assistant
Sitter
Surgical Technician I
Surgical Technician II
Ward Clerk
Other nursing support and allied clinical personnel as requested by CCH

4.2 Patient Care

The Proposer shall ensure participating Agencies provide personnel who:

- Deliver patient care services consistent with accepted standards of nursing practice and applicable Illinois laws and regulations.
- Administer medications and treatments within the scope of licensure.
- Monitor patient conditions and communicate findings appropriately.
- Maintain accurate clinical documentation.
- Provide direction and supervision to assigned healthcare personnel as appropriate.
- Perform duties assigned by CCH leadership consistent with professional licensure and competence.

4.3 Electronic Health Records

All Agency personnel must document services in the CCH designated Electronic Health Record (EHR) system and comply with all documentation standards.

4.4 Personnel Availability

The awarded Proposer shall ensure participating agencies provide personnel capable of working various shifts, including:

- Eight (8)-hour shifts
- Ten (10)-hour shifts
- Twelve (12)-hour shifts
- Alternate schedules as determined by CCH

Coverage shall be available twenty-four (24) hours per day and seven (7) days per week based upon operational requirements.

4.5 License, Permit and Qualifications

The Proposer shall ensure that all staffing Agencies and assigned personnel:

- Maintain all required licenses, certifications, permits, registrations, and accreditations.
- Comply with all applicable federal, state, and local regulations.
- Possess the qualifications, competencies, and experience required by CCH for the assigned position.
- Hold current Illinois licensure where required.
- Maintain specialty certifications when applicable, including but not limited to:
 - ACLS
 - PALS
 - BLS/CPR

- Specialty certifications required by assignment

Prior to orientation, the awarded Proposer shall provide:

- Candidate profile information
- Skills competency checklist
- CPR certification verification
- Professional license verification
- Orientation scheduling details
- Assignment identification number

The Proposer shall ensure personnel review applicable facility policies including:

- Dress Code Policy
- Personal Appearance/Nail Policy
- Cell Phone Usage Policy
- Identification Badge Policy
- Department of Corrections Code of Conduct (when applicable)

4.6 Agency Personnel Onboarding Requirements.

The Proposer shall ensure that agency-assigned personnel meet CCH onboarding and occupational health requirements.:

- Immunization and Health Screening (Rubella, Rubeola, Hepatitis B, Mumps, Varicella)
- Tuberculosis Screening (IGRA or two step TST per CDC guidelines)
 - Annual TB questionnaire for latent TB cases. Additional medical evaluation may be required for positive test results.
- Compliance with CCH Influenza and COVID 19 vaccination policies
- Adherence to infection control policies and post exposure protocols
- Exposure reporting and post-exposure evaluation requirements
- Fitness for duty assessments when medically indicated.

4.7 Onsite Support Requirements

The Proposer must provide dedicated Managed Service Program support personnel responsible for:

a. Minimum Staffing Requirement

The Proposer shall provide a minimum of four (4) dedicated support resources, either onsite or as otherwise approved by CCH.

Program support responsibilities shall include:

- Job requisition management and entry
- Candidate coordination
- Secondary candidate screening
- Compliance verification
- Credential tracking
- Onboarding coordination
- Orientation scheduling and documentation
- Workforce reporting and analytics
- Agency performance management
- Issue resolution and escalation management

The Proposer shall also provide twenty-four (24) hour, seven (7) day emergency support contact coverage.

b. Technology Platform Requirements

The Proposer shall provide a technology platform capable of:

- Managing staffing requisitions
- Candidate submissions and workflow management
- Credential and compliance tracking
- Timekeeping and attendance monitoring
- Vendor management
- Reporting and dashboards
- Audit trail maintenance

The platform shall support custom reporting and provide data access for authorized CCH personnel.

4.8 Reporting/Recordkeeping Requirements

The Proposer shall provide a dashboard system capable of tracking Agency data and generating custom reports:

- Financial Reporting
 - Submit itemized monthly invoices
 - Agency bill rate reporting
 - Labor spend reporting
 - Overtime and premium hour reporting
- Workforce Analytics
 - Vacancy and fill data
 - Agency utilization statistics
 - Turnover analysis
 - Extension and renewal trends
 - Time-to-fill metrics Team
- Market Intelligence
 - Market rate analysis
 - Rate trend analysis
 - Position-specific market assessments
 - Supply-demand workforce analysis
- Ad Hoc Reporting

4.9 Business Reviews and Performance Management

The Proposer shall participate in quarterly and/or semi-annual performance reviews with CCH.

