

South Side Healthy Community Organization (SSHCO)
Non-Emergency Medical Transportation -Request for Proposals



**South Side Healthy Community Organization (SSHCO)
Non-Emergency Medical Transportation-Request for Proposals (RFP)**

Required Documents:
Letter of Intent Due Date: Thursday, November 10, 2022, 5PM CST
Proposal Due Date: Tuesday, November 22, 2022, 5PM CST

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Proposal Overview

Timeline

The South Side Healthy Community Organization (SSHCO) anticipates the following schedule for this RFP:

Milestone	Date
RFP Released	November 2, 2022
Letter of Intent Due	November 10, 2022
Submission Deadline	November 22, 2022
Estimated Award Timeframe	December 2022/January 2023

To be eligible for funding all organizations, must submit a Letter of Intent (LOI) and a completed proposal (including the separate Budget Excel document) as detailed in the upcoming sections of this proposal.

Funding Organization

South Side Healthy Community Organization (SSHCO)

Organization Background

For decades, the 900,000 residents of the South Side of Chicago have experienced health disparities ranging from materially higher disease incidence and comorbidities to significantly lower life expectancy. These health disparities reflect a history of racial inequities and underinvestment – both of which have contributed to a fragmented healthcare delivery landscape with limited resources. Today, over 50% of all South Side residents leave the South Side to receive their care. In an unprecedented initiative to address these challenges, which are only growing more acute, the care providers of Chicago’s South Side have formed a comprehensive coalition of FQHCs, safety net hospitals and health systems – driven by community input and dedicated to fundamentally advancing health care access and better health outcomes for Chicago’s South Side residents.

The coalition – comprised of Advocate Trinity Hospital, Beloved Community Family Wellness Center, Chicago Family Health Center, Christian Community Health Center, Friend Health, Jackson Park Hospital, Near North Health, The New Roseland Community Hospital, Saint Bernard Hospital, Sinai Chicago – Holy Cross Hospital, South Shore Hospital, TCA Health, and University of Chicago Medicine – has become a new, 501(c)(3) not for profit organization. We will do our best to ensure that the South Side Healthy Community Organization (SSHCO) becomes the vehicle that will facilitate – in partnership with the community – health care transformation on Chicago’s South Side.

The SSHCO will do so by implementing a comprehensive Healthy Community Model focused on primary and specialty care access, preventive and chronic care management, care coordination and management, provider collaboration, community engagement, and a connected digital and

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technological infrastructure. The coalition expects that through this approach, Chicago has the potential to be a national model in community health transformation.

Statement of Work

The South Side Healthy Community Organization (SSHCO) is looking to develop interventions that improve the following metrics:

1. Access to Preventative Care
2. Controlling High Blood Pressure
3. Follow-up after hospitalization for Mental Illness
4. Follow-up after ED for alcohol/substance abuse
5. Focus on Maternal Health

To achieve improvements in these areas, the SSHCO will deploy a “Care Team Model” comprised of Clinical Providers, Community Health Workers, and other Care Navigators, who follow the patient no matter where they receive care within the collaborative sites.

The SSHCO is seeking an experienced and qualified Non-Emergency Medical Transportation company (s) or firm(s) to transport patients to and from various SSHCO partner sites. Although it is not a requirement, the SSHCO is looking to collaborate with State Certified Minority and Women owned businesses located on the south side of Chicago with this request for proposals (RFP).

This RFP describes the SSHCO’s best representation of its current and planned requirements. However, the SSHCO must maintain its ability to adjust to an ever-changing business environment. As such, the SSHCO is not able to guarantee any volumes through any resulting contract and/or purchase order. **The SSHCO is estimating that within the first year it will need approximately 38,000 patient rides. Please note that this is an estimated range, and it can vary during implementation.**

While the information in this RFP is comprehensive, the SSHCO retains the right to request further information from and conduct negotiations with those respondents it deems qualified for competitive negotiations. All pre-agreement discussions, negotiations, understandings, and agreements resulting from this RFP are preliminary. The issuance of this RFP and the acceptance of proposals do not bind or impose legal obligations upon the SSHCO or the respondent in any way, nor does it require the SSHCO to award a contract and/or purchase order at the end of this RFP.

There is no expressed or implied obligation that the SSHCO reimburse responding organizations for any expense incurred in preparing responses or attending meetings.

Contract Period

It is anticipated that the SSHCO will enter into a contract with the awarded organization(s) for an initial term of 1 year with future 1-year renewal(s) at the SSHCO's option, including the SSHCO's ability to provide 60 days of notification to terminate without cause after 1 year. However, the SSHCO will also consider a longer initial term for the contract for more attractive pricing or more favorable terms. The SSHCO does not guarantee any minimum volume or revenue for any contract.

Eligibility Criteria

To be eligible for this funding, respondents must meet the following criteria:

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- Responding organizations must operate in or deliver services within the overlapping SSHCO service area as defined by the following zip codes: 60609, 60615, 60616, 60617, 60619, 60620, 60621, 60628, 60629, 60632, 60636, 60637, 60643, 60649, and 60653
- Responding organizations must provide services to all regardless of race, religion, sex, age, disability, national origin, or sexual orientation.
- All proposals will measure the performance and impact of the program and describe the methods used to evaluate its effectiveness (e.g., surveys, interview protocols, logs, EMR). We encourage using SMART metrics (Specific, Measurable, Attainable, Realistic, and Time-Bound).
- Proposals that involve collaboration with other community-based organizations are encouraged but not required.

Exclusions

The below organizations will not be accepted for funding:

- Responding organizations from partisan political organizations.
- Proposals from individuals.

Limitations

This RFP in no way constitutes an agreement between the SSHCO and any responding organization. This RFP is not and shall not be considered an “agreement to negotiate”. Additionally, the SSHCO may change the RFP timeline at its sole discretion and convenience.

The SSHCO reserves the right to:

- Discontinue this RFP process without obligation
- Reject any or all bids or any portion of the bids or waive irregularities in the bids
- Accept offers other than the lowest price offer
- Choose an organization(s) on the basis of bids received through the bid process, with or without discussions or requests for best and final offers
- Choose more than one organization
- Modify or exclude any consideration, information, or requirement contained in this RFP and to add new considerations, information, or requirements at any stage of the process, including negotiations with Organization(s), at any time before any contract is awarded for the services outlined in this RFP

Bids submitted during the RFP process are considered binding offers and the organization(s) assumes sole responsibility for its bids.

Communication with other SSHCO personnel regarding the RFP is expressly prohibited and may result in rejection of your proposal. Respondents shall not consider any oral representations or statements by an officer, employee, or agent of the SSHCO to be an official expression on its behalf, unless such representations or statements are made in a written communication from the SSHCO contact.

In the interests of furthering competition, the SSHCO reserves the right to waive minor informalities or procedural requirements during the process of soliciting, evaluating, or negotiating an award.

Request for Proposal Instructions

This document is developed to provide responding organizations with the necessary information to allow them to prepare a comprehensive response. Organization(s) are expected to carefully examine all requirements stipulated in this document and respond to each requirement in the format prescribed.

Letter of Intent

Prior to submission, The SSHCO requires that all organizations applying for this proposal complete an electronic Letter of Intent (LOI) to express their interest in applying for this funding. Please complete the LOI at the website linked below:

[SSHCO-Transportation RFP Letter of Intent \(office.com\)](https://www.sshco.org/transportation-rfp-letter-of-intent-office.com)

Letter of Intent Due Date: Thursday, November 10, 2022, 5PM CST

Proposal Application and Evaluation Process

All proposals will be evaluated based on the categories and scoring as detailed below:

Application

A completed proposal should include responses for the questions and/or tasks listed in the following sections:

- 1. Organization Information**
- 2. Technical/Operational Approach**
- 3. Quality Control System**
- 4. Staffing Approach**
- 5. Demonstrated Capability/Past Performance**
- 6. Price**

Organization Information

1. Name of Organization:
 2. Tax ID:
 3. Mailing Address, City, State, Zip:
 4. Tax Status:
 5. Contact Person and Title:
 6. Contact Phone:
 7. Contact Email:
 8. Submission Date:
 9. Program Title:
 10. Start Date of Program:
 11. End Date of Program:
 12. Organization's Website Address:
-
- 1. Technical/Operational Approach (Maximum of 30 points)** —The organization(s) demonstrates its technical approach for delivering the services outlined in the Statement of Work.

2. **Quality Control System (Maximum 15 points)**—The organization(s) addresses the methods used for identifying and preventing damages/claims before the performance becomes unacceptable; the system shall include procedures for identifying negative performance trends and problem areas, as well as any corrective action policies that will be utilized to address and mitigate further issue(s).
3. **Staffing Approach (Maximum 15 points)**—The organization(s) includes a corporate and contract-specific approach to managing all aspects of the contract, if awarded, as well as how the corporate management structure integrates contracts to ensure clear lines of communication and control; the organization(s) identifies a proposed staffing approach, including key personnel and proposed positions required to perform the requested services.
4. **Demonstrated Capability/Past Performance (Maximum 15 points)**—Organization(s) must provide references and past performance submissions, which must meet the requirement of being both recent and relevant; recent includes those contracts performed within the last five years while relevancy includes contracts similar in scope and size to those being requested by the South Side Healthy Community Organization.
5. **Price (Maximum 25 points)**—The price evaluation will document reasonableness and completeness of the proposed total evaluated price; any organization(s) whose price is determined to be unreasonable, unbalanced, or unrealistic may not be considered for award

Technical/Operational Approach (Maximum of 30 points)

Please limit your responses to 4-5 sentences per question.

1. What are the primary capabilities or offerings that distinguish you from the competition?
2. Provide a general description of the vehicles you plan to use in the provision of services.
3. Describe your vehicle maintenance policies. How will these policies achieve maximum vehicle availability and reliability?
4. Do you plan to place vehicles on standby at locations other than those of this organization? If yes, please communicate the vehicles to be stationed at each location and the hours for which each vehicle is on standby.
5. Are your vehicles equipped with an auditable GPS?
6. If given advanced notice, can you provide car seats for children and infants? Please specify the timeframe for an advanced notice.
7. Are your services accessible for people with disabilities?
8. Describe your software platform for managing patient transport requests, trips, and billing data.
9. On average, how long does it take you to respond to requests for service?
10. Will you be able to track and record call-in requests for service (when using the backup call system)?
11. Describe your process for measuring, monitoring, and enhancing customer service.
12. How will you document that a patient has arrived safely at their respective destinations? How will you capture/record patient signatures to accompany this documentation?
13. Describe, in detail, your approach to resolving identified deficiencies in services and your methods used to mitigate issues with specific areas or personnel.

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14. What are your company's emergency protocols and employment policies?
15. Does your organization have Non-Emergency Medical Transportation (NEMT) insurance?
16. Is your organization an IL state certified minority owned and/or women owned business?
17. Does your organization sub-contract with IL state certified minority owned and/or women owned business?
18. Does your organization provide Non-Emergency Medical Transportation (NEMT) insurance for your sub-contractors?

Quality Control System (Maximum 15 points)

Please limit your responses to 4-5 sentences per question.

1. How will your organization ensure compliance with all applicable federal, state, and local rules, regulations, and licensing requirements throughout the provision of services?
 - a. Please provide documentation of all applicable federal, state, and local licensure and certification you hold.
2. Has your organization ever failed to meet any applicable federal, state, local, or industry-specific legislation or requirements? If yes, please describe the circumstances of any and all instances.
3. Describe your client support model, including the type, level, and availability of support services.
4. Provide a timeline for the implementation process, including the duration between the contract award and implementation date. What resources and information will be required from this organization to ensure a smooth transition?

Staffing Approach (Maximum 15 points)

Please limit your responses to 4-5 sentences per question.

1. Describe your organization's screening and hiring processes. How does your organization ensure the hiring of competent, qualified, and ethical employees?
2. Do the employees at your organization participate in cultural sensitivity training courses?
3. How does your organization train employees to successfully provide the services detailed in this contract?
4. How will your organization verify the qualifications of prospective staff?
5. How and at what level does your organization conduct background checks on prospective employees? How often are routine background checks conducted on current employees?

Demonstrated Capability/Past Performance (Maximum 15 points)

Please limit your responses to 4-5 sentences per question

1. Provide a minimum of three current (**within the past five years**) customers similar in size to this organization and receiving services similar in scope to the services described in this contract as references. Please include the company name, number of years served, number of sites serviced, and details of services provided. Also include a contact name, phone number, and e-mail address for each reference.
2. Describe, in detail, your demonstrated competence and experience in fulfilling services similar in scope to the services described in this contract for healthcare facilities similar in size to this organization.

3. How long has your organization provided services similar in scope to those of this contract?

Price (Maximum 25 points)

This RFP describes the SSHCO's best representation of its current and planned requirements. However, the SSHCO must maintain its ability to adjust to an ever-changing business environment. As such, the SSHCO is not able to guarantee any volumes through any resulting contract and/or purchase order. **The SSHCO is estimating that within the first year it will need approximately 38,000 patient rides. Please note that this is an estimated range, and it can vary during implementation.**

It is required that all applying organizations complete the separate Budget Template in Excel, which is sent along with the RFP. Please keep the file as Excel (do not convert it to PDF or Word). Organizations must complete both sections of the Budget Template, which include the narrative and the budget itself.

It will require time to evaluate the RFP responses. Therefore, all responses shall remain firm and irrevocable for a period of 120 days after RFP submission.

Submission Process and Timeline

To apply, please read and review this proposal and submit the completed questions, documentation and all necessary additional criteria to the SSHCO organization.

To be eligible for funding all organizations, must submit a Letter of Intent (LOI) and a completed proposal (including the separate Budget Excel document) as detailed in this proposal.

1. Please complete your electronic Letter of Intent (LOI) by **Thursday, November 10, 2022, 5PM CST**. The LOI can be accessed at the following link:

[SSHCO-Transportation RFP Letter of Intent \(office.com\)](https://office.com)

2. Proposals should be submitted by email to info@southsidehealthycommunity.org by **Tuesday, November 22, 2022, 5PM CST**
3. Respondents will receive a notice of approval or denial by December 2022 or January 2023.

Proposal recipient(s) that are selected for funding must abide by the following branding guidelines of the SSHCO should your program use printed or online materials:

- Please refer to SSHCO as the South Side Healthy Community Organization in all materials related to your program or initiative.
- Display approved SSHCO logo on printed materials, internet sites which advertise event or program.
- The SSHCO will provide your organization with the appropriate logos.
- All promotional materials using the SSHCO logos must be approved by SSHCO marketing and communications before distribution. If you have any questions, please contact the SSHCO by email at info@southsidehealthycommunity.org.

Proposal Conditions

- Organization(s) who submit a response to this solicitation do so at their own expense. Please note that any costs incurred during the development, preparation, and submission of solicitation responses shall be borne solely by the Respondent. The SSHCO will not pay or reimburse any of the Respondent's costs related to this solicitation or negotiation of any contract.
- An organization(s) who does not respond to this solicitation by the due date will be eliminated from the selection process. Responses are due in accordance with the specifications of this solicitation.
- Any response may be withdrawn up to the date and time specified for the submission of the responses. Any response not so withdrawn shall constitute an irrevocable offer, for a period of 120 days, to provide to The SSHCO the services proposed, or until one or more of the responses have been accepted and approved by the SSHCO.
- The SSHCO will independently verify the Respondent's ability to perform as proposed.
- The issuance of this solicitation does not imply any commitment on the part of the SSHCO nor on the part of any of its individual representatives to accept in part or in whole any of the submitted proposals.
- Any agreement or contract resulting from the acceptance of a response shall be approved by the SSHCO. The contract shall contain, at a minimum, applicable provisions of this solicitation. The SSHCO reserves the right to reject any agreement that does not conform to the terms and conditions and any requirements for agreements and contracts.
- Material exceptions to the solicitation, including terms and conditions, delivery, specifications, or payment terms may constitute grounds for rejection of the submission.
- Notwithstanding any other provision of the RFP, Organization(s) are hereby advised that this RFP is a solicitation of proposals only and is not to be construed as an offer to enter into any contract or agreement. Thus, the SSHCO reserves the unqualified right to reject any or all proposals for any reason.

Organization(s) Requirements

The Organization(s) must conduct drug testing in accordance with the standards and regulations of USDOT drug testing. All drivers must pass a pre-employment drug screen and be subject to random testing throughout the year. Additionally, all organization(s) personnel must undergo a criminal background investigation at the start of employment and on an annual basis. No person convicted of any felony, a misdemeanor related to the provision of healthcare services, or any other such crime that restricts or suspends driving privileges may provide services in accordance with this contract. The Organization(s) must ensure that all drivers complete/pass the following:

- Federal sex offender search
- USDOT medical examination
- Department of Motor Vehicles report
- American Red Cross CPR and first aid certification
- National Safety Council defensive driving safety training

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The Organization(s) and its personnel must maintain all applicable certifications and licenses required by both state and local agencies. Organization(s) personnel also must wear a standard uniform and dress in clean, neat attire consistent with the SSHCO's standards.

Licenses and Permits

The Organization(s) shall obtain and maintain in full force and affect all required licenses, permits, and authorizations necessary to perform this contract. The Organization(s) shall supply the SSHCO with evidence of such licenses, permits, and authorizations. This evidence shall be submitted subsequent to the contract award. All costs associated with any such licenses, permits, and authorizations shall be included by the Organization(s) in its proposal response.

Confidentiality

The Organization(s) agrees and acknowledges that the information contained in this RFP, including without limitation any artwork, logos, drawings, requirements, specifications and other sensitive and proprietary information provided to the Organization(s) by the SSHCO, as well as any information obtained through the solicitation process, including without limitation information relating to other Organization(s) and Organization(s)' responses (hereby referred to as "Proprietary Information"), shall be and remain the sole and exclusive property of the SSHCO and that no license or similar proprietary right is granted to the Organization(s) hereunder. The Organization(s) will use the Proprietary Information solely for the purpose of preparing its response to this RFP and for no other purpose whatsoever.

The Organization(s) agrees to hold in confidence and trust and to maintain as confidential all Proprietary Information. The Organization(s) agrees not to use any Proprietary Information, or any information derived therefrom for its own purposes and not to disclose any Proprietary Information or any information derived therefrom to any person or entity. The Organization(s) shall be liable for any breach of this confidentiality agreement by the Organization(s) or any person to whom the Organization(s) discloses Proprietary Information. The provisions of this paragraph shall not apply to any information; (a) which is or becomes known generally within the relevant industry (except as a result of a breach by the Organization(s) of its obligations under this Agreement); (b) which the Organization(s) can establish and document by competent proof was in the possession of or known by the Organization(s) prior to its receipt from the South or (c) which is rightfully disclosed to the Organization(s) by another person or entity not in violation of the Proprietary Information or other rights of the SSHCO or any other person or entity.

By the Organization's acceptance hereof, the Organization(s) agrees:

1. Not to disclose, copy or distribute this RFP in whole or in part to persons other than the Organization's employees and agents who are authorized by nature of their duties to receive such information
2. To return to the SSHCO confidential or proprietary materials upon the SSHCO's request
3. Not to use any information in this RFP or any other materials related to the business affairs or procedures of the SSHCO for the Organization's own advantage, other than in performance of this RFP