



## WILL COUNTY, ILLINOIS

### PURCHASING DEPARTMENT

JENNIFER BERTINO-TARRANT  
WILL COUNTY EXECUTIVE

KEVIN LYNN  
DIRECTOR

P. 815-740-4712  
F. 815-740-4604  
E. [klynn@willcounty.gov](mailto:klynn@willcounty.gov)

County Office Building  
302 N. Chicago Street  
Joliet, IL 60432

### **2024-31 Nursing Services - SHNH Addendum #1 September 11, 2024**

#### **We received the following questions regarding this RFP:**

Question #1: Is Sunny Hills Nursing Home interested in engaging traveling nursing professionals on multi-week assignments, or is this RFP strictly for local and/or per diem nursing professionals?

Answer #1: Sunny Hill is not interested in engaging travel nurse professionals on multi week assignments. Sunny Hill is part of a Union Collective Bargaining Agreement (CBA) and shifts must always be offered and available to Sunny Hill facility staff first.

Question #2: Can you provide more specific details pertaining to performance requirements and the performance bond? What are the contractual terms by which the performance bond would/would not be returned to a bidder at the end of the contract?

Answer #2: The purpose of a Performance Bond is insurance that the successful contractor complete the job or service as outlined in the bid specifications for the price quoted and for the length of the contract. If the contractor should default on the said contract for any reason the County of Will would at that time exercise the right to use that performance bond to complete the contract.

Question #3: Please provide a list of incumbent suppliers and their bill rates.

Answer #3: Attached is the previous Resolution with all rates included.

Question #4: Page 11, Volume, "Nursing Services paid for by the County average approximately \$1,885,000.00 annually" - Can you approximate how much is spent on agency/contract nursing services vs full-time nursing employees of the County?

Answer #4: 1,885,000.00 annually is the average amount spent on agency staff over 3-year contract.



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Question #5: What is the total amount of spend broken down by vendor over the last year?  
Over the duration of the contract period?

Answer #5: 1,885,000.00 annually is the average amount spent on agency staff over 3-year contract. Please see attached spreadsheet for yearly breakdown.

Question #6: On the Bid Form, can we provide ranges, or do we need a specific rate?

Answer #6: Vendors will need to provide a specific rate.

Question #7: Will vendors be required to bill Medicare/Medicaid or any third-party insurance?

Answer #7: No.

Question #8: What is the invoicing frequency?

Answer #8: Weekly invoicing.

Question #9: How do you receive your invoices?

Answer #9: Invoices are received electronically via e-mail.

Question #10: How long have the incumbent suppliers held this contract?

Answer #10: 3 years.

Question #11: Are you satisfied with the incumbent suppliers? If not, what are you unsatisfied with?

Answer #11: There is dissatisfaction by some of the supplies which includes: Staff not calling to cancel and not showing up for the assignment. Staff not coming to work on time as scheduled. Staff not adhering to our appearance policy. Staff not wearing name tag and gait belt. Complaints from residents regarding agency work performance. Not following the policy and procedures even though staff signed off verbalizing understanding.

Question #12: What is the main cause or reason to send this project to bid?



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Answer #12: County Ordinance, no contracts may extend beyond 3 years

Question #13: What is the expectation and frequency for on-call needs?

Answer #13: Agency staff does not take call.

Question #14: What is the average length of assignment (12 months, 3 months, per diem)?

Answer #14: Daily.

Question #15: What can we expect for lead time for requisitions for per-diem vs. travel?

Answer #15: Schedule needs are sent out weekly and updated daily as needed

Question #16: What timekeeping process/system will be utilized? For full time contractors/travelers? For registry/per diem?

Answer #16: Vendors provide agency staff with their time sheets most are manual and must be signed by the RN house supervisor at the end of the shift

Question #17: What is entailed in the current orientation process?

Answer #17: All vendors receive the orientation packets and must be given to a staff before working any shift. All staff must be proficient with the EMR Point Click Care charting. Any orientation will be paid by the agency.

Question #18: Can you provide details as to projected volume and headcount for each discipline included in the scope of work?