Reviews shall include:

- Service-level performance
- Key performance indicators (KPIs)
- Agency scorecards
- Spend analysis
- Workforce trends

- Continuous improvement initiatives
- Technology performance
- Customer satisfaction metrics

4.10 Key Performance Indicators (KPI)

The Proposer shall monitor and report performance, at a minimum, on the following metrics:

- **Operational Metrics**
 1. **Time-to-Start**
 - Average days from requisition creation to orientation date.
 2. **Fill Rate**
 - Percentage of staffing requests successfully filled.
 3. **Orientation No Call/No Show Rate**
 - Percentage of scheduled personnel failing to attend orientation.
 4. **Early Resource Demobilization Rate**
 - Percentage of assignments ending early due to clinician-initiated cancellation or performance-related separation.
 5. **Extension Renewal Notification Timeliness**
 - Average number of days before assignment expiration that extension recommendations are provided.
 6. **Start Date Change Rate**
 - Percentage of assignments experiencing delayed start dates.
- **Satisfaction Metrics**
 1. **Agency Satisfaction Rating**
 - Satisfaction score reported by participating staffing agencies regarding MSP services.
 2. **Clinician Satisfaction Rating**
 - Satisfaction score reported by contingent personnel assigned to CCH.
 3. **CCH User Satisfaction Rating**
 - Satisfaction score reported by CCH managers and stakeholders.
 4. **Technology Satisfaction Rating**
 - Satisfaction score regarding reporting tools, dashboards, and workforce technology solutions.
- **Reporting Metrics**
 1. **Reporting Accuracy**
 - Timeliness and accuracy of required reports.
 1. **Compliance Rate**
 - Percentage of personnel meeting credentialing, onboarding, and regulatory requirements prior to assignment start.

4.11 Implementation and Transition Timeline

The Proposer shall provide a comprehensive implementation and transition plan designed to ensure uninterrupted staffing services and a seamless transition from the current state to the proposed Managed Service Program (MSP).

The implementation plan shall include details outlining the following:

- Project Kickoff

- Discovery and Program Design
- Technology Configuration and Testing
- Agency Onboarding, Transition, and Training
- Go-Live and Stabilization
- Ongoing Operations

4.12 Definitions

For purposes of this Section, the following definitions apply:

- **“CCH” or “Cook County Health”** – The healthcare system issuing this RFP, including all hospitals, clinics, and affiliated facilities.
- **“Proposer”** – The organization submitting a proposal in response to this RFP.
- **“Awarded Vendor” or “Contractor”** – The Proposer selected and contracted by CCH.
- **“Agency”** – A staffing firm subcontracted by the Proposer to supply clinical personnel.
- **“Personnel” or “Agency Personnel”** – Nurses, technicians, and clinical support staff assigned to CCH through the Proposer’s network of Agencies.
- **“Managed Service Provider (MSP)”** – The Proposer acting as a centralized coordinator of staffing Agencies, compliance, reporting, and performance management.
- **“Time to Start”** – The number of days between job posting and personnel orientation.
- **“Fill Rate”** – The percentage of posted positions successfully filled by the Proposer.
- **“Early Demobilization”** – Personnel initiated contract termination prior to completion.

5. Submission of Response

5.1 Instructions for Submission

5.1.1 Electronic Submission

Proposers are required to electronically submit their Response to <https://cookcountyhealth.bonfirehub.com/portal/?tab=openOpportunities> no later than the time and date indicated in the RFP.

The Proposer is responsible for ensuring the electronic copy is complete.

5.1.2 Time for Submission

Submissions shall be submitted no later than the due date and time indicated in this RFP. Late submittals may not be considered.

5.1.3 Late Submissions

The Proposer remains responsible for ensuring that its Submission is received at the time, date, place, and office specified in this RFP. CCH assumes no responsibility for any Submission not so received, regardless of the cause of delay.

5.1.4 Schedule of Revisions to RFP Schedule

Should the Proposer consider that changes in the CCH's RFP schedule are required; the Proposer shall submit a revised summary schedule with an explanation for the revision for CCH's review. CCH will be under no obligation to accept revised schedules.

5.1.5 Complete Submissions

Proposers are advised to carefully review all the requirements and submit all documents and information as indicated in this RFP. Incomplete Responses may lead to Submissions being deemed nonresponsive. Nonresponsive submissions will not be considered.

5.2 Submission Requirements

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

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

5.2.1 Cover Letter and Executive Summary

- A. 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. Proposers shall provide information on its point of contact for its Submission to include at a minimum: name, title, address, phone number, and e-mail address.

