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COOK COUNTY HEALTH (CCH)

**REQUEST FOR PROPOSAL
(RFP) NO. H26-25-067
FOR
CORPORATE COMPLIANCE CONSULTANTS**

GENERAL DESCRIPTION: CCH seeks a qualified healthcare compliance consulting firm to provide comprehensive compliance advisory, auditing, monitoring, risk assessment, regulatory support, education, and supplemental staffing services, with the expertise, resources, and demonstrated experience necessary to support and enhance its system-wide Corporate Compliance Program.

Date Issued: August 5, 2026

Pre-Submission Conference /Field Inspection:
None

Vendor Questions: Any questions regarding this RFP should be submitted via Bonfire.
Question submission deadline: August 14, 2026, by 2:00 PM Central Time

Proposal / Response Due Date:
Proposals are due no later than 2:00 PM Central Time on September 10, 2026.

Proposal 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) H26-25-067
Corporate Compliance Consultants**

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 detainee 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

CCH seeks qualified healthcare compliance consulting firms to provide comprehensive compliance advisory, auditing, monitoring, risk assessment, regulatory support, education, and supplemental staffing services for Cook County Health (CCH). CCH intends to establish a contractual relationship with a single vendor that possesses the expertise, resources, and demonstrated experience necessary to support and enhance its system-wide Corporate Compliance Program.

The selected Proposer will serve as a strategic compliance partner to the Office of the Chief Compliance and Privacy Officer, providing specialized subject matter expertise and operational support across CCH's integrated healthcare delivery system, including its academic medical center, hospitals, ambulatory

clinics, correctional health services, public health programs, and Medicaid managed care health plan. These services shall support the ongoing effectiveness of CCH's Corporate Compliance Program and ensure compliance with applicable federal and state requirements.

a. Business Goals and Objectives

The primary goal is to enhance firms with expertise and proven records of accomplishment in healthcare compliance services for an integrated health system with an academic medical center, provider-based clinics, correctional medicine, and a public health department, as well as for the governmental payer side through a Medicaid Health Plan.

b. Term of Service

The terms of service of the resulting contract shall be for thirty-six (36) months, with two 12-month extension options.

c. Basis of Award

The basis for award shall be to the Proposer or Proposers determined to provide the best value to CCH, considering the evaluation criteria, specifications, and terms and conditions outlined in this RFP. While CCH may award to a single Proposer receiving the highest overall rating, CCH reserves the right, at its sole discretion, to make multiple awards if deemed advantageous and in the best interest of CCH.

3. Schedule

CCH anticipates the following schedule.

Activity	Dates
RFP Issued	August 5, 2026
Pre-Submission Conference / Site Visit	None
Proposer Inquiry Deadline	August 14, 2026, at 2:00 P.M. CT
Response to Inquiries (Tentative)	Week of August 17, 2026
Proposal Due Date	September 10, 2026, at 2:00 P.M. CT

4. Scope of Services

Cook County Health (CCH) Corporate Compliance Program seeks proposals from qualified firms with demonstrated expertise and a proven track record in providing comprehensive healthcare compliance consulting and support services for a large, integrated healthcare system. The selected Proposer must have subject matter expertise in healthcare compliance, regulatory affairs, auditing, monitoring, risk assessment, education, and compliance program operations.

The selected Proposer shall provide services supporting an integrated delivery system that includes an academic medical center, hospitals, ambulatory clinics, correctional health services, public health departments, and government-sponsored health plans, including Medicaid managed care health plans.

Proposers shall demonstrate the organizational capacity, staffing resources, and technical expertise necessary to provide services across all areas identified in this Scope of Services.

4.1 Required Service Areas

The selected Proposer shall provide support in the following areas:

- 1. Healthcare Compliance and Regulatory Research**
 - Conduct healthcare compliance and regulatory research
 - Prepare written guidance, regulatory analyses, and advisory memoranda related to compliance, operational, and regulatory matters
 - Monitor and communicate regulatory developments affecting healthcare providers and health plans
- 2. Project Management**
 - Provide project management support for compliance and regulatory initiatives
 - Coordinate resources, timelines, deliverables, and stakeholder engagement across multiple business units
- 3. Risk Assessment**
 - Conduct enterprise-wide compliance risk assessments
 - Perform compliance program effectiveness reviews and evaluations
 - Develop risk mitigation recommendations and implementation strategies
- 4. Auditing and Monitoring**
 - Perform auditing and monitoring activities related to professional and facility services
 - Conduct documentation, coding, billing, reimbursement, and operational compliance reviews
 - Develop audit reports and corrective action recommendations
- 5. Policy and Procedure Review**
 - Develop, review, revise, and maintain compliance-related policies and procedures
 - Ensure policies align with applicable laws, regulations, industry standards, and best practices
- 6. Education, Training, and Supplemental Staffing**
 - Develop and deliver compliance education and training materials
 - Provide subject matter experts to support compliance education initiatives
 - Furnish interim and supplemental compliance staffing resources as requested