Answer #18: We are unable to provide as this varies daily.

Question #19: What is your current fill rate?

Answer #19: Varies.



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Question #20: Do you anticipate your current staffing volume to change in the next year or next 2 years? For example, do you have any significant projects coming up (EMR conversion, new facilities, etc.)?

Answer #20: Yes, based on SHNH staff vacancies being full. No new projects planned

Question #21: Page 5, Instructions to Bidders, Default - If you must go outside of the awarded vendors to fill a need, how will the awarded agencies penalized?

Answer #21: In case of default by the successful bidder, the County of Will may procure the articles or services from other sources and may deduct from the unpaid balance due the successful bidder any of its costs resulting from the default, or may collect against the bond or surety for excess costs so paid, and the prices paid by the County of Will shall be considered the prevailing market price at the time such articles or services are procure

Question #22: Page 7, Awarding of Bid, "If corporate is out of state, they should have local offices." – Is it a requirement for bidders to have an office located within the state of Illinois and/or within Will County?

Answer #22: No, however the vendor must be able to communicate with the staffing scheduler daily.

Question #23: Is this a new contract or renewal of an existing contract?

Answer #23: This is a new contract period.

Question #24: If there is an existing contract, could you please share the names of the current vendors and their pricing?

Answer #24: Please see attached bid tabulation from previous solicitation.

Question #25: In order to be considered responsive for this solicitation, is it mandatory to bid on all positions?

Answer #25: Yes



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Question #26: What is the estimated budget for this contract?

Answer #26: This information is not currently available.

Question #27: Is it mandatory to subcontract?

Answer #27: No, Sunny Hill uses facility staff and supplements through agency

Question #28: Could you please provide information on the daily duration of shifts required for the necessary professions? For example, the number of hours per day?

Answer #28: SHNH daily staffing pattern: 24 C.N.A 6:45am-3:15pm 18 C.N.A 2:45:-11:15pm 12 C.N.A 10:45-7:15am 6 L.P.N 6am-2:30pm 6 L.P.N 2pm-10:30pm 3 L.P.N 10:00pm-6:30am 3 R.N.6am-2:30pm 3 R.N.2pm-10:30pm

Question #29: What is the estimated budget for this RFP? If unknown, please specify previous spending.

Answer #29: This information is not currently available.

Question #30: Is this a new requirement? If not, please provide the current vendor(s) providing the service and how are the current services being procured? Apart from end of tenure, is there any other reason to release this solicitation? Are there any pain points?

Answer #30: Please see attached previous award documents. There is dissatisfaction by some of the supplies which includes: Staff not calling to cancel and not showing up for the assignment. Staff not coming to work on time as scheduled. Staff not adhering to our appearance policy. Staff not wearing name tag and gait belt. Complaints from residents regarding agency work performance. Not following the policy and procedures even though staff signed off verbalizing understanding.

Question #31: Please provide a list of all attachments and forms necessary to include with the proposal.

Answer #31: All requirements are listed within the solicitation request



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Question #32: Do we need to submit the Certificate of Insurance and Business License with the proposal?

Answer #32: All requirements are listed within the solicitation request

Question #33: What is the average length of the assignment?

Answer #33: Assignments are daily 8-hour shift as needed to supplement staff.

Question #34: Will we need to provide any products or equipment under this contract? If so, please elaborate.

Answer #34: Staff must wear medical approved uniform ( prefer scrubs)and shoe must cover the entire foot Gait belt provided by agency refer to #17

Question #35: Please specify which job category is most frequently used by the County.

Answer #35: Certified nursing assistant

Question #36: Is it mandatory to provide references from similar Nursing Home, or can we provide references from other settings where we have placed similar job titles?

Answer #36: Provide Reference on reference form that you have done similar work, service or supplied similar product to (health care provider )

Question #37: Please provide the number of FTEs with respect to job titles working under the current contract.

Answer #37: There are no FTE assigned to agency staff.

Question #38: Could you please clarify the FTE requirement and the current number of Full-Time Equivalents (FTEs) working under the contract?