- B. The executive summary should encompass a concise overview of the Services along with the key personnel designated for the provision of these services. The Summary must specify the members constituting the Proposer's team, detail the organizational relationships among team members, and incorporate an organizational chart pertinent to the project.

5.2.2 Qualifications of the Proposer

- A. Include a description of the organization's track record, including history, number of employees, number of years in business, and a list of projects relevant to this RFP. Including the following information:
- B. Provide at least three (3) references where relevant projects were implemented. Include the name of the contact person, name of the organization, telephone number, and email address. Proposers who do not provide references with complete information as outlined below in their initial response submission will be disqualified from further consideration.

Reference

Required Information	Details
Name of the Organization	
Contact Person	
Contact Person Title	
Contact Person Email	
Contact Person Phone Number	
Date contracted	
Line of business	
Current client/terminated client	
Scope of Services	

5.2.3 Key Personnel

The Proposer must identify the key personnel that will be committed to the project. The Chief Procurement Officer reserves the right to reject any key personnel proposed if it is determined in CCH's best interest. Provide a chronological resume for each of the key personnel proposed. Each key personnel member shall have three (3) references. In addition, provide the time commitment for each key personnel. Indicate the level of their commitment to other projects if any.

5.2.4 Scope of Services Response and Solution

Provide your response to the Scope of Services, Section 4. Provide a detailed proposed plan of action indicating how all requirements will be met and the methodology and proposed recommendations to successfully meet the goals of CCH.

5.2.5 Proposed Plan of Action, Implementation, and Solution

Provide a detailed proposed plan of action indicating the methodology, proposed recommendations, and the implementation plan to successfully meet the goals of CCH. In addition, the proposed plan of action shall include key milestones, staff and schedule, and the ability to deliver value with a solution evidenced by cost savings.

5.2.6 Information Technology Security Interrogative

Provide a comprehensive response to the Information Technology Security Questionnaire, **Attachment A, Information Technology Security Interrogative**, which contains security-related inquiries. This questionnaire aids Cook County Health in evaluating the organization's risk exposure when engaging with vendors or partners and in formulating recommendations to improve security protocols and enhance the quality of services rendered.

5.2.7 MBE/WBE Participation

For each proposed MBE/WBE-certified firm, provide the name of the MBE/WBE firm(s), the level of participation, the role the subcontractor(s) will perform, the type of services it will provide, a brief background and resumes of proposed personnel, and submit the MBE/WBE Utilization Plan Forms (see **Attachment B**). CCH may award a contract only to a responsible and responsive Proposer. If the Proposer does not meet the MBE/WBE participation goal stated by CCH for this procurement, the Proposer must nonetheless demonstrate good-faith efforts to satisfy that goal. Evidence of such efforts may include, but is not limited to, documentation showing that the Proposer attempted to identify, contact, and solicit viable MBE/WBE firms for the required services, that certain MBE/WBE firms did not respond or declined to submit proposals for the work, or any other documentation that demonstrates good-faith efforts. Failure by the Proposer to provide the required documentation or otherwise demonstrate good-faith efforts will be considered by CCH in its evaluation of the Proposer's responsibility and responsiveness.

Consistent with Cook County, Illinois Code of Ordinances (Article IV, Division 8, and Section 34-267), CCH has established a goal that MBE/WBE firms retained as subcontractors receive a minimum 35% MBE/WBE of this procurement. **The Office of Contract Compliance has determined that the MBE/WBE participation goal for this specific contract is 17.28% MBE/WBE overall participation.**

5.2.8 Price Proposal

Proposers must submit a Price Proposal for the required services. The pricing information must include any supplemental options or schedules offered by the proposer. All pricing must include all assumptions to facilitate Analysis. In addition, the Price Proposal may include a breakdown of personnel rate card and the number and level of staffing for the services.

- a. Provide detailed pricing bill rate
- c. Provide weekly market analysis for positions. If the market decreases, CCH can accept lower bill rates; if it increases, CCH will consider this for possible bill rate adjustments.
- d. Proposer shall incorporate in their proposal a visual layout of metrics measurement and the staffing process workflow.

CCH makes no guarantee that the services or products identified in this RFP will be required. The Proposer must provide sufficient pricing details to permit CCH to understand the basis for the RFP. If your company has specific, unique, and/or innovative ideas to implement the services that are outside of the parameters defined on the pricing proposal, please provide your firm's recommendations on a separate sheet.

CCH is neither obligated to purchase the full quantities proposed by the Proposer, nor to enter into an agreement with any one Proposer.

