

George Medellin III



MEDELLIN & ASSOCIATES, INC.

47 West Division St., Suite 171 Chicago, Illinois 60610

T: 708.200.4936

E: gmedellin@medellinassociates.com

Testimony
For
Cook County Board of Commissioners
Cook County Board Room
118 N. Clark Street, Room 569
Chicago, Illinois 60602
Wednesday, October 17, 2018
11:00 a.m.

Introduction:

Good Morning! The Honorable President Toni Preckwinkle and Cook County Board of Commissioners.
I humbly thank you for allowing me to speak with you this morning.

My name is George Medellin, III, the President of Medellin & Associates, Inc.

I am a certified MBE firm, who since 1994 has specialized in providing staffing, diversity recruitment/consulting, project management and human resources consulting services to Fortune 1000 companies and government bodies, locally and nationally.

I come before you today to inform you that we were the MBE partner with Nationwide Credit & Collections, Inc., (NCC), on Contract Number: **1490-13840 C (Debt Collection for the Cook County Health and Hospital System)**, awarded January 21, 2015, but were excluded from performing and eliminated from the contract, without notice.

NCC submitted our Letter of Intent with their proposal and the contract was approved by Cook County; our firm was to receive 30% of this revenue generating contract.

Under Section 34-298 of the Cook County Procurement Code (Contract Administration Procedures), "... contractor's cannot...substitute (MBEs) without prior written approval of CCD, in consultation with the CPO and the user agency...contractor's must negotiate with the (MBE) subcontractor to resolve the problem...the final decision to permit or deny the proposed substitution **shall be communicated to the parties in writing by CCD.**"

This was not done.

My firm has received **Zero** revenue and has not participated on the contract. As a result, our firm suffered substantial financial harm

The facts are:

- NCC held this contract as the primary debt collection agency for The Cook County Health & Hospital System, with **ZERO** MBE participation, from 1980 to 2004.
- My firm was certified on **September 13, 2013**. We were recertified on **October 29, 2014**
- On or about **September 01, 2014**, I contacted Frank Bertucci, EVP NCC, and presented the opportunity for NCC and M&A to bid on **RFP 1490-13840C (Cook County Hospital Debt Collections)**.
- On or about **September 10, 2014**, I met with Frank Bertucci and it was agreed NCC and M&A would partner to bid on said RFP. NCC would also take the lead in drafting the NCC's Technical Response (CWDC RFP 1490-13840).
- On or about **October 03, 2014**, NCC/M&A submitted its Technical Response to RFP 1490-13840C, which included M&A as one its MBE partners.
- On or about **Thursday, November 13, 2014**, NCC and M&A participated in an Oral Presentation for RFP 1490-13840. **No other MBEs were present.**
The meeting was chaired by Ms. Shannon Andrews, Chief Purchasing Officer, Cook County.
- On or about **January 21, 2015**, The Cook County Board of Commissioners awarded the team of NCC/M&A a Professional Services Agreement to provide Debt Collection Services for The Cook County Health & Hospital System. **Contract #1490-13840 C**. Frank Bertucci signed in behalf of NCC.
- The contract period is: **2/01/2015 to 1/30/2020**.

- On or about January 21, 2015, Cook County Compliance Director, Jackie Gomez, also issued an award letter to M&A.
- On or about **January 22, 2015**, I called Frank Bertucci to inquire as to when NCC and M&A could meet to execute its subcontracting agreement. Mr. Bertucci stated: "I'm going on vacation for 30 days. Call me in 1 month."
- On or about **February 22, 2015**, I called Frank Bertucci again to inquire about our subcontracting agreement, Mr. Bertucci stated: "I can't speak with you. NCC has retained an attorney. You must speak with our attorney."
- From **February 22, 2015 to February 01, 2016**, NCC and its attorney engaged in unprofessional, insulting, unethical, bad faith, delay tactics and abusive behavior, coupled with intentional obstruction of M&A's repeated requests to provide **Project Management and/or Human Resources Consulting** services. We were told we could not perform these services. We appealed to The Cook County Compliance department to demand NCC's compliance with its Letter of Intent.
- On or about **February 01, 2016**, Ms. Jackie Gomez, Compliance Director, chaired a meeting with Frank Bertucci, Joe Gallelli and me. It was agreed that the parties would work in good faith to modify the utilization of M&A to include project management and/or other areas agreed to by both parties. (email from Ms. Gomez dated February 10, 2016).
- From **February 09, 2016 to February 17, 2016**, NCC (Frank Bertucci and Joe Gallelli) and George Medellin met to negotiate areas where M&A could perform services. Subsequently, Frank Bertucci prepared a final draft of services M&A would perform.
- On or about **March 04, 2016**, George Medellin and a business advisor, met with Frank Bertucci and Joe Gallelli to finalize M&A's subcontract with NCC. Upon seeing my business advisor, Frank Bertucci said, "we can't do business with you" and walked out of the restaurant followed by Joe Gallelli.
- From **March 04, 2016 to February 21, 2018**, Mr. Medellin's repeated attempts to contact Mr. Bertucci were ignored. **There were no notices, letters, emails or calls sent from the Cook County Office of Contract Compliance to M&A stating that it was considering removing M&A from this contract.** Due to the lack of communication. I contacted the Chief Procurement Officer (CPO), Shannon Andrews, and requested a meeting with her and Ms. Jackie Gomez, Compliance Director, to understand how we should proceed.
- On **February 21, 2018**, Ms. Andrews, CPO, and her attorney chaired a meeting attended by my attorney, my advisor and myself. Ms. Gomez was invited but did not attend. We were informed that NCC petitioned to have us removed from the contract and the request was granted by the Office of Contract Compliance. **We were never notified or provided due process.**
- The CPO informed us that our only recourse would be a Freedom of Information Request.

We humbly request the following actions to be taken by the Cook County Board of Commissioners:

- Launch an immediate investigation into the facts and circumstances surrounding NCC's intentional non-compliance and M&A's removal from contract **1490-13840 C (Debt Collection for the Cook County Health and Hospital System).**
- Find NCC in non-compliance and order NCC to pay M&A the sum of \$16,785.50 per month (NCC's financial projections) from the contract award date to the present, or 30% of all fees collected by NCC, to date, whichever sum is greater.
- Immediately reinstate M&A on the current Debt Collections contract: **1490-13840 C (Debt Collection for the Cook County Health and Hospital System).**

Respectfully,
 George Medellin, III
 President
 Medellin & Associates, Inc.

GEORGE MEDELLIN, III

BIOGRAPHICAL PROFILE

MR. MEDELLIN EARNED A JURIS DOCTOR DEGREE, IN 1988, FROM WESTERN NEW ENGLAND UNIVERSITY, COLLEGE OF LAW, SPRINGFIELD, MASSACHUSETTS. WHILE ATTENDING LAW SCHOOL, HE ASSISTED INDIGENT CLIENTS IN EMPLOYMENT DISCRIMINATION CASES AT THE MASSACHUSETTS COMMISSION AGAINST DISCRIMINATION.

MR. MEDELLIN GRADUATED FROM SOUTHERN ILLINOIS UNIVERSITY AT CARBONDALE, WHERE HE EARNED A BACHELOR OF ARTS DEGREE IN 1984.

FOLLOWING LAW SCHOOL, HE SERVED AS A REGIONAL RECRUITING SUPERVISOR FOR THE UNITED STATES CENSUS BUREAU AND HANDLED EMPLOYMENT DISCRIMINATION CASES FOR THE ILLINOIS DEPARTMENT OF HUMAN RIGHTS.

SINCE 1989, MR. MEDELLIN HAS ALSO SERVED IN VARIOUS STATE AND LOCAL POLITICAL CAMPAIGNS AS DIRECTOR, OPPOSITION RESEARCH, DIRECTOR, FIELD OPERATIONS AND CAMPAIGN FUNDRAISING CHAIR.

IN 1992, MR. MEDELLIN WAS RECRUITED, BY A DIVERSITY EXECUTIVE SEARCH AND CONSULTING FIRM, TO RECRUIT SENIOR LEVEL EXECUTIVES AND ADVISE CORPORATE CLIENTS ON A MYRIAD OF DIVERSITY ISSUES. HE SUCCESSFULLY PLACED \$100,000 + MANAGEMENT EXECUTIVES IN MAJOR CORPORATIONS, WHILE LEADING DIVERSITY CONSULTING ENGAGEMENTS.

*IN 1994, MR. MEDELLIN LAUNCHED **MEDELLIN & ASSOCIATES**, AN EXECUTIVE SEARCH AND DIVERSITY CONSULTING FIRM SPECIALIZING IN RECRUITING DIVERSITY EXECUTIVES AND PROVIDING DIVERSITY/HUMAN CAPITAL CONSULTING SOLUTIONS FOR FORTUNE 500 COMPANIES, LAW FIRMS, UNIVERSITIES AND UTILITY CONCERNS.*

***MEDELLIN & ASSOCIATES** HAS BEEN INSTRUMENTAL IN ASSISTING CLIENTS IN SENSITIVE DIVERSITY MATTERS AND RECRUITING SENIOR LEVEL EXECUTIVES FOR PROMINENT DOMESTIC AND FOREIGN CONCERNS.*

MEDELLIN & ASSOCIATES** AND ITS CANDIDATES/CONSULTANTS HAVE BEEN FEATURED IN: **BLACK ENTERPRISE; DIVERSITY INC.; MINORITY MBA MAGAZINE; BLACK MANAGEMENT CONSULTANT'S MAGAZINE; MILWAUKEE BUSINESS JOURNAL.

SOME CURRENT CLIENTS INCLUDE LEADING COMPANIES IN THE TELECOMMUNICATIONS, PHARMACEUTICAL, FINANCIAL SERVICES AND UTILITY INDUSTRIES.

*MR. MEDELLIN HAS LECTURED AT: INROADS; THE CENTER FOR EMPLOYMENT DISPUTE RESOLUTION; KENT SCHOOL OF LAW. HE HAS ALSO AUTHORED/CONTRIBUTED TO ARTICLES IN **CRAIN'S CHICAGO BUSINESS, MINORITY MBA MAGAZINE AND URBAN INFLUENCE MAGAZINE.***



DEPARTMENT OF PROCUREMENT SERVICES

CITY OF CHICAGO

FEB 15 2018

George Medellin, III
Medellin and Associates, Inc.
4829 S. Forrestville Avenue
Chicago, IL 60615

Dear George Medellin, III:

We are pleased to inform you that **Medellin and Associates, Inc.** has been certified as a **Minority-Owned Business Enterprise ("MBE")** by the City of Chicago ("City"). This **MBE** certification is valid until **2/01/2023**; however your firm's certification must be revalidated annually. In the past the City has provided you with an annual letter confirming your certification; such letters will no longer be issued. As a consequence, we require you to be even more diligent in filing your **annual No-Change Affidavit 60 days** before your annual anniversary date.

It is now your responsibility to check the City's certification directory and verify your certification status. As a condition of continued certification during the five year period stated above, you must file an **annual No-Change Affidavit**. Your firm's annual No-Change Affidavit is due by **02/01/2019, 02/01/2020, 02/01/2021, and 02/01/2022**. Please remember, you have an affirmative duty to file your No-Change Affidavit 60 days prior to the date of expiration. Failure to file your annual No-Change Affidavit may result in the suspension or rescission of your certification.

Your firm's five year certification will expire on **02/01/2023**. You have an affirmative duty to file for recertification **60 days** prior to the date of the five year anniversary date. Therefore, you must file for recertification by **12/01/2022**.

It is important to note that you also have an ongoing affirmative duty to notify the City of any changes in ownership or control of your firm, or any other fact affecting your firm's eligibility for certification **within 10 days** of such change. These changes may include but are not limited to a change of address, change of business structure, change in ownership or ownership structure, change of business operations, gross receipts and or personal net worth that exceed the program threshold. Failure to provide the City with timely notice of such changes may result in the suspension or rescission of your certification. In addition, you may be liable for civil penalties under Chapter 1-22, "False Claims", of the Municipal Code of Chicago.

Please note – you shall be deemed to have had your certification lapse and will be ineligible to participate as a **MBE** if you fail to:

- File your annual No-Change Affidavit within the required time period;
 - Provide financial or other records requested pursuant to an audit within the required time period;
 - Notify the City of any changes affecting your firm's certification **within 10 days** of such change;
- or

FEB 15 2018

- File your recertification within the required time period.

Please be reminded of your contractual obligation to cooperate with the City with respect to any reviews, audits or investigation of its contracts and affirmative action programs. We strongly encourage you to assist us in maintaining the integrity of our programs by reporting instances or suspicions of fraud or abuse to the **City's Inspector General at chicagoinspectorgeneral.org, or 866-IG-TIPLINE (866-448-4754).**

Be advised that if you or your firm is found to be involved in certification, bidding and/or contractual fraud or abuse, the City will pursue decertification and debarment. In addition to any other penalty imposed by law, any person who knowingly obtains, or knowingly assists another in obtaining a contract with the City by falsely representing the individual or entity, or the individual or entity assisted is guilty of a misdemeanor, punishable by incarceration in the county jail for a period not to exceed six months, or a fine of not less than \$5,000 and not more than \$10,000 or both.

Your firm's name will be listed in the City's Directory of Minority Women-Owned Business Enterprises in the specialty area(s) of:

NAICS Code(s):

541611 - Administrative and General Management Consulting Services

541612 - Human Resource Consulting Services

561311 - Employment Placement Agencies

561312 - Executive Search Services

561320 - Temporary Help Services

561330 - Professional Employer Organizations (PEO)

611430 - Training Professional and Management Development

Your firm's participation on City contracts will be credited only toward **Minority-Owned Business Enterprise** goals in your area(s) specialty. While your participation on City contracts is not limited to your area of specialty, credit toward goals will be given only for work that is self-performed and providing a commercially useful function that is done in the approved specialty category.

Thank you for your interest in the City's Minority, Women-Owned Business Enterprise, Veteran-Owned Business Enterprise and Business Enterprise Owned or Operated by People with Disabilities (MBE/WBE/VBE/BEPD) Program.

Sincerely,



Rich Butler
First Deputy Procurement Officer

RB/em



DEPARTMENT OF PROCUREMENT SERVICES

CITY OF CHICAGO

JUN - 8 2018

George Medellin, III
Medellin and Associates, Inc.
4829 S. Forrestville Avenue
Chicago, IL 60615

Dear George Medellin, III:

The City of Chicago has reviewed your annual *No Change Affidavit* and supporting documentation and is pleased to inform you that your firm, **Medellin and Associates, Inc.**, continues to meet the **Disadvantaged Business Enterprise ("DBE")**, and **Airport Concessions Disadvantaged Business Enterprise ("ACDBE")** certification program eligibility standards set forth in 49 CFR Parts 23 & 26. Your next No Change Affidavit is due **June 1, 2019.**

This certification allows your firm to participate as a DBE, and as an ACDBE in the Illinois Unified Certification Program (IL UCP). The participating agencies include the City of Chicago, Illinois Department of Transportation, the Chicago Transit Authority, Metra and Pace.

If there is any change in circumstances during the course of your certification period that affect your ability to meet size, disadvantaged status, ownership, or control requirements or any material change in the information provided in your initial application, you must provide written notification to this agency within **thirty (30) days** of the occurrence of the change. Failure to provide this information is a ground for denial of certification based on failure to cooperate pursuant to 49 CFR 26.109(c).

Your firm's name will appear in the IL UCP DBE Directory under the following category name(s):

NAICS Code(s):

541611 - Administrative and General Management Consulting Services
541612 - Human Resource Consulting Services
561311 - Employment Placement Agencies
561312 - Executive Search Services
561320 - Temporary Help Services
561330 - Professional Employer Organizations (PEO)
611430 - Training Professional and Management Development

Handwritten initials/signature

The Directory is used by prime contractors/consultants, as well as other agencies, to solicit participation of DBE, and ACDBE firms. The Directory can be accessed on the Internet at <https://webapps.dot.illinois.gov/UCP/ExternalSearch>.

Your participation on contracts will only be credited toward **DBE**, and/or **ACDBE** contract goals when you perform in your firm's approved area(s) of specialty. Credit for participation in an area outside your specialty requires prior approval (verification of resources, expertise, and corresponding support documentation, etc.).

Sincerely,



Rich Butler
First Deputy Procurement Officer

RB/em



TONI PRECKWINKLE

PRESIDENT
Cook County Board
of Commissioners

EARLEAN COLLINS
1st District

ROBERT STEELE
2nd District

JERRY BUTLER
3rd District

STANLEY MOORE
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DEBORAH SIMS
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JOAN PATRICIA MURPHY
6th District

JESUS G. GARCIA
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EDWIN REYES
8th District

PETER N. SILVESTRI
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BRIDGET GAINER
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GREGG GOSLIN
14th District

TIMOTHY O. SCHNEIDER
15th District

JEFFREY R. TOBOLSKI
16th District

ELIZABETH ANN DODDY GORMAN
17th District

OFFICE OF CONTRACT COMPLIANCE

JACQUELINE GOMEZ

DIRECTOR

118 N. Clark, County Building, Room 1020 • Chicago, Illinois 60602 • (312) 603-5502

September 13, 2013

Mr. George Medellin
President
Medellin & Associates, Inc.
47 West Division Street, Suite 171
Chicago, IL 60610

Annual Certification Expires: September 13, 2014

Dear Mr. Medellin:

Congratulations on your continued eligibility for Certification as a MBE by Cook County Government. This annual MBE Certification is valid until September 13, 2014.

As a condition of continued certification during this three (3) year period, you must file a "No Change Affidavit" within sixty (60) days prior to the date of annual expiration. Failure to file this Affidavit shall result in the termination of your certification. You must notify Cook County Government's Office of Contract Compliance of any change in ownership or control or any other matters or facts affecting your firm's eligibility for certification.

Cook County Government may commence action to remove your firm as a MBE vendor if you fail to notify us of any changes of facts affecting your firm's certification, or if your firm otherwise fails to cooperate with the County in any inquiry or investigation. Removal of status may also be commenced if your firm is found to be involved in bidding or contractual irregularities.

Your firm's name will be listed in Cook County's Directory of Minority Business Enterprise, Women Business Enterprise and/ or Veteran Business Enterprise in the area(s) of specialty.

**PROFESSIONAL SERVICES: EXECUTIVE SEARCH SERVICES HUMAN RESOURCES
CONSULTING SERVICES, EMPLOYMENT AGENCY SERVICES, MANAGEMENT
CONSULTING & DEVELOPMENT TRAINING & PROJECT MANAGEMENT**

Your firm's participation on County contracts will be credited toward MBE goals in your area(s) of specialty. While your participation on Cook County contracts is not limited to your specialty, credited toward MBE goals will be given only for work performed in the specialty category.

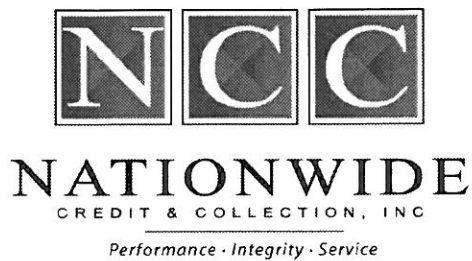
Thank you for your continued interest in Cook County Government's Minority, Women and Veteran Business Enterprise Programs.

Sincerely,

Jacqueline Gomez
Contract Compliance Director

JG/ehw

2014



**Technical Response
to**

**Request for Proposal
(RFP) No. 1490-13840**

for

Countywide Debt Collection

Presented by

Nationwide Credit & Collection, Inc.

October 3, 2014



Cover Letter

October 3, 2014

Sharon E. Andrews, Chief Procurement Officer
Office of the Chief Procurement Officer
Cook County
118 N. Clark Street, Room 1018
Chicago, IL 60602

Sharon E. Andrews:

Regarding the Request for Proposal No. 1490-13840 for Countywide Debt Collection, Nationwide Credit & Collection, Inc., respectfully submits the following Cover Letter, Statement, and attached Proposal for your consideration and review.

Pursuant to the requirements of the Cover Letter, the following individual is authorized to respond to requests for additional information and is authorized to contractually bind Nationwide Credit & Collection, Inc., as a Proposer with Cook County.

Frank A. Bertucci
Executive Vice President

Nationwide Credit & Collection, Inc.
815 Commerce Drive, Suite 270
Oak Brook, IL 60523

Main Office # (630) 528-5100
Direct Office # (630) 528-5104
Main Facsimile # (630) 528-5010
Direct Facsimile # (630) 528-5008

e-mail address: fabertucci@ncc.us

In addition, the following individuals are authorized to respond to requests for additional information on behalf of Nationwide Credit & Collection, Inc., and are also authorized to contractually bind Nationwide Credit & Collection, Inc., as a Proposer with Cook County.

Paul Falvey

Vice President of Collection Operations

Nationwide Credit & Collection, Inc.
815 Commerce Drive, Suite 270
Oak Brook, IL 60523

Direct Office # (630) 528-5136
Main Facsimile # (630) 528-5010

e-mail address: pfalvey@ncc.us

Joseph Gallelli

Vice President of Client Services

Nationwide Credit & Collection, Inc.
815 Commerce Drive, Suite 270
Oak Brook, IL 60523

Direct Office # (630) 528-5122
Main Facsimile # (630) 528-5010

e-mail address: jgallelli@ncc.us

Commitment to Provide Services Proposed at the Price and Schedule Proposed

Nationwide Credit & Collection affirms and verifies its commitment to fully provide the services proposed at the price and schedule proposed in this proposal document. Pricing for the proposed services remain firm for at least 120 days after the last time specified for the submission of proposals. Furthermore, Nationwide Credit & Collection will meet and / or exceed the requirements as set forth in the RFP whether stated in this proposal or not.

Due to the extensive scope, nature, and requirements set forth by the County as well as the varied Categories and Using Agencies, Nationwide Credit & Collection contends that it is uniquely experienced and qualified to provide services, assessment, analysis, reengineering, and implementation of processes for one specific Category.

As specified in Part I, Section 1.1, paragraph 1 of the RFP, **Nationwide Credit & Collection wishes to respond to the RFP and propose services for a specific Category portion of the proposal, particularly The Cook County Health and Hospital System.**

As a firm with extensive experience and credentials in the collection and recovery of healthcare accounts in the Greater Chicago area since 1969, **and Nationwide Credit & Collection as a revenue recovery and collection vendor of the Cook County, John H. Stroger Jr.,**

Subcontracting or Teaming

1) Nationwide proposes to utilize indirect participation by subcontracting the following services with **Medellin & Associates**:

Executive Search,
Human Capital Consulting,
Recruitment,
Permanent Employment Services

Since 1994, Medellin & Associates' sole mission has been to deliver Diversity Executive Search, Human Capital Consulting and Recruitment Advertising solutions for Fortune 500 firms, Academic Institutions, Non-Profit and Professional Associations, seeking to acquire access to "world class" diverse talent.

Medellin & Associates is based in Chicago, with strategic partners in New York, Atlanta, Houston, Los Angeles and South America.

Medellin & Associates, Inc. is a certified Minority Business Enterprise (MBE).

MBE / WBE Participation

1) Nationwide proposes to utilize indirect participation to fulfill the requirements of MBE / WBE participation by subcontracting the following services with the following contractors:

2) **Medellin & Associates**:

Executive Search,
Human Capital Consulting,
Recruitment,
Permanent Employment Services

Since 1994, Medellin & Associates' sole mission has been to deliver Diversity Executive Search, Human Capital Consulting and Recruitment Advertising solutions for Fortune 500 firms, Academic Institutions, Non-Profit and Professional Associations, seeking to acquire access to "world class" diverse talent.

Medellin & Associates is based in Chicago, with strategic partners in New York, Atlanta, Houston, Los Angeles and South America.

Medellin & Associates, Inc. is a certified Minority Business Enterprise (MBE).

Nationwide Credit & Collection, has a commitment to contract with Medellin & Associates for its relationship to an extent to fulfill the requirements of MBE / WBE participation for this contract.

Executive Summary

Brief Overview:

In 1980, Nationwide Credit & Collection, Inc. was awarded a contract to collect delinquent patient accounts for Cook County Health and Hospitals System by the Cook County Health and Hospitals Governing Commission.

Subsequent contracts were awarded to Nationwide Credit & Collection for Healthcare patient account collection under the auspices of the Cook County Board of Commissioners. Nationwide Credit & Collection provided continuous and uninterrupted collection services to Cook County Health and Hospitals System(s) from 1980 through 2004.

A major factor in the successful undertaking of accounts placed is an understanding of and familiarity with the unique nature of Cook County Health and Hospitals System patient mix, its systems, management, and personnel.

The approach that proved to be most successful was for Nationwide Credit & Collection to engage in a cooperative relationship with the patients to interact and discover potentially eligible third party payers that may have been overlooked, missed, or having claims not accurately filed, processed, or followed up upon.

Nationwide has a demonstrated history of compassion and understanding with respect to the debtors' financial posture, keeping in mind that Cook County Health and Hospitals System's mission is to provide medical services to a broad patient population, including the financially indigent.

From the onset of our working relationship with Cook County Health and Hospitals System there have been no complaints registered with the Hospital regarding the performance of our services. We value a good reputation while maintaining a posture which reflects the commitments and responsibilities to the taxpayers of Cook County.

The capability to perform timely, quality, and efficient services to Cook County has been demonstrated throughout the course of our business relationship.

Our approach to the management, billing and collection of delinquent accounts from the Hospital(s) has resulted in measurable success. Upon undertaking the billing and collection effort in 1980, we were aware of the fact that returns on delinquent accounts were less than .5% (one-half of one percent). Within a period of two years, we were responsible for increasing recoveries from delinquent revenues to the Cook County Health and Hospitals System to as high as 25% on Insurance Receivables and over 2% on self-Pay Receivables. This rate of return was attained without the use of litigation as a collection tool.

Nationwide provides all billing and collection services with the utmost professionalism, in compliance with state and federal laws, and above all, with the highest integrity at all times.

Provident, and Oak Forest Hospitals from 1980 through 2004, will present creative and effective solutions in the treatment and collection of patient accounts for **Primary Bad Debt Patient Account Collection**, and other areas in which the collection industry typically engages including but not limited to;

- Business Office Outsource,
- Pre-Collection and Early Out Account Treatment Programs
- Self-Pay Receivables Acceleration,
- Secondary Bad Debt Patient Account Collection,
- Special Large Balance Collection Recovery Services
- Commercial Insurance and Managed Care Billing, Re-Billing, and Follow Up
- Insurance Denial and Insurance Underpayment Account Treatment
- Payment Plan Maintenance and Monitoring
- Skip Trace / Bad Address Account Recovery
- Legal Collection Services / Suit Activity,
- Workers' Compensation, Maximization of Revenue Recovery
- Personal Injury, Accident, and Liability Account, Maximization of Revenue Recovery
- Police Custody and Crime Victim Accounts
- Medicare and Medicaid Benefits Identification
- Collection Strategy Development and Implementation,
- Special Charity Care Review and Recommendation.
- Project Management and Consulting

We feel that this approach enables Cook County to realize the many benefits of our proven 45 years of expertise in Healthcare Revenue Recovery and the Collection of Patient Accounts while facilitating the integration of new and innovative management processes as well as the latest in collection technology and automation to enhance your complete revenue cycle.

Our experience, qualifications, and resources enable us to present unmatched credentials in the specific areas addressed. I welcome the opportunity to be of service and look forward to presenting how we can enhance your revenue generation efforts.

Sincerely,



Frank A. Bertucci
Executive Vice President / NCC

*Presentation for
Collection Services*

*Cook County
Health & Hospital System*

*Presented by
Nationwide Credit & Collection, Inc.*

11/13/2014



OFFICE OF CONTRACT COMPLIANCE

JACQUELINE GOMEZ

DIRECTOR

118 N. Clark, County Building, Room 1020 • Chicago, Illinois 60602 • (312) 603-5502

TONI PRECKWINKLE

PRESIDENT

**Cook County Board
of Commissioners**

RICHARD R. BOYKIN
1st District

ROBERT B. STEELE
2nd District

JERRY BUTLER
3rd District

STANLEY MOORE
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DEBORAH SIMS
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GREGG GOSLIN
14th District

TIMOTHY O. SCHNEIDER
15th District

JEFFREY R. TOBOLSKI
16th District

ELIZABETH ANN DOODY GORMAN
17th District

January 21st, 2015

SENT VIA EMAIL TO: george.medellin@gmail.com

George Medellin
Medellin and Associates, Inc.
4829 S. Forrestville Avenue
Chicago, IL 60615

Contract: Debt Collection
Contract #: 1490-13840C
Prime Contractor: Nationwide Credit & Collections, Inc.
Award Date: 1/21/2015

Dear George Medellin,

Our records indicate that you have been listed as an MBE, WBE or DBE subcontractor on the above-referenced Cook County contract for 25%. Pursuant to the Cook County Code, the Office of Contract Compliance will monitor the M/W/DBE participation on this contract. Therefore, it is necessary that you participate when notified via our Diversity Management System at <http://cookcounty.diversitycompliance.com/>. You will be notified by email of the need to respond. Our Compliance Officer may also conduct site visits to the project site or to your place of business for interviews.

Please notify our office of any changes from your original subcontract agreement, or of any problems you may experience during the course of this project. If you were not aware that your firm had been listed as a subcontractor on this project, or have been told by the prime contractor that your services will not be needed, please contact our office at (312) 603-5502.

We request that you take this opportunity to review your contact information online at <http://cookcounty.diversitycompliance.com/> so that we may communicate with you quickly and effectively. Log in using your email as your username. If you do not know your log-in information, follow the on-screen directions to look up your account on the log in page. For technical assistance, contact Customer Support online via any of the system links on the screen. For questions regarding your contract, please contact our office at (312) 603-5502. If we do not hear from you within 15 days, we will assume that the information submitted by the contractor is correct.

Thank you,

Jacqueline Gomez
Director
Office of Contract Compliance

PROFESSIONAL SERVICES AGREEMENT

BETWEEN



COOK COUNTY GOVERNMENT

AND

NATIONWIDE CREDIT & COLLECTIONS, INC.

CONTRACT NO. 1490-13840 C

APPROVED BY BOARD OF
COOK COUNTY COMMISSIONERS
JAN 21 2015



ECONOMIC DISCLOSURE STATEMENT

COOK COUNTY GOVERNMENT LETTER OF INTENT (SECTION 2)

MWBE Firm: Medellin & Associates Certifying Agency: Cook County
Address: 47 W. Division, #271 Certification Expiration Date: 11/1/2014
City/State: Chicago, IL Zip: 60610 FEIN #: 68-0540419
Phone: 708-200-4936 Fax: 312-276-4361 Contact Person: George Medellin
Email: george.medellin@gmail.com Contract #: RFP # 1490-13840
Participation: X Direct Indirect

Will the MWBE firm be subcontracting any of the performance of this contract to another firm?

No X Yes If "Yes", please attach explanation. Proposed Subcontractor:

The undersigned MWBE is prepared to provide the following Commodities/Services for the above named Project/ Contract:

Professional employment services; Human Resource
Consulting services and Staffing

Indicate the Dollar Amount, or Percentage, and the Terms of Payment for the above-described Commodities/ Services:

30% and NET 15 days

(If more space is needed to fully describe MWBE Firm's proposed scope of work and/or payment schedule, attach additional sheets)

THE UNDERSIGNED PARTIES AGREE that this Letter of Intent will become a binding Subcontract Agreement conditioned upon the Bidder/Proposer's receipt of a signed contract from the County of Cook. The Undersigned Parties do also certify that they did not affix their signatures to this document until all areas under Description of Service/ Supply and Fee/Cost were completed.

Me Medellin, III

Signature (MWBE)

George Medellin, III

Print Name

Medellin & Assoc, INC.

Firm Name

OCTOBER 2, 2014

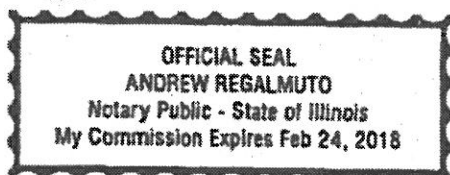
Date

Subscribed and sworn before me

this 2nd day of October 2014

Notary Public Andrew Regalmuto

SEAL



FRANK A. BERTUCCI

Signature (Prime Bidder/Proposer)

Print Name

NATIONWIDE CREDIT + COLLECTION

Firm Name

10/2/14

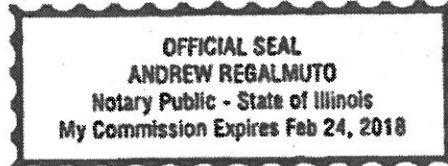
Date

Subscribed and sworn before me

this 2nd day of October 2014

Notary Public Andrew Regalmuto

SEAL



ECONOMIC DISCLOSURE STATEMENT

MBE/WBE UTILIZATION PLAN (SECTION 1)

BIDDER/PROPOSER HEREBY STATES that all MBE/WBE firms included in this Plan are certified MBEs/WBEs by at least one of the entities listed in the General Conditions.

I. **BIDDER/PROPOSER MBE/WBE STATUS:** (check the appropriate line)

_____ Bidder/Proposer is a certified MBE or WBE firm. (If so, attach copy of appropriate Letter of Certification)

_____ Bidder/Proposer is a Joint Venture and one or more Joint Venture partners are certified MBEs or WBEs. (If so, attach copies of Letter(s) of Certification, a copy of Joint Venture Agreement clearly describing the role of the MBE/WBE firm(s) and its ownership interest in the Joint Venture and a completed Joint Venture Affidavit - available from the Office of Contract Compliance)

☒ Bidder/Proposer is not a certified MBE or WBE firm, nor a Joint Venture with MBE/WBE partners, but will utilize MBE and WBE firms either directly or indirectly in the performance of the Contract. (If so, complete Sections II and III).

II. ☒ Direct Participation of MBE/WBE Firms _____ Indirect Participation of MBE/WBE Firms

Where goals have not been achieved through direct participation, Bidder/Proposer shall include documentation outlining efforts to achieve Direct Participation at the time of Bid/Proposal submission. Indirect Participation will only be considered after all efforts to achieve Direct Participation have been exhausted. Only after written documentation of Good Faith Efforts is received will Indirect Participation be considered.

MBEs/WBEs that will perform as subcontractors/suppliers/consultants include the following:

MBE/WBE Firm: Medellin & Associates, Inc.
Address: 47 WEST DIVISION STREET, Suite 171 CHICAGO, IL 60610
E-mail: george.medellin@gmail.com
Contact Person: George Medellin Phone: 708 200-4936
Dollar Amount Participation: \$ TBD

Percent Amount of Participation: 30 %

*Letter of Intent attached? Yes ☒ No _____

*Letter of Certification attached? Yes ☒ No _____

MBE/WBE Firm: _____

Address: _____

E-mail: _____

Contact Person: _____ Phone: _____

Dollar Amount Participation: \$ _____

Percent Amount of Participation: _____ %

*Letter of Intent attached? Yes _____ No _____

*Letter of Certification attached? Yes _____ No _____

Attach additional sheets as needed.

*Additionally, all Letters of Intent, Letters of Certification and documentation of Good Faith Efforts omitted from this bid/proposal must be submitted to the Office of Contract Compliance so as to assure receipt by the Contract Compliance Administrator not later than three (3) business days after the Bid Opening date.

COOK COUNTY SIGNATURE PAGE
(SECTION 10)

ON BEHALF OF THE COUNTY OF COOK, A BODY POLITIC AND CORPORATE OF THE STATE OF ILLINOIS, THIS CONTRACT IS HEREBY EXECUTED BY:



COOK COUNTY CHIEF PROCUREMENT OFFICER

DATED AT CHICAGO, ILLINOIS THIS 19 DAY OF February, 2015

IN THE CASE OF A BID PROPOSAL, THE COUNTY HEREBY ACCEPTS:

THE FOREGOING BID/PROPOSAL AS IDENTIFIED IN THE CONTRACT DOCUMENTS FOR CONTRACT NUMBER

1490-13840C

OR

ITEM(S), SECTION(S), PART(S): _____

TOTAL AMOUNT OF CONTRACT: \$ Contingency Contract-Payments based on amount collected for the County
(DOLLARS AND CENTS)

FUND CHARGEABLE: _____

APPROVED AS TO FORM:



ASSISTANT STATE'S ATTORNEY
(Required on contracts over \$1,000,000.00)

APPROVED BY BOARD OF
COOK COUNTY COMMISSIONERS

JAN 21 2015