Answer #38: There are no FTE assigned to agency staff.

Question #39: Is it required to include a \$5000 bid security bond with the bid submission?



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**Answer #39: All requirements are listed within the solicitation request**

Question #40: Could you outline the format for the cost response? Are we required to detail hourly rates for weekdays, weekends, and holidays separately, and include all relevant costs?

**Answer #40: The bid form within the solicitation specifies what is requested for rates.**

Question #41: Should the financial audited statement be included in a separate file packet? If so, is it necessary to provide only one original and no copies of the financial audited packet? Please specify.

**Answer #41: Correct**

Question #42: How many years of financial audited statements are required to be submitted?

**Answer #42: One year as requested in solicitation.**

Question #43: As stated in the solicitation on page 11 under the Volume section, which mentions "Nursing Services paid for by the County average approximately \$1,885,000.00 annually," what does this amount represent? Is it the budget or the spending for the RFP?

**Answer #43: This is the average spending annually.**

Question #44: On page 15, Part B, "Management Firm Information," it states, "Provide a list of local references to which you have provided one year or more of service." Can you clarify if it is mandatory to provide local Illinois references? If so, how many are required? Additionally, should these references be included as part of the reference section or are they separate from it?

**Answer #44: Local reference you have provided one year of service or more on reference sheet ( 3 references)**

Question #45: On page 15, Part B, "Management Firm Information," it states to "List the total number of employees employed – full time and part time (by category: R.N., L.P.N., C.N.A., etc.)." Does this request pertain to providing the number of employees across the entire United States, or do we need to include the number of local employees?



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**Answer #45: Local.**

Question #46: For the Technical Format, should we follow the format specified under "MINIMUM INFORMATION REQUIRED OF BIDDER," or should we structure the technical response according to the evaluation criteria?

**Answer #46: This will be at the discretion of the submitter.**

Question #47: On page 15, Part A, "Specialization Experience," can the client experience provided with contact details in this section be the same as the reference clients, or is it mandatory to provide information on different clients? Additionally, how many client experiences are required to be shown?

**Answer #47: Describe your company experience ( minimum of 2 years' experience in long- term care experience facilities)**

Question #48: Do we need to submit one original bid response, two copies of the bid response, and one packet of the financial audited statement?

**Answer #48: All requirements are listed within the solicitation request**

Question #49: I have a question about the above-mentioned bid. There are 2 comments that seem to be conflicting. Which is correct?

Page 6

Sunny Hill reserves the right to cancel any shift up to two (2) hours prior to its commencement. If the shift is cancelled after that period, Sunny Hill will pay for two (2) hours.

Page 18

Cancellations: Sunny Hill reserves the right to cancel Service Provider staff within TWO hours without penalty.

**Answer #49: Sunny Hill has the right to cancel the agency shift up to two hours before the shift . If Sunny Hill cancels after 2 hours Sunny Hill will only pay the agency 2 hours for the late cancel. If the agency cancels late after 2 hours, then the agency pays Sunny Hill.**





**RESOLUTION OF THE COUNTY BOARD  
WILL COUNTY, ILLINOIS**

***Awarding Bid for Nursing Services (CNA, LPN & RN) at Sunny Hill Nursing Home***

WHEREAS, in order to receive the most competitive price available, the County Executive's Office solicited bids for nursing services (CNA , LPN, and RN) at Sunny Hill Nursing Home, and

WHEREAS, on September 9, 2021, the Will County Executive's Office opened five (5) proposals for the nursing services (CNA, LPN, and RN) at Sunny Hill Nursing Home, and

WHEREAS, due to Sunny Hill's need to provide staffing ratios per IL Department of Public Health, and with the knowledge that no temporary healthcare staffing agency may be able to provide for all of Sunny Hill's needed staffing opening 24/7, Sunny Hill requests to use the lowest bidders as much as possible, and reserves the right to utilize the other bidders on an as needed basis, and

WHEREAS, the contract period begins November 1, 2021, through and including October 31, 2022, with two (2) one-year renewal options, with percent of increase noted on the attached spreadsheet for each renewal year, and

WHEREAS, the Public Health & Safety Committee concurs with this request.