5.2.9 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, or objections if any, to meet all insurance requirements stated below. Proposers may also submit current certificates of insurance evidencing compliance with this insurance provision.

The standard Insurance Requirements captured in the sample Contract General Conditions are replaced by the following:

Workers' Compensation Insurance.

Workers' Compensation shall be in accordance with the laws of the State of Illinois or any other applicable jurisdiction. The Workers' Compensation policy should also include the following provisions:

- a. Employers' Liability coverage with a limit of:
 - \$ 1,000,000.00 each Accident.
 - \$ 1,000,000.00 each Employee; and
 - \$ 1,000,000.00 Policy Limit for Disease.
- b. Broad form all states coverage.

Commercial General Liability Insurance.

The Commercial General Liability shall be on an occurrence form basis to cover bodily injury and property damage including loss of use. General Liability limits shall not be less than \$ 1,000,000.00 per occurrence and \$5,000,000.00 aggregate combined single limit for bodily injury and property damage. The General Liability policy shall include, without limitation, the following coverage:

- All premises and operations.
- Broad Form Blanket Contractual Liability.
- Products/Completed Operations.
- Broad Form Property Damage Liability; and
- Cross liability.

Umbrella/Excess Liability Insurance.

- a. \$2,000,000.00 each occurrence for all liability; and
- b. \$2,000,000.00 in the aggregate per policy year separately with respect to products and completed.

Professional Liability Insurance.

- a. \$1,000,000.00 each occurrence; and
- b. \$3,000,000.00 in the aggregate.

Additional Insured.

CCH, its officials, employees and agents, shall be named as additional insureds under the Commercial General Liability policy.

Qualification of Insurers.

All insurance companies providing coverage shall be licensed or approved by the Department of Insurance, State of Illinois, and shall have a financial rating no lower than (A-) VII as listed in A.M.

Best's Key Rating Guide, current edition, or interim report. Companies with ratings lower than (A-) VII will be acceptable only upon written consent of the CCH Legal Department.

Subcontractor Insurance Requirements.

Vendor shall require that Providers who become Subcontractors to the Selected Proposer perform such functions as utilization review or credentialing hereunder, carry professional liability insurance in an amount of:

- a. \$1,000,000 per each occurrence and
- b. \$3,000,000 in the aggregate.

Cyber/Security and Privacy Liability Coverage.

- a. Cyber liability insurance with minimum limit of \$10,000,000 aggregate and no sub-limits under \$5,000,000 for CCH's costs and expenses related to our liability arising from any of the following:
 - (i) Unauthorized access to, or use, disclosure, or acquisition of personal, confidential, or health-related information (including Confidential Information and Protected Health Information) and any related forensic, crisis management, legal, public relations, and investigation costs.
 - (ii) Unauthorized access to, use of, or tampering with computer or network systems or programs, including inability of an authorized third party to gain access to services, denial of service attacks, or other hacker incidents.
 - (iii) Introduction of malware or a computer virus into, or otherwise causing damage to, a third party's computer or network system, or similar computer-related property and damage or loss of the data, software, and programs thereon.
 - (iv) Any government fines, penalties, audits, investigations, or other inquiries resulting from the alleged or actual unauthorized access to or use, disclosure, or acquisition of personal, confidential, or health-related information (including Protected Health Information) or network security liability incident.
 - (v) Third-party breach response, notification, call center, printing, and credit-monitoring costs.
 - (vi) Multi-media and technology professional liability; and
 - (vii) Business interruption loss due to any of the foregoing exposures or incidents.

Vendor shall furnish a certificate or certificates of insurance to CCH prior to commencing performance under the Contract which evidences the above coverages. The insurance purchased and maintained by Vendor shall be primary and not excess or pro rata to any insurance issued by the County.

Additional requirements

Additional Insured

The required insurance policies, with the exception of Workers Compensation and Professional Liability, must name CCH, its officials, employees, and agents as additional insureds with respect to operations performed on a primary and non-contributory basis. Any insurance or self-insurance maintained by CCH shall be excess of the Selected Proposer's insurance and shall not contribute to it. The full policy limits and scope of protection shall apply to CCH as an additional insured even if they exceed the minimum insurance limits specified above.

Qualification of Insurers

All insurance companies providing coverage shall be licensed or approved by the Department of Insurance, State of Illinois, and shall have a financial rating no lower than (A-) VII as listed in A.M. Best's Key Rating Guide, current edition, or interim report. Companies with ratings lower than (A-) VII will be acceptable only upon consent of the Cook County Department of Risk Management. The insurance limits required herein may be satisfied by a combination of primary, umbrella, and/or excess liability insurance policies.