4.2 Minimum Scope of Work

At a minimum, the selected Proposer(s) may be required to perform the following services:

1. Assist in the maintenance and enhancement of the CCH system-wide Compliance Program under the direction of the Office of the Chief Compliance and Privacy Officer (CCPO).
2. Develop, review, and update compliance policies, procedures, and related guidance documents to reflect changes in applicable laws, regulations, enforcement priorities, and industry best practices.
3. Serve as an advisor and facilitator on significant compliance matters involving multiple operational, clinical, or administrative areas.
4. Coordinate and support compliance projects across CCH entities as identified through:
 - Enterprise Compliance Risk Assessments

- Annual Compliance Work Plans
 - Other initiatives designated by the CCH Chief Compliance and Privacy Officer
5. Conduct regulatory reviews, compliance assessments, and interviews of key stakeholders to evaluate adherence to applicable laws, regulations, policies, and procedures.
 6. Prepare comprehensive written reports documenting findings, observations, strengths, vulnerabilities, root causes, and recommendations for improvement.
 7. Collaborate with operational leadership to develop, implement, and monitor corrective action plans and remediation activities.
 8. Provide interim compliance staffing support to address resource gaps, special projects, or emerging compliance needs.
 9. Maintain the highest level of confidentiality regarding all matters related to CCH operations, investigations, audits, reviews, and compliance activities.
 10. Consult and coordinate with the Chief Compliance and Privacy Officer, Legal Counsel, and other designated CCH representatives, as appropriate, during compliance reviews, investigations, audits, and corrective action activities.

4.3 Proposer Qualifications and Requirements

1. The Proposer shall have a minimum of five (5) years of experience providing corporate healthcare compliance consulting services to integrated healthcare delivery systems, academic medical centers, public-sector healthcare organizations, and/or managed care organizations.
2. The Proposer shall demonstrate experience supporting healthcare compliance programs in one or more of the following settings:
 - Academic medical centers;
 - Hospital systems;
 - Ambulatory care networks;
 - Correctional healthcare programs;
 - Public health organizations; and/or
 - Medicaid managed care organizations.
3. The Proposer shall also demonstrate expertise and experience in the following areas:
 - Healthcare regulatory compliance;
 - Corporate compliance program development, implementation, and effectiveness assessment;
 - Billing, coding, documentation, and reimbursement compliance;
 - Fraud, waste, and abuse prevention, detection, and mitigation;
 - Compliance risk assessments and compliance work plan development;
 - Internal auditing, monitoring, and corrective action activities;
 - HIPAA Privacy and Security compliance;
 - Medicaid managed care compliance requirements;
 - Federal and state healthcare program requirements; and
 - Regulatory, operational, and corporate compliance initiatives.

5. Required Proposal Content

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 Proposal

Proposals 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 Proposal is received at the time, date, place, and office specified in this RFP. CCH assumes no responsibility for any Proposal 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 Proposals

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 Proposals being deemed nonresponsive. Nonresponsive Proposals 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 Proposal Response 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 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

To demonstrate qualifications and expertise, Proposers shall provide the following information:

- C. A description of the firm's experience providing healthcare corporate compliance consulting services, including:
- i. Number of years providing healthcare compliance consulting services;
 - ii. Experience supporting integrated healthcare delivery systems;
 - iii. Experience with academic medical centers, hospitals, ambulatory care settings, correctional healthcare, public health agencies, and health plans; and
 - iv. Experience with Medicare, Medicaid, Medicaid Managed Care, and Medicare-Medicaid Alignment Initiative (MMAI) programs.
- D. Provide examples of relevant engagements and project experience within the past five (5) years, including outcomes achieved and the Proposer's specific role. Include the company name, name of the contact person, name of the organization, telephone number, and email address.
- E. Demonstrate expertise in the following areas:
- Provider Healthcare regulatory compliance
 - Hospital and health system compliance programs
 - Fraud, waste, and abuse prevention, detection, and mitigation
 - Regulatory and operational compliance initiatives
 - Medicaid managed care compliance
 - HIPAA Privacy and Security compliance
 - Government healthcare program requirements; and
 - Compliance risk assessments and program evaluations
 - Auditing, monitoring, documentation, coding, and billing compliance reviews
 - Development of compliance education, training, policies, and procedures

5.2.3 Proposed Plan of Action, Implementation, and Solution

Provide your response to the Scope of Services, Section 4, with a detailed plan of action. The response should include your approach, methodology, recommendations, and an implementation strategy to achieve CCH's goals. Additionally, demonstrate your expertise in the required services outlined in Section 4.1.