NOW, THEREFORE, BE IT RESOLVED, that the Will County Board hereby awards the contract for nursing services (CNA, LPN, and RN), to the lowest bidders, as described fully on the attached spreadsheet, as much as possible, and reserves the right to utilize the other bidders on an as needed basis due to Sunny Hill's need to provide staffing ratios per IL Department of Public Health, and with the knowledge that no temporary healthcare staffing agency may be able to provide for all of Sunny Hill's needed staffing opening 24/7, for the contract period November 1, 2021 through and including October 31, 2022, with two (2) one-year renewal options, with percent of increase noted on the attached spreadsheet for each renewal year, if the County so chooses.

BE IT FURTHER RESOLVED, said funding is available through Sunny Hill's Budget.

BE IT FURTHER RESOLVED, that the Preamble of this Resolution is hereby adopted as if fully set herein. This Resolution shall be in full force and effect upon its passage and approval as provided by law.

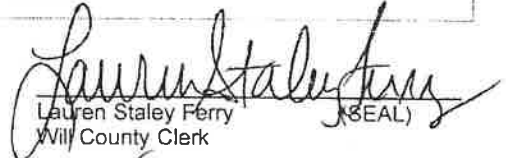
Adopted by the Will County Board this 21st day of October, 2021.

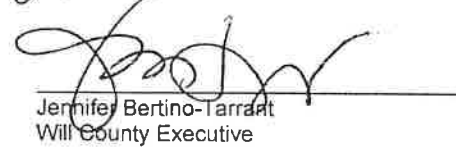
**AYES:**

Newquist, Ogalla, Koch, Moustis, Mitchell, Tyson, Harris, Traynere, Fritz, Mueller, Gould,  
VanDuyne, Balich, Friclone, Brooks Jr., Winfrey, Parker, Ventura, Coleman, Marcum,  
Berkowicz, Cowan, Pretzel, Weigel, Freeman, Kraulidis

Result: Approved - [Unanimous]

Approved this 20<sup>th</sup> day of October, 2021.

  
Lauren Staley Ferry  
Will County Clerk (SEAL)

  
Jennifer Bertino-Tarrant  
Will County Executive

FROM THE DESK OF  
**KEVIN LYNN**  
 PURCHASING DIRECTOR  
**PROPOSAL HISTORY**

ITEM: 2021-31 NURSING SERVICES

DEPARTMENT: SUNNY HILL NURSING HOME, WILL COUNTY

COUNTY EXECUTIVE PERMISSION TO BID: N/A BUDGETED ITEM

BID RELEASED: August 17, 2021

PUBLISHED NOTICE: August 17, 2021 HERALD NEWS & DEMAND STAR INTERNET

FUNDING SOURCE: SUNNY HILL NURSING HOME BUDGET

BID OPENING: September 9, 2021 2:10 PM

LOCATION: WILL COUNTY OFFICE BUILDING  
 302 N. CHICAGO STREET  
 JOLIET, ILL. 60432

**BIDDING RESULTS:**

NUMBER RELEASED: 20 & INTERNET

NUMBER RETURNED: 5

BIDDER:

**QUALIFIED BIDDERS**

(see attached spreadsheet for hourly rates)

Please see attached spreadsheet for list of qualified bidders, as well as hourly rates.

Recommendation from Debbie Stanko, SHNH Director of Nursing, is to use the low bidder per hour per professional. The vendors could vary based on the need for CNA, LPN or RN and date/day of week professionals are needed. See attached spreadsheet with vendors' hourly rates. The contract period begins November 1, 2021 through October 31, 2022, with two (2) one-year optional renewals, if the County so chooses, with percent of increase noted on spreadsheet for each renewal year.

BID: #2021-31

DEPARTMENT: SHNH NURSING SERVICES

18.5.a

DUE: 9-9-21, 2:00 PM

OPENED: 9-9-21, 2:05 PM

BIDDER	BID DEPOSIT & PRIME CERT	HOURLY COSTS – 1 <sup>st</sup> Year				
		Weekday	Weekend	Holiday	Crisis/Haz.	
All American Healthcare Services  Newark, NJ	BOND 5,000 cashiers check PC ✓ Addenda (2) Y or N Staffing Agreement Bid form signed	CNA LPN RN	26.00 46.00 56.00	28.00 48.00 58.00	39.00 69.00 84.00	28.4 50.6 61.6
Parker Cromwell HealthCare Associates  Countryside, IL	BOND \$5000.00 PC ✓ Addenda (2) Y or N Staffing Agreement bid form signed	CNA LPN RN	29.00 52.00 85.00	30.00 54.00 90.00	45.00 81.00 135.00	45.0 81.0 135.0
Total Nurses Network  Lombard, IL	BOND 5000.00 PC ✓ Addenda (2) Y or N Staffing Agreement Bid form signed	CNA LPN RN	Disqualified no receipt of addenda -			
Genesis Healthcare  Irving, TX	BOND \$5000.00 PC ✓ Addenda (2) Y or N Staffing Agreement bid form signed	CNA LPN RN	Disqualified no receipt of addenda			
Novastaff  Coal City, IL David Seng D.S.	BOND \$5000.00 PC ✓ Addenda (2) Y or N Staffing Agreement Bid form signed	CNA LPN RN	36.00 58.00 70.00	36.00 58.00 70.00	54.00 87.00 105.00	45.01 72.5 87.5

Attachment: 2021-31 Nursing Services Award Docs (21-344 : Awarding Bid for Nursing Services)

ALSO PRESENT: Kevin Lynn, Nancy Ruettiger

Attachment: 2021-31 Nursing Services Award Docs (21-344 : Awarding Bid for Nursing Services)

11/1/21 - 10/31/22 (Yr1)													
C.N.A.	WD	WE	Holiday	Hazard	WD	WE	Holiday	Hazard	WD	WE	Holiday	Hazard	Comments
All American Healthcare Services	\$26.00	\$28.00	\$38.00	\$28.60	\$26.52	\$28.56	\$39.78	\$28.17	\$27.05	\$29.13	\$40.57	\$29.75	
Parker Cromwell Healthcare Services	\$29.00	\$30.00	\$45.00	\$45.00	\$29.68	\$30.60	\$45.90	\$45.80	\$30.56	\$31.61	\$47.41	\$47.41	
Novastaff Healthcare	\$36.00	\$36.00	\$54.00	\$45.00	\$37.00	\$37.00	\$55.50	\$48.00	\$38.00	\$38.00	\$57.00	\$48.00	
Total Nurses Network													
Genesis Healthcare													
Disqualified													
11/1/22 - 10/31/23 (Yr2)													
C.N.A.	WD	WE	Holiday	Hazard	WD	WE	Holiday	Hazard	WD	WE	Holiday	Hazard	Comments
All American Healthcare Services	\$26.00	\$28.00	\$38.00	\$28.60	\$26.52	\$28.56	\$39.78	\$28.17	\$27.05	\$29.13	\$40.57	\$29.75	
Parker Cromwell Healthcare Services	\$29.00	\$30.00	\$45.00	\$45.00	\$29.68	\$30.60	\$45.90	\$45.80	\$30.56	\$31.61	\$47.41	\$47.41	
Novastaff Healthcare	\$36.00	\$36.00	\$54.00	\$45.00	\$37.00	\$37.00	\$55.50	\$48.00	\$38.00	\$38.00	\$57.00	\$48.00	
Total Nurses Network													
Genesis Healthcare													
Disqualified													
11/1/23 - 10/31/24 (Yr3)													
C.N.A.	WD	WE	Holiday	Hazard	WD	WE	Holiday	Hazard	WD	WE	Holiday	Hazard	Comments
All American Healthcare Services	\$26.00	\$28.00	\$38.00	\$28.60	\$26.52	\$28.56	\$39.78	\$28.17	\$27.05	\$29.13	\$40.57	\$29.75	
Parker Cromwell Healthcare Services	\$29.00	\$30.00	\$45.00	\$45.00	\$29.68	\$30.60	\$45.90	\$45.80	\$30.56	\$31.61	\$47.41	\$47.41	
Novastaff Healthcare	\$36.00	\$36.00	\$54.00	\$45.00	\$37.00	\$37.00	\$55.50	\$48.00	\$38.00	\$38.00	\$57.00	\$48.00	
Total Nurses Network													
Genesis Healthcare													
Disqualified													
11/1/21 - 10/31/22 (Yr1)													
LPN	WD	WE	Holiday	Hazard	WD	WE	Holiday	Hazard	WD	WE	Holiday	Hazard	Comments
All American Healthcare Services	\$46.00	\$48.00	\$80.00	\$60.60	\$46.92	\$48.96	\$70.38	\$51.61	\$47.66	\$49.94	\$71.78	\$52.64	
Parker Cromwell Healthcare Services	\$52.00	\$54.00	\$81.00	\$61.00	\$53.04	\$55.08	\$82.62	\$62.62	\$54.79	\$56.90	\$85.35	\$65.35	
Novastaff Healthcare	\$58.00	\$58.00	\$87.00	\$72.50	\$60.00	\$60.00	\$90.00	\$75.00	\$62.00	\$62.00	\$93.00	\$77.50	
Total Nurses Network													
Genesis Healthcare													
Disqualified													
11/1/22 - 10/31/23 (Yr2)													
LPN	WD	WE	Holiday	Hazard	WD	WE	Holiday	Hazard	WD	WE	Holiday	Hazard	Comments
All American Healthcare Services	\$56.00	\$58.00	\$84.00	\$61.80	\$57.12	\$59.16	\$85.68	\$62.83	\$58.26	\$60.34	\$87.39	\$64.09	
Parker Cromwell Healthcare Services	\$70.00	\$70.00	\$105.00	\$87.50	\$70.00	\$70.00	\$105.00	\$87.50	\$70.00	\$70.00	\$105.00	\$87.50	
Novastaff Healthcare	\$85.00	\$90.00	\$135.00	\$135.00	\$86.70	\$91.80	\$137.70	\$137.70	\$89.56	\$94.83	\$142.24	\$142.24	
Total Nurses Network													
Genesis Healthcare													
Disqualified													
11/1/23 - 10/31/24 (Yr3)													
LPN	WD	WE	Holiday	Hazard	WD	WE	Holiday	Hazard	WD	WE	Holiday	Hazard	Comments
All American Healthcare Services	\$56.00	\$58.00	\$84.00	\$61.80	\$57.12	\$59.16	\$85.68	\$62.83	\$58.26	\$60.34	\$87.39	\$64.09	
Parker Cromwell Healthcare Services	\$70.00	\$70.00	\$105.00	\$87.50	\$70.00	\$70.00	\$105.00	\$87.50	\$70.00	\$70.00	\$105.00	\$87.50	
Novastaff Healthcare	\$85.00	\$90.00	\$135.00	\$135.00	\$86.70	\$91.80	\$137.70	\$137.70	\$89.56	\$94.83	\$142.24	\$142.24	
Total Nurses Network													
Genesis Healthcare													
Disqualified													

Total Nurses Network did not sign section of addenda form.  
Genesis Healthcare did not sign the receipt of addenda form.



AGENCY BID					
2024		2021		2022	2023 TOTALS
<hr/>					
ALL AMERICAN	\$	-	\$	86,381.50	\$ 528,081.50 \$ 614,463.00
NOVASTAFF	\$	628,560.77	\$	1,214,960.16	\$ 1,233,874.50 \$ 3,077,395.43
PARKER					
CROMWELL	\$	76,975.97	\$	78,053.34	\$ 20,263.18 \$ 175,292.49
TOTAL	\$	705,536.74	\$	1,379,395.00	\$ 1,782,219.18 \$ 3,867,150.92