Insurance Notices

Vendor shall notify the Supply Chain Management with thirty (30) days advance written notice if insurance will be cancelled, materially reduced or non-renewed. The Selected Proposer shall secure replacement coverage to comply with the stated insurance requirements and provide new certificates of insurance to SCM.

Prior to the date on which the Selected Proposer commences performance of its part of the work, the Selected Proposer shall furnish SCM certificates of insurance maintained by the Selected Proposer. The receipt of any certificate of insurance does not constitute agreement by CCH that the insurance requirements have been fully met or that the insurance policies indicated on the certificate of insurance are in compliance with insurance required above.

In no event shall any failure of CCH to receive certificates of insurance required hereof or to demand receipt of such Certificates of Insurance be construed as a waiver of the Selected Proposer's obligations to obtain insurance pursuant to these insurance requirements.

Waiver of Subrogation Endorsements

All insurance policies must contain a Waiver of Subrogation Endorsement in favor of CCH.

5.2.10 Financial Status

- A. Provide the summary audited financial statements for the last two fiscal years. Proposers that are comprised of more than one entity must include financial statements for each entity. CCH reserves the right to accept or reject any financial documentation other than the financial statements requested by this section.

If Proposer is unable to provide audited financial statements, state the reasons in your proposal response and provide financial documentation in sufficient detail to enable CCH to assess the financial condition of your company.

Sufficient alternate documentation would be unaudited financial statements from those Proposers not required to have their financial statements audited. At a minimum, the statements need to be the balance sheets and income statements (or equivalent) for the requested two years. Assets/liabilities and income/expenses must be presented in adequate detail for CCH to assess the financial condition of the Proposer.

- B. Proposer must 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. Proposer must state whether the proposer or its parent company has received any sanctions or is currently under investigation by any regulatory or governmental body.

5.2.11 Conflict of Interest

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

5.2.12 Contract, Master Service Agreement (MSA)

A Sample Contract (Master Service Agreement) is available in ([see Attachment C, CCH Sample Master Service Agreement](#)). Execution of the Contract is not required at the time the Submission is submitted. In the event Proposer disagrees with any Contract provisions, or is proposing alternate language, Proposer shall include the language for consideration by submitting the proposed redlines on the sample MSA document. CCH will not consider any exceptions or proposed alternate language to the MSA if the Proposer does not include these objections or alternate language with the Submission. CCH shall not be deemed to have accepted any request exceptions by electing to engage a Proposer in negotiations for a Contract.

5.2.13 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.

5.2.14 Confidentiality of Information

The Selected Proposer may have access to confidential information, including Protected Health Information (PHI) to perform the functions, activities, or services for, or on behalf of, CCH as specified in this RFP. The Proposer must acknowledge that if awarded, there is a high likelihood that the selected Proposer may have access to PHI, in paper or electronic form, and thus, it shall sign a Business Associate Agreement with CCH. As a Business Associate, the selected Proposer will agree to comply with all federal and state confidentiality and security laws and regulations, including HIPAA, HITECH, the Medicaid Confidentiality Regulations, as defined herein, and all other applicable rules and regulations. The Proposer must commit to requiring all staff, including drivers, Attendants, other personnel, and Subcontractors, to complete HIPAA training upon hire and no less frequently than annually thereafter. CCH reserves the right to review and accept the training program prior to implementation or require the selected Proposer to use HIPAA materials or training sessions supplied by CCH.

5.2.15 Economic Disclosure Statement

Execute and submit the Economic Disclosure Statement ("EDS") ([see Attachment D](#)). In the event any further clarification is required of any of the information provided, CCH reserves the right to make any necessary communication with the Proposer for such purposes. Such communication, if made, may include a deadline by which time any necessary clarifying information must be submitted.

5.2.16 Addenda Acknowledgment

The **Addenda Acknowledgment Form** ([see Attachment E](#)) must be signed by an authorized Proposer representative and returned with the Submission on or before the Submission due date. Failure to sign and return all addenda acknowledgments may be grounds for rejection of the Submission.

6. Evaluation and Selection Process

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

6.1. Submission Assessment

6.1.1 Responsiveness Review

CCH personnel will review all Submissions to ascertain that they are responsive to all RFP requirements.

6.1.2 Acceptance of Submissions

The Chief Procurement Officer reserves the right to reject any or all Submissions or any part thereof, to waive informalities, and to accept the Submission deemed most favorable to CCH.

6.2. Evaluation Process

The RFP provides requirements and data that will be used as the basis for a written presentation of the firm(s) ' qualifications and proposed staff, along with the project approach, systems, and methodologies for the delivery of the Project.