- Healthcare Compliance and Regulatory Research
- Project Management
- Risk Assessment
- Auditing and Monitoring
- Policy and Procedure Review
- Education, Training, and Supplemental Staffing Support

5.2.4 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.

5.2.5 MBE/WBE Participation

For each MBE/WBE certified firm proposed, provide the name of the MBE/WBE firm(s), level of participation, the role that the subcontractor(s) will perform, the type of services that it will provide, and a brief background and resumes of proposed personnel, and submit the **MBE/WBE Utilization Plan Forms (see Attachment A)**. CCH may only award a contract 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 that it undertook good faith efforts to satisfy the participation goal. Evidence of such efforts may include, but shall not be limited to, documentation demonstrating that the Proposer made attempts to identify, contact, and solicit viable MBE/WBE firms for the services required, that certain MBE/WBE firms did not respond or declined to submit proposals for the work, or any other documentation that helps demonstrate good faith efforts. Failure by the Proposer to provide the required documentation or otherwise demonstrate good faith efforts will be taken into consideration by CCH in its evaluation of the Proposer's responsibility and responsiveness.

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 16.76% MBE/WBE overall participation.**

5.2.6 Price Proposal

Proposers must submit a Price Proposal for the required services. 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 makes no guarantee that the services or products identified in this RFP will be required. The Proposer must provide sufficient pricing details to permit CCH to understand the basis for the RFP. CCH is neither obligated to purchase the full quantities proposed by the Proposer, nor to enter into an agreement with any one Proposer.

- A. Provide fully loaded rates inclusive of all labor, overhead, administrative costs, and profit.

1. Hourly Consulting Rates

Service Category	Hourly Rate
Analyst	\$ _____
Senior Analyst	\$ _____
Manager	\$ _____
Director	\$ _____
VP / Executive Director	\$ _____

2. Fixed-Fee Services (Optional)

Service	Fixed Fee
Enterprise Compliance Risk Assessment	\$ _____
Compliance Program Effectiveness Evaluation	\$ _____
Compliance Education and Training Development	\$ _____
Other (Specify) _____	\$ _____

5.2.7 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.

5.2.8 Insurance Requirements

Prior to Contract award, the selected Proposer will be required to submit evidence of insurance in the appropriate amounts. However, with its Proposal, the proposer is required to provide a statement on their company letterhead stating their agreement, 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:

- a. All premises and operations.
- b. Broad Form Blanket Contractual Liability.
- c. Products/Completed Operations.
- d. Broad Form Property Damage Liability; and
- e. 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.

5.2.9 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.

5.2.10 Contract, Master Service Agreement (MSA)

A Sample Contract (Master Service Agreement) is available in (**see Attachment B, CCH Sample Master Service Agreement**). Execution of the Contract is not required at the time the Proposal 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 Proposal. CCH shall not be deemed to have accepted any request exceptions by electing to engage a Proposer in negotiations for a Contract.

5.2.11 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.

5.2.12 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.

5.2.13 Economic Disclosure Statement

Execute and submit the Economic Disclosure Statement ("EDS") (**see Attachment C**). 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.

5.2.14 Addenda

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

6. Evaluation and Selection Process

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

6.1. Proposal Assessment

6.1.1 Responsiveness Review

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

6.1.2 Acceptance of Proposals

The Chief Procurement Officer reserves the right to reject any or all Proposals or any part thereof, to waive informalities, and to accept the Proposal 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 Proposals. 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 Proposal 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 Proposals.

If CCH chooses to invoke this option, Proposals 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 Proposer(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 Proposal

The Proposal(s) will be reviewed for compliance with and adherence to all submittal requirements requested in this RFP. Proposal(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 Proposal requirements of the RFP. The evaluation committee will evaluate all responsive Proposals in accordance with the evaluation criteria detailed below.

