



Service Change Checklist

1. Communicate Intentions Early

- Notify the current 211 service partner of a potential change.
- Notify 211 Illinois of your change intentions.

2. Bid Services or Procure Pricing

- Send a request for proposal (RFP) or request for pricing to qualified services.
- Evaluate proposals against pre-defined criteria.
- Choose a new 211 service partner.

3. Negotiate New Contract

- Negotiate and execute a new contract.
- Set a new launch date.

4. Notify All Partners

- Notify the current 211 service partner of bidding/procurement results.
- Notify 211 Illinois about a potential partner change.

5. Submit A Change Request

- Complete a 211 Service Change application to 211 Illinois.
- Access the application at <https://211illinois.org/partner-portal/>

6. Secure Resource Data

- Check the current contract for retaining Resource Data.
- Consider purchasing the Resource Data for your new partner.

7. Plan Call Routing Change

- Allow 30 days or more for call routing changes by telecom companies.
- Identify who will handle and implement a routing strategy.

8. Communicate Service Change Launch

- Over communicate with the local community the timeline for changes.
- Identify the new partners.

9. Celebrate Relaunch

- Celebrate the re-launch.
- Share impact data throughout the first year.

10. Monitor & Evaluate

- Monitor the performance of the new provider.
- Evaluate whether the service is meeting community needs.