This evaluation process may result in a shortlist of Submissions. The evaluation committee, at its option, may request that all or short-listed Proposers make a presentation, other customer testimonials, submit clarifications, schedule a site visit of their premises (as appropriate), provide a best and final offer, provide additional references, respond to questions, or consider alternative approaches.

6.2.1. Shortlist Proposer Presentation

CCH reserves the right to, but is not obligated to, request and require that each Proposer provide a formal presentation of its Submission at a date and time to be determined. If required by CCH, it is anticipated that such presentation will not exceed four (4) hours. No Proposer will be entitled to present during, or otherwise receive any information regarding, any presentation of any other Proposer.

6.2.2. Right to Inspect

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

6.2.3. Best and Final Offer

CCH reserves the right to request a Best and Final Offer from finalist Proposer(s), if it deems such an approach necessary. In general, the Best and Final Offer will include updated costs and answers to specific questions identified during the evaluation of Submissions.

If CCH chooses to invoke this option, Submissions will be re-evaluated by incorporating the information requested in the Best and Final Offer document, including costs, and answers to specific questions presented in the document. The specific format for the Best and Final Offer

would be determined during evaluation discussions. Turnaround time for responding to a Best and Final Offers document is usually brief (i.e., five (5) business days).

6.3. Selection Process

Upon review of all information provided by shortlisted Proposers, the evaluation committee will make a recommendation for selection to the Chief Procurement Officer for concurrence and submission to the CCH Board of Directors. CCH reserves the right to check references on any projects performed by the Proposer, whether provided by the Proposer or known by CCH.

The selected Submission(s) will be submitted for approval to the CCH Board. CCH intends to select a proposal response that best meets its needs and provides the best overall value. Upon approval of the selected Proposer(s), a contract will be prepared by CCH and presented to the Selected Proposer for signature.

6.4. Consideration for Contract

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

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

7. General Evaluation Criteria

7.1. Responsiveness of Submission

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

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

7.1.1 Criteria Submission

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

- a. Ability to achieve the CCH's business goals, objectives, and Scope of Services described in this RFP by providing a succinct and feasible description of the proposed implementation approach.
 - Approach and Methodology,
 - Program Design and Deliverables

- b. Qualifications and experience of the Proposer to successfully perform and provide the services described in this RFP, as evidenced by the successful provision of similar services in similar environments and in compliance with all applicable laws.
- c. Relevant Experience
- d. Applicability of MWBE Utilization Plan

In addition, the Evaluation Committee may review and consider the information and evidence regarding the Proposer's responsiveness to the following categories:

- 1. Financial Status.
- 2. Conflict of Interest.
- 3. Insurance Requirements.
- 4. Contract Terms and Conditions (objections and/or suggested alternate language).
- 5. Legal Actions.
- 6. Addenda acknowledgment (See Addenda Section)

Should the following be requested, the Evaluation Committee may consider:

- 1. Oral Presentations - Evaluated based on the following criteria: Vendor addressed all topics, questions, and concerns of the evaluation committee.
- 2. Best and Final Offer - Evaluated based on the following criteria: Degree to which the Best and Final Offer decreases the original Price Proposal for the proposed Scope of Services.

8. Instructions to Proposers

This RFP provides potential Proposers with sufficient information to prepare and submit a response. This RFP also contains the instructions governing the submission of a response and the materials to be included therein, including the CCH requirements that must be met to be eligible for consideration. All Submissions must be complete as to the information requested in this RFP to be considered responsive and eligible for award. Proposers providing insufficient details will be deemed nonresponsive. CCH is not obligated, either to purchase the full services or the products proposed by the Proposer, nor to enter into an agreement with any one Proposer.

8.1. Pre-Submission Conference (if Applicable)

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

8.2. Availability of Documents

CCH publishes competitive bids, RFP/RFP, and other procurement notices, as well as awarded RFP, information, at:

www.CookCountyhealth.org under the "Doing Business with CCH" tab.
<https://cookcountyhealth.bonfirehub.com/portal/?tab=openOpportunities>

Interested Proposers should note that, unless otherwise stated in the bid or RFP documents, there is no charge or fee to obtain a copy of the bid documents and respond to documents posted for competitive solicitations. Proposers intending to respond to any posted solicitation are encouraged to visit the website above to ensure that they have received a complete and current

set of documents. Some procurement notices may provide a downloadable version of the pertinent documents and any amendments to them, that will be available to Proposers after they have completed a simple registration process.