7.1.1 Criteria Proposal

Proposals will be evaluated based on the Proposer's demonstrated ability to successfully deliver the requested services throughout the term of the contract. Evaluation will include, but is not limited to, the following criteria:

- a. **Ability to Achieve and Alignment with Business Objectives** - Demonstrated ability to meet Cook County Health's business goals, objectives, and Scope of Services, as evidenced by a clear, concise, and feasible description of the proposed system, implementation approach, and ongoing support model.
- b. **Qualifications and Experience** - The Proposer's qualifications and relevant experience in successfully delivering comparable services in similar environments, including compliance with all applicable laws, regulations, and standards.
- c. **Relevant Experience** - Depth and relevance of the Proposer's past performance, including experience with similar organizations, systems, and project scopes.
- d. **Applicability of MWBE Utilization Plan** - Strength and applicability of the Minority- and Women-Owned Business Enterprise (MWBE) Utilization Plan, in alignment with Cook County requirements.
- e. **Cost Proposal** - Reasonableness, transparency, and overall value of the Cost Proposal in relation to the proposed Scope of Services.

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 acknowledgement (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

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

8.1. Availability of Documents

CCH publishes competitive bid, RFP, and other procurement notices, as well as award RFP, at www.cookcountyhealth.org under "Doing Business with CCH" tab, or <https://cookcountyhealth.bonfirehub.com/portal/?tab=openOpportunities>. 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. Some procurement notices may

provide a downloadable version of the pertinent documents and any amendments to them, which will be available to proposers after they have completed a simple registration process. 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.

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. Cook County Health is not responsible for ensuring that all or any procurement documentation is received by any proposer that is not appropriately registered with Cook County Health.

8.2. Pre-Proposal 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.

8.3. 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 Proposal Package

- a. Proposers are required to electronically submit their proposal 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.
- b. Proposal shall be submitted per the instructions in Appendix 1-Instructions for Submitting an Electronic Bid/Proposal/Qualification. **Hardcopy proposals will not be accepted.**
- c. The Proposer is responsible for ensuring that its Proposal is received at the specified time, date, and manner. Cook County Health assumes no responsibility for any Proposal not so received regardless of the cause of the delay. **Late Proposals will not be accepted.**

8.5. Complete Proposals

Proposers are advised to carefully review all the requirements and submit all documents and information as indicated in this RFP. Incomplete proposals may lead to a proposal being deemed non-responsive. Non-responsive proposals will not be considered.

8.6. Uniformity

To provide uniformity and to facilitate comparison of Proposals, 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.

8.7. Response Material

The Proposal 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.

8.8. 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 Proposal. Such inquiries must reference the Proposal due date and the CCH RFP number.

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

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>.

8.9. CCH RFP Format

All Proposers will use this solicitation format for submitting their Proposals. 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 Proposal. Failure to comply with this requirement may cause a Proposer's Proposal to be considered "nonresponsive."

8.10. 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.

8.11. Period of Firm Proposal

Prices for the proposed service must be kept firm for at least one hundred and twenty (120) days after the time specified for Proposals. Firm Proposals 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 Proposal, the price will be firm until written notice to the contrary is received from the Proposer.

8.12. 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.

8.13. Cost of Proposer Response

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

8.14. 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.

8.15. RFP Interpretation

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

8.16. 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.

8.17. 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.

8.18. Confidentiality and Response Cost and Ownership

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

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

8.19. Use of Subcontractors

The Proposer's response must include a description of which portion(s) of the work will be subcontracted out, the names and addresses of potential Subcontractors, and the expected amount of money each will receive under the Contract. Cook County Health reserves the right to accept or reject any subcontractor if, in Cook County Health's sole opinion, it is in the best interest of the Health System.

8.20. Awards

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

8.21. 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.

8.22. 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 of Directors" 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.

"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 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.

"Proposal" shall mean the document(s) submitted by Proposer(s) in response to this RFP that constitute a Proposal 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 Proposal in response to this RFP.

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

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

10. List of Attachments

The following Attachments are included electronically in this RFP.

- **Attachment A - MBE/WBE Utilization Plan**
- **Attachment B - CCH Master Services Agreement**
- **Attachment C - Economic and Disclosures Statement**
- **Attachment D - Addenda Acknowledgement 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>

If you have questions or technical issues accessing or submitting your bid/proposal, please reach out to Euna Solutions (Bonfire) at:

support.bonfire@eunasolutions.com
1 (800) 354 8010 Extension #2