Any Proposers receiving a copy of procurement documents from a bid referral service and/or other third party are solely responsible for ensuring that they have received all necessary procurement documentation, including amendments and schedules. CCH is not responsible for ensuring that all or any procurement documentation is received by any Proposer that is not appropriately registered with CCH.

8.3. Questions and Inquiries

All Questions regarding this RFP will be submitted in writing, **no later than the specified questions due date** via the link below:

<https://cookcountyhealth.bonfirehub.com/portal/?tab=openOpportunities>

8.4. Submitting the Submission Package

The Submission shall be submitted to the Office of Supply Chain Management CPO electronically as per the instructions in **Appendix 1-Instructions for Submitting an Electronic Bid/Proposal/Qualification**. The Office of Supply Chain Management CPO will not accept hardcopy Submissions. The Proposer remains responsible for ensuring that its Submission is received at the time, date and manner specified. CCH assumes no responsibility for any Submission not so received.

Late Submissions will not be accepted.

8.5. Uniformity

To provide uniformity and to facilitate comparison of Submissions, all information submitted must clearly refer to the page number, section, or other identifying reference in this RFP. All information submitted must be noted in the same sequence as its appearance in this RFP. CCH reserves the right to waive minor variances or irregularities.

8.6. Response Material

The Submission material submitted in response to the RFP becomes the property of CCH upon receipt by the Office of Supply Chain Management CPO and will be part of any contract document for the goods or services which are the subject of this RFP.

8.7. Addenda

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 Office of Supply Chain Management Chief Procurement Officer no later than the Questions Due Date and Time listed on this RFP to obtain clarification prior to submitting a Submission. Such inquiries must reference the Submission due date and the CCH RFP number.

Any clarification addenda issued to Proposer prior to the Submission due date shall be made available to all Proposers. Since all addenda become a part of the Submission, **the Addenda Acknowledgement Form (found in Attachment E) must be signed by an authorized Proposer representative and returned with the Submission on or before the Submission opening date. Failure to sign and return all addenda acknowledgments may be grounds for rejection of the Submission.**

Interpretations that change the terms, conditions, or specifications/scope will be made in the form of an addendum to the solicitation by CCH. If issued, CCH will post the addenda on CCH's website: <https://cookcountyhealth.bonfirehub.com/portal/?tab=openOpportunities>.

8.8. CCH RFP Format

All Proposers will use this solicitation format for submitting their Submissions. Variations or exceptions from the specifications and general conditions should be submitted in writing. Such variations or exceptions may be considered in evaluating the offers received. Any exception taken must be noted and included in the Submission. Failure to comply with this requirement may cause a Proposer's Submission to be considered "nonresponsive."

8.9. Pricing

All price and cost information requested in this solicitation should be provided by the Proposer. While price is a factor in the evaluation of responses received, the relevant importance of price may vary based on the nature of the purchase and the related significance of other criteria as may be expressed elsewhere in this solicitation. In evaluating price, CCH may consider all cost of ownership factors relevant to determine the total final cost to CCH, including but not limited to administrative cost of issuing multiple awards. CCH will be the sole determinant of the relevant and appropriate cost factors to be used in evaluating any Base or Alternate offers and/or Options.

8.10. Period of Firm Submission

Prices for the proposed service must be kept firm for at least one hundred and twenty (120) days after the time specified for Submissions. Firm Submissions for periods of less than this number of days may be considered non-responsive. The Proposer may specify a longer period of firm price than indicated here. If no period is indicated by the Proposer in the Submission, the price will be firm until written notice to the contrary is received from the Proposer.

8.11. Alteration/Modification of Original Documents

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

8.12. Cost of Proposal Response

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

8.13. Proposer's Responsibility for Services Proposed

The Proposer must thoroughly examine and read the entire RFP document. Failure of Proposers fully to acquaint themselves with existing conditions or the amount of work involved will not be a basis for requesting extra compensation after the award of a Contract.

8.14. RFP Interpretation

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

8.15. Specifications and Special Conditions

The specifications in this document provide sufficient RFP for Proposers to devise a plan and provide pricing. Minor variations from those specifications will be considered if Proposers identify any instance in which their services specifications differ from those set forth in the RFP documents.

8.16. Errors and Omissions

The Proposer is expected to comply with the true intent of this RFP taken as a whole and shall not avail itself of any errors or omission to the detriment of the services or CCH. Should the Proposer suspect any error, omission, or discrepancy in the specifications or instructions, the Proposer shall immediately notify CCH in writing, and CCH will issue written corrections or clarifications. The Proposer is responsible for the contents of its RFP and for satisfying the requirements set forth in the RFP. Proposers will not be allowed to benefit from errors in the document that could have been discovered by the Proposer in the process of putting the RFP together.

8.17. Confidentiality and Response Cost and Ownership

All information submitted in response to this RFP shall be confidential until CCH has executed a Contract with the successful Proposer or has terminated the RFP process and determined that it will not reissue the RFP. Any page of a Submission that Proposer asserts to contain confidential proprietary information such as trade secrets or proprietary financial information shall be clearly marked "CONFIDENTIAL PROPRIETARY INFORMATION" at the top of the page. Additionally, the specific portions of a page that are asserted to contain confidential proprietary information must be noted as such. However, note that ONLY pages or specific information that are/is legitimately confidential should be marked Confidential and Proprietary. CCH will return Submissions that mark all pages Confidential or are copyrighted. All Submissions submitted to CCH are the property of CCH.

Further, the Proposer is on notice that any part of its Submission or any other material marked as confidential, proprietary, or trade secret can only be protected to the extent permitted by Illinois law, including but not limited to the Illinois Freedom of Information Act [5 ILCS 140 *et seq.*]

8.18. Awards

CCH may, at its discretion, evaluate all responsive Submissions. CCH reserves the right to make the award on an all or partial basis or split the award to multiple Proposers based on the highest rated Proposer and best value to CCH meeting the specifications, terms, and conditions in accordance with the evaluation criteria set for in this RFP. If a split award impacts the outcome of the project, it must be so stated in the Submission.

8.19. CCH Rights

CCH reserves the right to reject all offers, to waive any informality in the offers and, unless otherwise specified by the Proposer, to accept any item in the offer. CCH also reserves the right to accept or reject all or part of your RFP, in any combination that is in the best interest of CCH.

8.20. Cancellation of RFP; Requests for New or Updated Information

CCH, in its sole discretion, may cancel the RFP at any time and may elect to reissue the RFP later. CCH may also issue an Addendum modifying the RFP and may request supplemental RFP or updated or new RFP.

9. Definitions

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

"Addendum" or "Addenda" shall refer to one or more documents posted to the website that modify this Request for Qualifications or provide additional information.

"Appeal" means a request for review of a decision made by the Proposer with respect to an Action to this RFP:

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

"Chief Procurement Officer" or "System SCM Director" shall mean the Chief Procurement Officer of Supply Chain Management who serves as chief procurement officer for the CCH.

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

"Contractor(s)" and "Selected Proposer" shall mean the individuals, businesses, or entities that have submitted a Submission response and have negotiated a Contract that has been properly executed on behalf of the Contractor and CCH.

"County" shall mean the County of Cook, Illinois, a body politic and corporate.

"Deliverables" shall refer to the items, supplies, equipment, or services that will be provided pursuant to any Contract entered because of this RFP.

"Fraud" means knowing and willful deception, or a reckless disregard of the facts, with the intent to receive an unauthorized benefit.

"General Conditions" shall refer to the terms and conditions included with this RFP.

"Submission" shall mean the document(s) submitted by Proposer(s) in response to this RFP that constitute a Proposer's offer to enter a contract with CCH 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 Submission in response to this RFP.

"Request for Proposal" or "RFP" shall refer to this solicitation of Submissions by CCH that may lead to the negotiation of a Contract.

10. List of Attachments

The following Attachments are included electronically in this RFP.

- **Attachment A - Information Technology Security Interrogative**
- **Attachment B - MBE/WBE Utilization Plan**
- **Attachment C - CCH Master Services Agreement**
- **Attachment D - Economic and Disclosure Statement**
- **Attachment E - Addenda Acknowledgment Form**

11. Appendix 1-Instructions for Submitting an Electronic Bid/Proposal/Qualification

**INSTRUCTIONS FOR SUBMITTING AN ELECTRONIC
BID/PROPOSAL/QUALIFICATION**

For electronic submissions, firms shall use the following link to submit Bids/Proposals/Qualifications electronically:

<https://cookcountyhealth.bonfirehub.com/portal/?tab=openOpportunities>

Euna Solutions (Bonfire) Customer Support:

Additional Support can be found on the Euna Customer Hub

Vendor Knowledge Base - <https://customer.eunasolutions.com/public/s/>

If you have questions or technical issues accessing or submitting your bid/proposal, please contact the Euna Solutions Support Team by emailing:

support.bonfire@eunasolutions.com.

Support by email is provided Monday to Friday from 8 AM - 8 PM EST/EDT. to Bonfire at:
