

# COUNTY OF FRESNO

## REQUEST FOR QUOTATION

### NUMBER: 962-5474

## MEDICAL TRANSCRIPTION SERVICES

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Issue Date: May 6, 2016

Closing Date: JUNE 6, 2016

Quotation will be considered LATE when the official Purchasing time clock reads 2:00 P.M.

Questions regarding this RFQ should be directed to: Nick Chin,  
e-mail [countypurchasing@co.fresno.ca.us](mailto:countypurchasing@co.fresno.ca.us) or phone (559) 600-7113.

Check County of Fresno Purchasing's website at  
<https://www2.co.fresno.ca.us/0440/Bids/BidsHome.aspx>  
for any future addenda.

Please submit all Quotations to:

County of Fresno – Purchasing  
4525 E. Hamilton Avenue, 2<sup>nd</sup> Floor  
Fresno, CA 93702-4599

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#### BIDDER TO COMPLETE

Undersigned agrees to furnish the commodity or service stipulated in the attached response at the prices and terms stated, subject to the attached "County of Fresno Purchasing Standard Instructions And Conditions For Requests For Proposals (RFP's) And Requests For Quotations (RFQ's)".

Except as noted on individual items, the following will apply to all items in the Quotation Schedule:

- A cash discount of \_\_\_\_\_ % \_\_\_\_\_ days will apply.

COMPANY

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ADDRESS

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CITY

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STATE

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ZIP CODE

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( )

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( )

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TELEPHONE NUMBER

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FACSIMILE NUMBER

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E-MAIL ADDRESS

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SIGNATURE (IN BLUE INK)

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PRINT NAME

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TITLE

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Purchasing Use: NC:ssj

ORG/Requisition: 31117000 / 3111600379

## COUNTY OF FRESNO PURCHASING

### STANDARD INSTRUCTIONS AND CONDITIONS FOR REQUESTS FOR PROPOSALS (RFP'S) AND REQUESTS FOR QUOTATIONS (RFQ'S)

Note: the reference to "bids" in the following paragraphs applies to RFP's and RFQ's

## GENERAL CONDITIONS

By submitting a bid the bidder agrees to the following conditions. These conditions will apply to all subsequent purchases based on this bid.

1. BID PREPARATION:

- A) All prices and notations must be typed or written in ink. No erasures permitted. Errors may be crossed out, initialed and corrections printed in ink by person signing bid.
- B) Brand Names: Brand names and numbers when given are for reference. Equal items will be considered, provided the offer clearly describes the article and how it differs from that specified. In the absence of such information it shall be understood the offering is exactly as specified.
- C) State brand or make of each item. If bidding on other than specified, state make, model and brand being bid and attach supporting literature/specifications to the bid.
- D) Bid on each item separately. Prices should be stated in units specified herein. All applicable charges must be quoted; charges on invoice not quoted herein will be disallowed.
- E) Time of delivery is a part of the consideration and must be stated in definite terms and must be adhered to. F.O.B. Point shall be destination or freight charges must be stated.
- F) All bids must be dated and signed with the firm's name and by an authorized officer or employee.
- G) Unless otherwise noted, prices shall be firm for one hundred eighty (180) days after closing date of bid.

2. SUBMITTING BIDS:

- A) Each bid must be submitted on forms provided in a sealed envelope/package with bid number and closing date and time on the outside of the envelope/package.
- B) Interpretation: Should any discrepancies or omissions be found in the bid specifications or doubt as to their meaning, the bidder shall notify the Buyer in writing at once. The County shall not be held responsible for verbal interpretations. Questions regarding the bid must be received by Purchasing stated within this document. All addenda issued shall be in writing, duly issued by Purchasing and incorporated into the contract.
- C) ISSUING AGENT/AUTHORIZED CONTACT: This RFP/RFQ has been issued by County of Fresno, Purchasing. Purchasing shall be the vendor's sole point of contact with regard to the RFP/RFQ, its content, and all issues concerning it.

All communication regarding this RFP/RFQ shall be directed to an authorized representative of County Purchasing. The specific buyer managing this RFP/RFQ is identified on the cover page, along with his or her telephone number, and he or she should be the primary point of contact for discussions or information pertaining to the RFP/RFQ.

Contact with any other County representative, including elected officials, for the purpose of discussing this RFP/RFQ, its content, or any other issue concerning it, is prohibited unless authorized by Purchasing. Violation of this clause, by the vendor having unauthorized contact (verbally or in writing) with such other County representatives, may constitute grounds for rejection by Purchasing of the vendor's quotation.

The above stated restriction on vendor contact with County representatives shall apply until the County has awarded a purchase order or contract to a vendor or vendors, except as follows. First, in the event that a vendor initiates a formal protest against the RFP/RFQ, such vendor may contact the appropriate individual, or individuals who are managing that protest as outlined in the County's established protest procedures. All such contact must be in accordance with the sequence set forth under the protest procedures. Second, in the event a public hearing is scheduled before the Board of Supervisors to hear testimony prior to its approval of a purchase order or contract, any vendor may address the Board.

- D) Bids received after the closing time will NOT be considered.
- E) Bidders are to bid what is specified or requested first. If unable to or unwilling to, bidder may bid alternative or option, indicating all advantages, disadvantages and their associated cost.
- F) Public Contract Code Section 7028.15

Where the State of California requires a Contractor's license, it is a misdemeanor for any person to submit a bid unless specifically exempted.

3. FAILURE TO BID:

- A) If not bidding, return bid sheet and state reason for no bid or your name may be removed from mailing list.

4. TAXES, CHARGES AND EXTRAS:

- A) County of Fresno is subject to California sales and/or use tax (8.225%). Please indicate as a separate line item if applicable.
- B) **DO NOT** include Federal Excise Tax. County is exempt under Registration No. 94-73-03401-K.
- C) County is exempt from Federal Transportation Tax. Exemption certificate is not required where shipping papers show consignee as County of Fresno.
- D) Charges for transportation, containers, packing, etc. will not be paid unless specified in bid.

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### 5. W-9 – REQUEST FOR TAXPAYER IDENTIFICATION NUMBER AND CERTIFICATION & CALIFORNIA FORM 590 WITHHOLDING EXEMPTION CERTIFICATE:

Upon award of bid, the vendor shall submit to County Purchasing, a completed IRS Form W-9 - Request for Taxpayer Identification Number and Certification and a California Form 590 Withholding Exemption Certificate if not currently a County of Fresno approved vendor.

### 6. AWARDS:

- A) Award(s) will be made to the most responsive responsible bidder; however, the Fresno County Local Vendor Preference and/or the Disabled Veteran Business Enterprise Preference shall take precedence when applicable. Said Preferences apply only to Request for Quotations for materials, equipment and/or supplies only (no services); the preference do not apply to Request for Proposals. RFQ evaluations will include such things as life-cycle cost, availability, delivery costs and whose product and/or service is deemed to be in the best interest of the County. The County shall be the sole judge in making such determination.
- B) Unless bidder gives notice of all-or-none award in bid, County may accept any item, group of items or on the basis of total bid.
- C) The County reserves the right to reject any and all bids and to waive informalities or irregularities in bids.
- D) Award Notices are tentative: Acceptance of an offer made in response to this RFP/RFQ shall occur only upon execution of an agreement by both parties or issuance of a valid written Purchase Order by Fresno County Purchasing.
- E) After award, all bids shall be open to public inspection. The County assumes no responsibility for the confidentiality of information offered in a bid.

### 7. TIE BIDS:

All other factors being equal, the contract shall be awarded to the Fresno County vendor or, if neither or both are Fresno County vendors, it may be awarded by the flip of a coin in the presence of witnesses or the entire bid may be rejected and re-bid. If the General Requirements of the RFQ state that they are applicable, the provisions of the Fresno County Local Vendor Preference shall take priority over this paragraph.

### 8. PATENT INDEMNITY:

The vendor shall hold the County, its officers, agents and employees, harmless from liability of any nature or kind, including costs and expenses, for infringement or use of any copyrighted or un-copyrighted composition, secret process, patented or unpatented invention, article or appliance furnished or used in connection with this bid.

### 9. SAMPLES:

Samples, when required, must be furnished and delivered free and, if not destroyed by tests, will upon written request (within thirty (30) days of bid closing date) be returned at the bidder's expense. In the absence of such notification, County shall have the right to dispose of the samples in whatever manner it deems appropriate.

### 10. RIGHTS AND REMEDIES OF COUNTY FOR DEFAULT:

- A) In case of default by vendor, the County may procure the articles or service from another source and may recover the cost difference and related expenses occasioned thereby from any unpaid balance due the vendor or by proceeding against performance bond of the vendor, if any, or by suit against the vendor. The prices paid by the County shall

be considered the prevailing market price at the time such purchase is made.

- B) Articles or services, which upon delivery inspection do not meet specifications, will be rejected and the vendor will be considered in default. Vendor shall reimburse County for expenses related to delivery of non-specified goods or services.
- C) Regardless of F.O.B. point, vendor agrees to bear all risks of loss, injury or destruction to goods and materials ordered herein which occur prior to delivery and such loss, injury or destruction shall not release vendor from any obligation hereunder.

### 11. DISCOUNTS:

Terms of less than fifteen (15) days for cash payment will be considered as net in evaluating this bid. A discount for payment within fifteen (15) days or more will be considered in determining the award of bid. Discount period will commence either the later of delivery or receipt of invoice by the County. Standard terms are Net forty-five (45) days.

### 12. SPECIAL CONDITIONS IN BID SCHEDULE SUPERSEDE GENERAL CONDITIONS:

The "General Conditions" provisions of this RFP/RFQ shall be superseded if in conflict with any other section of this bid, to the extent of any such conflict.

### 13. SPECIAL REQUIREMENT:

With the invoice or within twenty-five (25) days of delivery, the seller must provide to the County a Material Safety Data Sheet for each product, which contains any substance on "The List of 800 Hazardous Substances", published by the State Director of Industrial Relations. (See Hazardous Substances Information and Training Act, California State Labor Code Sections 6360 through 6399.7.)

### 14. RECYCLED PRODUCTS/MATERIALS:

Vendors are encouraged to provide and quote (with documentation) recycled or recyclable products/materials which meet stated specifications.

### 15. YEAR COMPLIANCE WARRANTY:

Vendor warrants that any product furnished pursuant to this Agreement/order shall support a four-digit year format and be able to accurately process date and time data from, into and between the twentieth and twenty-first centuries, as well as leap year calculations. "Product" shall include, without limitation, any piece or component of equipment, hardware, firmware, middleware, custom or commercial software, or internal components or subroutines therein. This warranty shall survive termination or expiration of this Agreement.

In the event of any decrease in product functionality or accuracy related to time and/or date data related codes and/or internal subroutines that impede the product from operating correctly using dates beyond December 31, 1999, vendor shall restore or repair the product to the same level of functionality as warranted herein, so as to minimize interruption to County's ongoing business process, time being of the essence. In the event that such warranty compliance requires the acquisition of additional programs, the expense for any such associated or additional acquisitions, which may be required, including, without limitation, data conversion tools, shall be borne exclusively by vendor. Nothing in this warranty shall be construed to limit any rights or remedies the County may otherwise have under this Agreement with respect to defects other than year performance.

### 16. PARTICIPATION:

Bidder may agree to extend the terms of the resulting contract to other political subdivision, municipalities and tax-supported agencies.

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Such participating Governmental bodies shall make purchases in their own name, make payment directly to bidder, and be liable directly to the bidder, holding the County of Fresno harmless.

### 17. CONFIDENTIALITY:

All services performed by vendor shall be in strict conformance with all applicable Federal, State of California and/or local laws and regulations relating to confidentiality, including but not limited to, California Civil Code, California Welfare and Institutions Code, Health and Safety Code, California Code of Regulations, Code of Federal Regulations.

Vendor shall submit to County's monitoring of said compliance.

Vendor may be a business associate of County, as that term is defined in the "Privacy Rule" enacted by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). As a HIPAA Business Associate, vendor may use or disclose protected health information ("PHI") to perform functions, activities or services for or on behalf of County as specified by the County, provided that such use or disclosure shall not violate HIPAA and its implementing regulations. The uses and disclosures of PHI may not be more expansive than those applicable to County, as the "Covered Entity" under HIPAA's Privacy Rule, except as authorized for management, administrative or legal responsibilities of the Business Associate.

Vendor shall not use or further disclose PHI other than as permitted or required by the County, or as required by law without written notice to the County.

Vendor shall ensure that any agent, including any subcontractor, to which vendor provides PHI received from, or created or received by the vendor on behalf of County, shall comply with the same restrictions and conditions with respect to such information.

### 18. APPEALS:

Appeals must be submitted in writing within seven (7) working days after notification of proposed recommendations for award. A "Notice of Award" is not an indication of County's acceptance of an offer made in response to this RFP/RFQ. Appeals should be submitted to County of Fresno Purchasing, 4525 E. Hamilton Avenue, Fresno, California 93702-4599 and in Word format to [gcornuelle@co.fresno.ca.us](mailto:gcornuelle@co.fresno.ca.us). Appeals should address only areas regarding RFP/RFQ contradictions, procurement errors, quotation rating discrepancies, legality of procurement context, conflict of interest, and inappropriate or unfair competitive procurement grievance regarding the RFP/RFQ process.

Purchasing will provide a written response to the complainant within seven (7) working days unless the complainant is notified more time is required.

If the protesting bidder is not satisfied with the decision of Purchasing, he/she shall have the right to appeal to the Purchasing Agent/CAO within seven (7) working days after Purchasing's notification; except if, notified to appeal directly to the Board of Supervisors at the scheduled date and time.

If the protesting bidder is not satisfied with Purchasing Agent/CAO's decision, the final appeal is with the Board of Supervisors.

### 19. OBLIGATIONS OF CONTRACTOR:

A) CONTRACTOR shall perform as required by the ensuing contract. CONTRACTOR also warrants on behalf of itself and all subcontractors engaged for the performance of the ensuing contract that only persons authorized to work in the United States pursuant to the Immigration Reform and Control Act of 1986 and other applicable laws shall be employed in the performance of the work hereunder.

B) CONTRACTOR shall obey all Federal, State, local and special district laws, ordinances and regulations.

### 20. AUDITS & RETENTION:

The Contractor shall maintain in good and legible condition all books, documents, papers, data files and other records related to its performance under this contract. Such records shall be complete and available to Fresno County, the State of California, the federal government or their duly authorized representatives for the purpose of audit, examination, or copying during the term of the contract and for a period of at least three (3) years following the County's final payment under the contract or until conclusion of any pending matter (e.g., litigation or audit), whichever is later. Such records must be retained in the manner described above until all pending matters are closed.

### 21. DISCLOSURE – CRIMINAL HISTORY & CIVIL ACTIONS:

Applies to Request for Proposal (RFP); does not apply to Request for Quotation (RFQ) unless specifically stated elsewhere in the RFQ document.

In their proposal, the bidder is required to disclose if any of the following conditions apply to them, their owners, officers, corporate managers and partners (hereinafter collectively referred to as "Bidder"):

- Within the three-year period preceding the proposal, they have been convicted of, or had a civil judgment rendered against them for:
  - fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction;
  - violation of a federal or state antitrust statute;
  - embezzlement, theft, forgery, bribery, falsification, or destruction of records; or
  - false statements or receipt of stolen property

Within a three-year period preceding their proposal, they have had a public transaction (federal, state, or local) terminated for cause or default.

### 22. DATA SECURITY:

Individuals and/or agencies that enter into a contractual relationship with the COUNTY for the purpose of providing services must employ adequate controls and data security measures, both internally and externally to ensure and protect the confidential information and/or data provided to contractor by the COUNTY, preventing the potential loss, misappropriation or inadvertent access, viewing, use or disclosure of COUNTY data including sensitive or personal client information; abuse of COUNTY resources; and/or disruption to COUNTY operations.

Individuals and/or agencies may not connect to or use COUNTY networks/systems via personally owned mobile, wireless or handheld devices unless authorized by COUNTY for telecommuting purposes and provide a secure connection; up to date virus protection and mobile devices must have the remote wipe feature enabled. Computers or computer peripherals including mobile storage devices may not be used (COUNTY or Contractor device) or brought in for use into the COUNTY's system(s) without prior authorization from COUNTY's Chief Information Officer and/or designee(s).

No storage of COUNTY's private, confidential or sensitive data on any hard-disk drive, portable storage device or remote storage installation unless encrypted according to advance encryption standards (AES of 128 bit or higher).

The COUNTY will immediately be notified of any violations, breaches or potential breaches of security related to COUNTY's confidential information, data and/or data processing equipment which stores or processes COUNTY data, internally or externally.

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COUNTY shall provide oversight to Contractor's response to all incidents arising from a possible breach of security related to COUNTY's confidential client information. Contractor will be responsible to issue any notification to affected individuals as required by law or as deemed necessary by COUNTY in its sole discretion. Contractor will be responsible for all costs incurred as a result of providing the required notification.

### 23. PURCHASING LOCATION & HOURS:

Fresno County Purchasing is located at 4525 E. Hamilton Avenue (**second floor**), Fresno, CA 93702. Non-holiday hours of operation are Monday through Friday, 8:00 A.M. to 12:00 Noon and 1:00 P.M. to 5:00 P.M. PST; Purchasing is closed daily from 12:00 Noon to 1:00 P.M. The following holiday office closure schedule is observed:

January 1*	New Year's Day
Third Monday in January	Martin Luther King, Jr.'s Birthday
Third Monday in February	Washington - Lincoln Day
March 31*	Cesar Chavez' Birthday
Last Monday in May	Memorial Day
July 4*	Independence Day
First Monday in September	Labor Day
November 11*	Veteran's Day
Fourth Thursday in November	Thanksgiving Day
Friday following Thanksgiving	
December 25*	Christmas

\* When this date falls on a Saturday, the holiday is observed the preceding Friday. If the date falls on a Sunday, the holiday is observed the following Monday.

### 24. FRESNO COUNTY BOARD OF SUPERVISORS ADMINISTRATIVE POLICIES:

#### ADMINISTRATIVE POLICY NUMBER 5

##### Contract Salary Limitation Fresno

**County Administrative Policy No. 5** provides that in contracts with non-profit organizations that primarily serve Fresno County and professional service contracts where Fresno County is the sole client, the contractors must agree to the following contract language: "The contractor agrees to limit administrative cost to a maximum of 15% of the total program budget and to limit employee benefits to a maximum of 20% of total salaries for those employees working under this agreement during the term of the agreement. Failure to conform to this provision will be grounds for contract termination at the option of the County of Fresno." Any bidder that wishes an exemption from this contract requirements must set forth the request for exemption, as well as a complete explanation of why the exemption should be granted, in the bidder's response to the RFP. Only the Board of Supervisors can approve such exemption.

**Policy Statement:** Contractors shall be limited to a maximum 15% administrative cost as compared to the total program budget and employee benefits shall be limited to a maximum of 20% of salaries.

The following language will be included in each applicable contract:

"The contractor agrees to limit administrative cost to a maximum of 15% of

the total program budget and to limit employee benefits to a maximum of 20% of total salaries for those employees working under this agreement during the term of this agreement. Failure to conform to this provision will be grounds for contract termination at the option of the County of Fresno."

The above provision shall be applied to renewal or multi-year contracts with non-profit organizations which primarily serve Fresno County and professional services contracts where

Fresno County is the sole client, such as:

- Community based organization service contracts related to social services, health services, or probation services.
- Cultural art program contracts.
- Professional services contracts.

This policy will not apply to contracts between the County and the Federal or State governments; or one-time contracts. The Board of Supervisors will consider exemptions to this policy only upon the recommendation of the County Administrative Office.

**Management Responsibility:** It shall be the responsibility of any County official authorized by the Board of Supervisors to execute contracts or enter into agreements on behalf of the County to review all applicable contracts to insure that this policy is fully enforced.

It shall be the responsibility of the County Administrative Officer to review requests for exemptions to this policy and to make recommendations to the Board of Supervisors on such requests for exemption.

#### ADMINISTRATIVE POLICY NUMBER 34

##### Competitive Bids and Requests for Proposals

**Fresno County Administrative Policy No. 34** provides that no person, firm or subsidiary thereof who has been awarded a consulting services contract by the County, may submit a bid for, or be awarded a contract for, the provision of services, procurement of goods or supplies, or any other related action which is required, suggested, or otherwise deemed appropriate in the end product of the consulting services contract. Any bidder that wishes an exemption from this contract limitation must set forth the request for exemption, as well as a complete explanation of why the exemption should be granted, in the bidder's response to the RFP. Only the Board of Supervisors, on a four-fifths (4/5) vote finding that such waiver is in the best interests of the County, can waive this policy.

**Definitions:** Purchasing Authority and Responsibility – In accordance with the State of California Government Code Section 25500 et seq., and the Fresno County Ordinance Code Chapter 2.56, the Board of Supervisors has established a County Purchasing Agent. The Board has designated the County Administrative Officer as the Purchasing Agent. Unless otherwise restricted, all necessary authority and responsibility has been delegated to the Purchasing Agent to satisfy the acquisition requirements of the County. The Purchasing Agent may defer day-to-day acquisition management to the Purchasing Manager as appropriate.

**Policy Statement:** Competitive bids or requests for proposals shall be secured for all contracts for goods or services which are proposed to be acquired by the County except when in unusual or extraordinary circumstances, a department head, requests an exception to competitive bidding. All such requests must be documented by the department head including a detailed description of the facts justifying the exception. The request must receive concurrence of the procurement authority who will sign that particular contract i.e. the Board of Supervisors or Purchasing Agent/Purchasing Manager. The following circumstances are examples which constitute "Suspension of Competition":

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- In an emergency when goods or services are immediately necessary for the preservation of the public health, welfare, or safety, or for the protection of County property.
- When the contract is with a federal, state, or local governmental agency.
- When the department head, with the concurrence of the Purchasing Agent, finds that the cost of preparing and administering a competitive bidding process in a particular case will equal or exceed the estimated contract amount or \$1,000 whichever is more.
- When a contract provides only for payment of per diem and travel expenses and there is to be no payment for services rendered.
- When obtaining the services of expert witnesses for litigation or special counsel to assist the County.
- When in unusual or extraordinary circumstances, the Board of Supervisors or the Purchasing Agent/Purchasing Manager determines that the best interests of the County would be served by not securing competitive bids or issuing a request for proposal.

Contracts for services should not usually cover a period of more than one year although a longer period may be approved in unusual circumstances. Multiple year contracts must include provisions for early termination and must be contingent on available funding. Unless exempted as provided for above, no contract for service shall extend, either by original contract or by extension, beyond three years unless competitive bids have been sought or a Request for Proposal has been processed.

During any competitive bidding procedure, all bids shall be opened publicly and the dollar amount of each bid shall be read aloud. Under no circumstance shall a bid which is received at the designated place of opening after the closing time be opened or considered.

Contracts for goods or services shall not be effective until approved by the Board of Supervisors or, if appropriate, the Purchasing Agent/Purchasing Manager. Contractors and vendors shall be advised by the responsible department head that performance under the contract may not commence prior to such approval.

### Medical Professional Contracts

The competitive recruitment process, annual performance evaluation, and periodic salary surveys are equivalent to competitive bids for independent physicians contracting with the County on a fee for service basis.

A salary survey for physician services shall be conducted every two years.

Contracts for physician services shall not extend, either by original contract or by extension, beyond five years unless competitive bids have been sought or unless exempted as provided above.

### Contracts for Legal Services

The competitive recruitment process, annual performance evaluation, and periodic salary surveys are equivalent to competitive bids for independent law firms and attorneys contracting with the County on a fee for service basis.

A salary survey for legal services shall be conducted every two years.

The selection of and contracting with firms to provide legal services shall be coordinated through the County Counsel's Office. The County Counsel shall assist in securing a law firm with the requisite legal expertise and price structure that would provide the best service to the County. County Counsel shall be involved throughout the process of selecting a firm, developing a contract, and monitoring the billing and services provided throughout the contract period.

### Prohibited Bids Concerning End Product of Consulting Contracts

No person, firm, or subsidiary thereof who has been awarded a consulting services contract by the County, shall be awarded a contract for the provision of services, procurement of goods or supplies, or any other related action which is required, suggested, or otherwise deemed appropriate in the end product of the consulting services contract. This policy may be waived by the Board of Supervisors on a four-fifths (4/5) vote finding that such waiver is in the best interests of the County.

**Management Responsibility:** The County Administrative Officer is responsible for preparing and issuing written procedures to assure compliance with this policy by all County officials and departments.

## ADMINISTRATIVE POLICY NUMBER 71

### Prohibiting the Use of Public Funds for Political Advocacy

Fresno County Administrative Policy No. 71 provides that no County assets, including money, shall be used for political campaigns of any type. Political campaigns are defined as political advocacy for or opposition to a matter or person that has qualified for the ballot. No contract entered into by the County shall provide for use of County monies for political campaigns.

**Policy Statement:** Government assets, including money, grant funds, paid staff time, equipment and supplies, facilities or any other government asset shall not be used for political campaigns of any type. Political campaigns are defined as political advocacy for or opposition to a matter or person that has qualified for the ballot.

**Management Responsibility:** Department Heads shall be held responsible for ensuring that government assets within their control are not used to advocate for or against any matter or person that has qualified for the ballot.

This section does not prohibit the expenditure of government assets to create and provide informational or educational materials regarding a matter that has qualified for the ballot. Such information or educational materials shall provide a fair, accurate and impartial presentation of relevant information relating to the matter that has qualified for the ballot. However, government assets shall not be expended to create and provide such informational or educational materials in the 90 days prior to the election unless specifically authorized by the Board of Supervisors or required by the Public Records Act or other law.

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## KEY DATES

**RFQ Issue Date:** **May 6, 2016**

**Deadline for Written Requests for Interpretations or Corrections of RFQ:** **May 18, 2016 at 10:00 A.M.**  
E-Mail: [CountyPurchasing@co.fresno.ca.us](mailto:CountyPurchasing@co.fresno.ca.us)

**RFQ Closing Date:** **June 6, 2016 at 2:00 P.M.**  
County of Fresno Purchasing  
4525 E. Hamilton Avenue, 2<sup>nd</sup> Floor  
Fresno, CA 93702



## BIDDING INSTRUCTIONS

The County of Fresno is soliciting bids to establish an agreement under which the successful bidder will provide Medical Transcription Services.

### **LOCAL VENDOR PREFERENCE AND DISABLED VETERAN BUSINESS ENTERPRISE BID**

**PREFERENCE:** The Local Vendor Preference and Disabled Veteran Business Enterprise Preference do not apply to this Request for Quotation.

**DEFINITIONS:** The terms Bidder, Proposer, Contractor and Vendor are all used interchangeably and refer to that person, partnership, corporation, organization, agency, etc. which is offering the quotation and is identified on page one of this Request For Quotation (RFQ).

**ISSUING AGENT:** This RFQ has been issued by County of Fresno, Purchasing. Purchasing shall be the vendor's sole point of contact with regard to the RFQ, its content, and all issues concerning it.

**INTERPRETATION OF RFQ:** Vendors must make careful examination of the requirements, specifications and conditions expressed in the RFQ and fully inform themselves as to the quality and character of services required. If any person planning to submit a quotation finds discrepancies in or omissions from the RFQ or has any doubt as to the true meaning or interpretation, correction thereof may be requested in writing from Purchasing by 10:00 A.M. May 18, 2016, cut-off.

Questions shall be delivered to County of Fresno Purchasing, 4525 E. Hamilton Avenue, Fresno, California 93702 or email: [CountyPurchasing@co.fresno.ca.us](mailto:CountyPurchasing@co.fresno.ca.us).

**NOTE:** Time constraints will prevent County from responding to questions submitted after the cut-off date.

Any change in the Request for Quotation will be made by written addendum issued by the County. The County will not be responsible for any other explanations or interpretations.

**AWARD:** Award will be made to the vendor(s) offering the services, products, prices, delivery, equipment and system deemed to be to the best advantage of the County. The County shall be the sole judge in making such determination. Award Notices are tentative: Acceptance of an offer made in response to this RFQ shall occur only upon execution of an agreement by both parties or issuance of a valid written Purchase Order by Fresno County Purchasing.

**RIGHT TO REJECT BIDS:** The County reserves the right to reject any and all bids and to waive informalities or irregularities in bids.

**AUTHORIZED CONTACT:** All communication regarding this RFQ shall be directed to an authorized representative of County Purchasing. The specific buyer managing this RFQ is identified on the cover page, along with his or her telephone number, and he or she should be the primary point of contact for discussions or information pertaining to the RFQ. Contact with any other County representative, including elected officials, for the purpose of discussing this RFQ, its content, or any other issue concerning it, is prohibited unless authorized by Purchasing. Violation of this clause, by the vendor having unauthorized contact (verbally or in writing) with such other County representatives, may constitute grounds for rejection by Purchasing of the vendor's quotation.

The above stated restriction on vendor contact with County representatives shall apply until the County has awarded a purchase order or contract to a vendor or vendors, except as follows. First, in the event that a vendor initiates a formal protest against the RFQ, such vendor may contact the appropriate individual, or individuals who are managing that protest as outlined in the County's established protest procedures. All such contact must be in accordance with the sequence set forth under the protest procedures. Second, in the event a public hearing is scheduled before the Board of Supervisors to hear testimony prior to its approval of a purchase order or contract, any vendor may address the Board.

**NOTICE TO PROCEED:** Following execution of the agreement by both parties (County and Contractor), the County will issue a written Notice to Proceed for the project specified herein. The completion period as defined below, shall commence upon the date that the Notice to Proceed is delivered to the Contractor.

**CODES AND REGULATIONS:** All work and material to conform to all applicable state and local building and other codes and regulations.

**NUMBER OF COPIES:** Submit **one (1) original and three (3) copies** of your quotation no later than the quotation closing date and time as stated on the front of this document to County of Fresno Purchasing. Each copy to be identical to the original, include all supporting documentation (e.g. literature, brochures, reports, schedules etc.). The cover page of each quotation is to be appropriately marked "Original" or "Copy".

**FIRM QUOTATION:** All quotations shall remain firm for at least one hundred (180) days.

**TAXES:** The quoted amount must include all applicable taxes. If taxes are not specifically identified in the quotation it will be assumed that they are included in the total quoted.

**SALES TAX:** Fresno County pays California State Sales Tax in the amount of 8.225% regardless of vendor's place of doing business.

**TAXES, PERMITS & FEES:** The successful bidder shall pay for and include all federal, state and local taxes direct or indirect upon all materials; pay all fees for, and obtain all necessary permits and licenses, unless otherwise specified herein.

**SPECIFICATIONS AND EQUALS:** Brand names, where used, are a means of establishing quality and style. Bidders are invited to quote their equals. Alternate offers are to be supported by literature, which fully describes items that you are bidding.

No exceptions to or deviations from this specification will be considered unless each exception or deviation is specifically stated by the bidder, in the designated places. If no exceptions or deviations are shown, the bidder will be required to furnish items exactly as specified herein. The burden of proof of compliance with this specification is the responsibility of the bidder.

**LITERATURE:** Bidders shall submit literature, which fully describes items on which they are bidding, not later than the closing date of this bid. Any and all literature submitted must be stamped with bidders name and address.

**SAMPLES:** On request, samples of the products on which you are bidding shall be made available to the County. County will designate where samples are to be delivered.

Successful bidder's samples may be retained for checking against delivery, in which case allowance will be made to vendor.

**VENDOR ASSISTANCE:** Successful bidder shall furnish, at no cost to the County, a representative to assist County departments in determining their product requirements.

**MINOR DEVIATIONS:** The County reserves the right to negotiate minor deviations from the prescribed terms, conditions and requirements with the selected vendor.

**QUOTATION REJECTION:** Failure to respond to all questions or not to supply the requested information could result in rejection of your quotation.

**BIDDERS' LIABILITIES:** County of Fresno will not be held liable for any cost incurred by vendors in responding to the RFQ.

**PRICE RESPONSIBILITY:** The selected vendor will be required to assume full responsibility for all services and activities offered in the quotation, whether or not they are provided directly. Further, the County of Fresno will consider the selected vendor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract. The contractor may not subcontract or transfer the contract, or any right or obligation arising out of the contract, without first having obtained the express written consent of the County.

**PRICES:** Bidder agrees that prices quoted are a maximum for the contract period, and in the event of a price decline such lower prices shall be extended to the County of Fresno. Prices shall be quoted F.O.B. destination.

**CONFIDENTIALITY:** Bidders shall not disclose information about the County's business or business practices and safeguard confidential data which vendor staff may have access to in the course of system implementation.

**NEWS RELEASE:** Vendors shall not issue any news releases or otherwise release information to any third party about this RFQ or the vendor's quotation without prior written approval from the County of Fresno.

**BACKGROUND REVIEW:** The County reserves the right to conduct a background inquiry of each proposer/bidder which may include collection of appropriate criminal history information, contractual and business associations and practices, employment histories and reputation in the business community. By submitting a quotation/bid to the County, the vendor consents to such an inquiry and agrees to make available to the County such books and records the County deems necessary to conduct the inquiry.

**EXCEPTIONS:** Identify with explanation, any terms, conditions, specifications or stipulations of the RFQ with which you CAN NOT or WILL NOT comply.

**ADDENDA:** In the event that it becomes necessary to revise any part of this RFQ, addenda will be provided to all agencies and organizations that receive the basic RFQ.

**SUBCONTRACTORS:** If a subcontractor is proposed, complete identification of the subcontractor and his tasks shall be provided. The primary contractor is not relieved of any responsibility by virtue of using a subcontractor.

**CONFLICT OF INTEREST:** The County shall not contract with, and shall reject any bid or quotation submitted by the persons or entities specified below, unless the Board of Supervisors finds that special circumstances exist which justify the approval of such contract:

1. Employees of the County or public agencies for which the Board of Supervisors is the governing body.
2. Profit-making firms or businesses in which employees described in Subsection (1) serve as officers, principals, partners or major shareholders.
3. Persons who, within the immediately preceding twelve (12) months, came within the provisions of Subsection (1), and who were employees in positions of substantial responsibility in the area of service to be performed by the contract, or participated in any way in developing the contract or its service specifications.
4. Profit-making firms or businesses in which the former employees described in Subsection (3) serve as officers, principals, partners or major shareholders.
5. No County employee whose position in the County enables him to influence the selection of a contractor for this RFQ, or any competing RFQ, and no spouse or economic dependent of such employee, shall be employees in any capacity by a bidder, or have any other direct or indirect financial interest in the selection of a contractor.

**INVOICING:** All invoices are to be delivered in duplicate to the ordering department. Each invoice shall reference the purchase order or contract no. The contractor shall obtain the "invoice to" address when receiving the order.

**PAYMENT:** County will make partial payments for all purchases made under the contract/purchase order and accumulated during the month.

**CONTRACT TERM:** It is County's intent to contract with the successful bidder for a term of three (3) years.

**RENEWAL:** Agreement may be renewed for a potential of two (2) one (1) year periods, based on the mutual written consent of all parties.

**QUANTITIES:** Quantities shown in the bid schedule are approximate and the County guarantees no minimum amount. The County reserves the right to increase or decrease quantities.

**ORDERING:** Orders will be placed as required by the various County Departments.

**TERMINATION:** The County reserves the right to terminate any resulting contract upon written notice.

**INDEPENDENT CONTRACTOR:** In performance of the work, duties, and obligations assumed by Contractor under any ensuing Agreement, it is mutually understood and agreed that CONTRACTOR, including any and all of Contractor's officers, agents, and employees will at all times be acting and performing as an independent contractor, and shall act in an independent capacity and not as an officer, agent, servant, employee, joint venturer, partner, or associate of the COUNTY. Furthermore, County shall have no right to control or supervise or direct the manner or method by which Contractor shall perform its work and function. However, County shall retain the right to administer this Agreement so as to verify that Contractor is performing its obligations in accordance with the terms and conditions thereof. Contractor and County shall comply with all applicable provisions of law and the rules and regulations, if any, of governmental authorities having jurisdiction over matters the subject thereof.

Because of its status as an independent contractor, Contractor shall have absolutely no right to employment rights and benefits available to County employees. Contractor shall be solely liable and responsible for providing to, or on behalf of, its employees all legally-required employee benefits. In addition, Contractor shall be solely responsible and save County harmless from all matters relating to payment of Contractor's employees, including compliance with Social Security, withholding, and all other regulations governing such matters. It is acknowledged that during the term of the Agreement, Contractor may be providing services to others unrelated to the County or to the Agreement.

**SELF-DEALING TRANSACTION DISCLOSURE:** Contractor agrees that when operating as a corporation (a for-profit or non-profit corporation), or if during the term of the agreement the Contractor changes its status to operate as a corporation, members of the Contractor's Board of Directors shall disclose any self-dealing transactions that they are a party to while Contractor is providing goods or performing services under the agreement with the County. A self-dealing transaction shall mean a transaction to which the Contractor is a party and in which one or more of its directors has a material financial interest. Members of the Board of Directors shall disclose any self-dealing transactions that they are a party to by completing and signing a Fresno County Self-Dealing Transaction Disclosure Form and submitting it to the County prior to commencing with the self-dealing transaction or immediately thereafter.

**HOLD HARMLESS CLAUSE:** Contractor agrees to indemnify, save, hold harmless and at County's request, defend the County, its officers, agents and employees, from any and all costs and expenses, damages, liabilities, claims and losses occurring or resulting to County in connection with the performance, or failure to perform, by Contractor, its officers, agents or employees under this Agreement and from any and all costs and expenses, damages, liabilities, claims and losses occurring or resulting to any person, firm or corporation who may be injured or damaged by the performance, or failure to perform, of Contractor, its officers, agents or employees under this Agreement.

**COORDINATE WORK WITH OWNER:** Successful bidder shall coordinate and schedule the work with the County so that any interruption to the normal business operations be kept to a minimum.

**INSPECTION:** All material and workmanship shall be subject to inspection, examination and test by the County at any and all times during which manufacture and/or construction are carried on. The County shall have the right to reject defective material and workmanship or require its correction.

**SUPERVISION:** The Contractor shall give efficient supervision to the work, using therein the skill and diligence for which he is remunerated in the contract price. He shall carefully inspect the site and study and compare all drawings, specifications and other instructions, as ignorance of any phase of any of the features or conditions affecting the contract will not excuse him from carrying out its provisions to its full intent.

**STANDARD OF PERFORMANCE:** All work shall be performed in a good and workmanlike manner.

**SAFEGUARDS:** The contractor shall provide safeguards, in conformity with all local codes and ordinances as may be required.

**INSURANCE:** Without limiting the COUNTY's right to obtain indemnification from CONTRACTOR or any third parties, CONTRACTOR, at its sole expense, shall maintain in full force and effect, the following insurance policies or a program of self-insurance, including but not limited to, an insurance pooling arrangement or Joint Powers Agreement (JPA) throughout the term of the Agreement:

- A. Commercial General Liability: Commercial General Liability Insurance with limits of not less than One Million Dollars (\$1,000,000) per occurrence and an annual aggregate of Two Million Dollars (\$2,000,000). This policy shall be issued on a per occurrence basis. COUNTY may require specific coverages including completed operations, products liability, contractual liability, Explosion-Collapse-Underground, fire legal liability or any other liability insurance deemed necessary because of the nature of this contract.
- B. Automobile Liability: Comprehensive Automobile Liability Insurance with limits for bodily injury of not less than Two Hundred Fifty Thousand Dollars (\$250,000.00) per person, Five Hundred Thousand Dollars (\$500,000.00) per accident and for property damages of not less than Fifty Thousand Dollars (\$50,000.00), or such coverage with a combined single limit of Five Hundred Thousand Dollars (\$500,000.00). Coverage should include owned and non-owned vehicles used in connection with this Agreement.
- C. Professional Liability: If CONTRACTOR employs licensed professional staff, (e.g., Ph.D., R.N., L.C.S.W., M.F.C.C.) in providing services, Professional Liability Insurance with limits of not less than One Million Dollars (\$1,000,000.00) per occurrence, Three Million Dollars (\$3,000,000.00) annual aggregate.
- D. Worker's Compensation: A policy of Worker's Compensation insurance as may be required by the California Labor Code.

CONTRACTOR shall obtain endorsements to the Commercial General Liability insurance naming the County of Fresno, its officers, agents, and employees, individually and collectively, as additional insured, but only insofar as the operations under this Agreement are concerned. Such coverage for additional insured shall apply as primary insurance and any other insurance, or self-insurance, maintained by COUNTY, its officers, agents and employees shall be excess only and not contributing with insurance provided under CONTRACTOR's policies herein. This insurance shall not be cancelled or changed without a minimum of thirty (30) days advance written notice given to COUNTY.

Within thirty (30) days from the date CONTRACTOR executes this Agreement, CONTRACTOR shall provide certificates of insurance and endorsement as stated above for all of the foregoing policies, as required herein, to the County of Fresno, **Sheriff-Coroner's Business Office, Attn: June Mayeda, 2200 Fresno Street, Fresno, CA 93721**, stating that such insurance coverage have been obtained and are in full force; that the County of Fresno, its officers, agents and employees will not be responsible for any premiums on the policies; that such Commercial General Liability insurance names the County of Fresno, its officers, agents and employees, individually and collectively, as additional insured, but only insofar as the operations under this Agreement are concerned; that such coverage for additional insured shall apply as primary insurance and any other insurance, or self-insurance, maintained by COUNTY, its officers, agents and employees, shall be excess only and not contributing with insurance provided under CONTRACTOR's policies herein; and that this insurance shall not be cancelled or changed without a minimum of thirty (30) days advance, written notice given to COUNTY.

In the event CONTRACTOR fails to keep in effect at all times insurance coverage as herein provided, the COUNTY may, in addition to other remedies it may have, suspend or terminate this Agreement upon the occurrence of such event.

All policies shall be with admitted insurers licensed to do business in the State of California. Insurance purchased shall be purchased from companies possessing a current A.M. Best, Inc. rating of A FSC VII or better.

**EPAYMENT OPTION:** The County of Fresno provides an Epay Program which involves payment of invoices by a secure Visa account number assigned to the supplier after award of contract. Notification of payments and required invoice information are issued to the supplier's designated Accounts Receivable contact by e-mail remittance advice at time of payment. To learn more about the benefits of an Epay Program, how it works, and obtain answers to frequently asked questions, click or copy and paste the following URL into your browser: [www.bankofamerica.com/epayablesvendors](http://www.bankofamerica.com/epayablesvendors) or call Fresno County Accounts Payable, 559-600-3609.

**BIDDER TO COMPLETE:**

Name of Insurance Carrier: \_\_\_\_\_

Public Liability: \_\_\_\_\_ Expires: \_\_\_\_\_

Automotive Insurance: \_\_\_\_\_ Expires: \_\_\_\_\_

Worker's Compensation: \_\_\_\_\_ Expires: \_\_\_\_\_

Proof of maintenance of adequate insurance will be required before award is made to vendor.

**SUBCONTRACTORS:**

List all subcontractors that would perform work in excess of one/half of one percent of the total amount of your bid, and state general type of work such subcontractor would be performing:

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**DISPUTE RESOLUTION:** The ensuing contract shall be governed by the laws of the state of California. Any claim which cannot be amicably settled without court action will be litigated in the U.S. District Court for the Eastern District of California in Fresno, CA or in a state court for Fresno County.

**DEFAULT:** In case of default by the selected bidder, the County may procure the services from another source and may recover the loss occasioned thereby from any unpaid balance due the selected bidder, or by any other legal means available to the County.

**ASSIGNMENTS:** The ensuing proposed contract will provide that the vendor may not assign any payment or portions of payments without prior written consent of the County of Fresno.

**ASSURANCES:** Any contract awarded under this RFQ must be carried out in full compliance with the Civil Rights Act of 1964, the Americans With Disabilities Act of 1990, their subsequent amendments, and any and all other laws protecting the rights of individuals and agencies. The County of Fresno has a zero tolerance for discrimination, implied or expressed, and wants to ensure that policy continues under this RFQ. The contractor must also guarantee that services, or workmanship, provided will be performed in compliance with all applicable local, state, or federal laws and regulations pertinent to the types of services, or project, of the nature required under this RFQ. In addition, the contractor may be required to provide evidence substantiating that their employees have the necessary skills and training to perform the required services or work.

**AUDITS AND RETENTION:** The Contractor shall maintain in good and legible condition all books, documents, papers, data files and other records related to its performance under this contract. Such records shall be complete and available to Fresno County, the State of California, the federal government or their duly authorized representatives for the purpose of audit, examination, or copying during the term of the contract and for a period of at least three years following the County's final payment under the contract or until conclusion of any pending matter (e.g., litigation or audit), whichever is later. Such records must be retained in the manner described above until all pending matters are closed.

**BIDDER TO COMPLETE THE FOLLOWING:****PARTICIPATION**

The County of Fresno is a member of the Central Valley Purchasing Group. This group consists of Fresno, Kern, Kings, and Tulare Counties and all governmental, tax supported agencies within these counties.

Whenever possible, these and other tax supported agencies co-op (piggyback) on contracts put in place by one of the other agencies.

Any agency choosing to avail itself of this opportunity, will make purchases in their own name, make payment directly to the contractor, be liable to the contractor and vice versa, per the terms of the original contract, all the while holding the County of Fresno harmless. If awarded this contract, please indicate whether you would extend the same terms and conditions to all tax supported agencies within this group as you are proposing to extend to Fresno County.

☐

Yes, we will extend contract terms and conditions to all qualified agencies within the Central Valley Purchasing Group and other tax supported agencies.

☐

No, we will not extend contract terms to any agency other than the County of Fresno.

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(Authorized Signature in Blue Ink)

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Title

**VENDOR MUST COMPLETE AND RETURN WITH REQUEST FOR QUOTATION.**

Firm: \_\_\_\_\_

**REFERENCE LIST**

Provide a list of at least five (5) customers for whom you have recently provided similar products/services. Be sure to include all requested information.

Reference Name: \_\_\_\_\_ Contact: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone No.: ( \_\_\_\_\_ ) \_\_\_\_\_ Date: \_\_\_\_\_  
Service Provided: \_\_\_\_\_

Reference Name: \_\_\_\_\_ Contact: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone No.: ( \_\_\_\_\_ ) \_\_\_\_\_ Date: \_\_\_\_\_  
Service Provided: \_\_\_\_\_

Reference Name: \_\_\_\_\_ Contact: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone No.: ( \_\_\_\_\_ ) \_\_\_\_\_ Date: \_\_\_\_\_  
Service Provided: \_\_\_\_\_

Reference Name: \_\_\_\_\_ Contact: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone No.: ( \_\_\_\_\_ ) \_\_\_\_\_ Date: \_\_\_\_\_  
Service Provided: \_\_\_\_\_

Reference Name: \_\_\_\_\_ Contact: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone No.: ( \_\_\_\_\_ ) \_\_\_\_\_ Date: \_\_\_\_\_  
Service Provided: \_\_\_\_\_

***Failure to provide a list of at least five (5) customers may be cause for rejection of this RFQ.***



## SCOPE OF WORK

The County of Fresno's Children's Medical Services and Sheriff-Coroner's Office are requesting a quotation for medical transcription services. The yearly amount of transcriptions that will be required varies depending on the number of autopsies performed by the Fresno County Sheriff-Coroner's Office and the number of Medical Therapy Conferences that are performed by Children's Medical Services. However, there are approximately 400 reports per year that will be required by the Sheriff-Coroner's Office and approximately 200 reports per year that Children's Medical Services will require; approximately 600 reports total. Please see below for examples of both reports.

Vendors shall indicate in their proposals that they are providing medical transcription services from dictation transmitted via telephone and/or audio recordings. The following specifications shall also be applied to both the Fresno County Sheriff-Coroner's Office and Children's Medical Services:

1. Vendor shall be well versed with medical terminology;
2. Vendor shall perform medical transcription for autopsy services performed by the Fresno County Sheriff-Coroner's Forensic Pathologist and the Children's Medical Services' Medical Therapy Conference physicians;
3. Vendor shall transcribe reports using format specified (see examples below);
4. For purposes of evaluating vendor's responses, the term "**CHARACTER**" shall be defined as: Any printable letter, number, symbol (i.e., commas, periods, quotation marks, etc.). The definition of a "**CHARACTER**" does not include: underscore, bold, spaces, or any function key or formatting codes necessary for final appearance of the report;
5. Access to reports shall be limited to the vendor and/or the vendor's employees. Confidentiality for this material must be maintained as reports contain medical material pertaining to the criminal justice system and citizen's protected health information;
6. Vendor shall provide written certification that all records have been purged from the vendor's files, including computerized records, upon termination and/or at the end of the contract period;
7. Any corrections, including, but not limited to, errors in transcribing and typographical errors caused by vendor are to be corrected at vendor's own expense;
8. Vendor shall add on to any previously dictated report;
9. Rush reports may be required from time to time. A "**RUSH**" report is defined as any report that is required to be completed and delivered in less than a 24-hour period from time received;
10. County will dictate into the telephone to transmit medical information into vendor's system;
11. Vendor shall be capable of transcribing from cassette tapes and/or electronic audio files in the event that telephones are temporarily unavailable;
12. Vendor shall have a system that is auditable by case number/name by date dictation received in order to match billing to the number of dictations;
13. Vendor shall transcribe in the order the dictation is received from the County;
14. Vendor shall deliver the transcriptions completed in Microsoft Word, via email, within four (4) working days from the date received;
15. Vendor shall perform all medical transcription services off-site; and
16. Vendor shall use its own equipment to perform medical transcription services. This includes, but is not limited to, hardware and computer software systems necessary for dictation to be received by the vendor via telephone and computer equipment necessary to return reports to the County via e-mail.

## OPTION 1

### MEDICAL TRANSCRIPTION FROM AUDIO RECORDINGS

1. County shall provide vendor with a listing of scheduled Medical Therapy Conference dates bi-annually or as updated by program. An average of the (10) conferences will be held each month.
2. Vendor shall pick up the dictation micro-cassette tapes within 24 hours after each Medical Therapy Conference from the three (3) CCS Medical Therapy Units located at 67 East Ashlan, Fresno, CA 93704; 2444 South Peach Avenue, Fresno, CA 93725; and 1345 North Peach, Clovis, CA 93619-8342. Vendor shall also receive a listing (including DOB, CCS# and names of clients) of all dictations requiring transcription for each Medical Therapy Conference when the vendor picks up the dictation micro-cassette tapes within 24 hours after being notified by the Fresno County Coroner that transcription is required.
3. Tapes for transcription are standard micro-cassette size and are to be returned unerased to originating office within 7 calendar days.
4. Vendor shall transcribe micro-cassette tapes in the order they are received.
5. Vendor shall deliver the transcriptions completed in Microsoft Word via e-mail within four (4) working days from the date of each Medical Therapy Conference, unless special arrangements are orally agreed to by vendor and the CMS Division Manager or CCS Rehabilitative Therapy Manager, or designees, for special circumstances (i.e., RUSH dictations).
6. Vendor shall perform all medical transcription services off-site.
7. Vendor shall use its own equipment to perform medical transcription services.
8. County shall make all necessary copies.
9. Vendor shall return all documents, including but not limited to micro-cassette tapes, upon termination and/or at the end of the contract period.

## OPTION 2

### MEDICAL TRANSCRIPTION VIA TELEPHONE

1. County shall provide vendor via e-mail with a listing (including DOB, CCS# and names of clients) of all dictations requiring transcription as soon as possible after each Medical Therapy Conference and will indicate any 'RUSH' transcriptions.
2. County will dictate into the telephone to transmit medical information into vendor's system.
3. Vendor shall be capable of transcribing from cassette tapes in the event the telephones are temporarily unavailable.
4. Vendor shall transcribe in the order the dictation is received from the County.
5. Vendor shall deliver the transcriptions completed in Microsoft Word, via e-mail, within four (4) working days unless special arrangements are orally agreed to by vendor and authorized County staff, or designees, for special circumstances (i.e., RUSH dictations).
6. Vendor shall perform all medical transcription services off-site.
7. Vendor shall use its own equipment to perform medical transcription services. This includes, but is not limited to, hardware and computer software systems necessary for dictation to be received by the vendor via the telephone, and computer equipment necessary to return reports to the County via the internet.

## QUOTATION SCHEDULE

Bidders must quote "cost per character" rate based on approximately 600 reports annually for a term of three years with the option to renew for an additional two (2), one (1) year periods. The attached **Exhibit A** and **Exhibit B** includes a sample of the standard reports and their format.

	Cost per Character
<b><u>Option #1</u></b>	
<b>Medical Transcriptions via Audio Recordings</b>	\$ _____
<b>Rush Medical Transcriptions via Audio Recordings</b>	\$ _____
<b><u>Option #2</u></b>	
<b>Medical Transcriptions via Telephone</b>	\$ _____
<b>Rush Medical Transcriptions via Telephone</b>	\$ _____

## CHECK LIST

This Checklist is provided to assist the vendors in the preparation of their bid response. Included in this list, are important requirements and is the responsibility of the bidder to submit with the bid package in order to make the bid compliant. Because this checklist is just a guideline, the bidder must read and comply with the bid in its entirety.

*Check off each of the following:*

1. \_\_\_\_\_ All signatures must be in **blue ink**.
2. \_\_\_\_\_ The Request for Quotation (RFQ) has been signed and completed.
3. \_\_\_\_\_ **One (1) original and three (3) copies** of the RFQ have been provided.
4. \_\_\_\_\_ Addenda, if any, have been completed, signed and included in the bid package.
5. \_\_\_\_\_ The completed *Reference List* as provided with this RFQ.
6. \_\_\_\_\_ The *Quotation Schedule* as provided with this RFQ has been completed, price reviewed for accuracy and any corrections initialed in ink.
7. \_\_\_\_\_ Indicate all of bidder exceptions to the County's requirements, conditions and specifications as stated within this RFQ.
8. \_\_\_\_\_ The *Participation* page as provided within this RFQ has been signed and included
9. \_\_\_\_\_ The *Local Vendor Bid Preference and Disabled Veteran Business Enterprise Bid Preference* section (if applicable) has been completed signed and included.
10. \_\_\_\_\_ *Bidder to Complete* page as provided with this RFQ.
11. \_\_\_\_\_ Verification of Department of Industrial Relations Contractor Registration.
12. \_\_\_\_\_ Verification of Contractor's License and the Department of Consumer Affairs – Contractors' State License Board.
13. \_\_\_\_\_ Specification, descriptions etc. for items offered under bidder(s) quotation.
14. \_\_\_\_\_ A description of the design and techniques that the bidder will use to complete the project.
15. \_\_\_\_\_ Lastly, on the **LOWER LEFT HAND CORNER** of the sealed envelope, box, etc. transmitting your bid include the following information:

County of Fresno RFQ No.	<u>962-5474</u>
Closing Date:	<u>June 6, 2016</u>
Closing Time:	<u>2:00 P.M.</u>
Commodity or Service:	<u>Medical Transcription Services</u>

**Return Checklist with your RFQ response.**

## EXHIBITS

- A. Sample Sheriff-Coroner Office's Autopsy Report
- B. Sample Department of Public Health California Childrens Medical Therapy Conference Report

**SAMPLE SHERIFF-CORONER OFFICE'S AUTOPSY REPORT**

Name: Doe, John  
Age: 00-year-old male  
Date of Death: 00/00/2001; 2005 hours  
Date Performed: 00/00/2000  
Performed At: Fresno County Morgue  
Performed By: Michael J. Chambliss, MD  
Permission for Autopsy: Jane Smith, Deputy Coroner  
Present at Autopsy: Detective Joe, Fresno Police Department  
Joe, ID Technician, Fresno Police Department

Photographs are taken by Dr. Chambliss and Joe for identification purposes plus documentation of pathology and evidence of injury.

**POSTMORTEM X-RAYS:** Prior to the autopsy, X-rays were taken of the chest and abdomen to check for the presence of bullets or fragments. No bullets are found.

The subject was identified as John Doe prior to starting the autopsy.

**PERSONAL EFFECTS:** The body is received on the autopsy cart unembalmed and unclothed. No additional clothing items are seen. A small metal earring is present in the left ear. No additional personal effects are seen.

**EXTERNAL EXAMINATION:** The body shows good preservation.

There are gunshot wounds of the left arm with two (2) gunshot wounds of the torso to be described later. Signs of medical and surgical therapy are identified to be described later.

The subject is a well-developed, well-nourished adult African-American male weighing 100 pounds, measuring 72" in length with an appearance consistent with the recorded age of 00 years. Rigor mortis is receding in the arms and legs with moderate rigor noted in the neck region. Postmortem lividity is noted in the back surface of the body.

The head contour is maintained, and the scalp is covered by short to medium length black hair. The scalp region shows no injuries. There is prominent soft tissue swelling of the face. The eyes are brown with marked edema of the scleral areas. The nose is intact and unremarkable. The ears are normal set and the external canals are patent. Signs of attempted medical therapy are noted. The mouth shows natural teeth in good repair. The neck region is normal.

The chest region shows bilateral chest tubes with an atypical gunshot wound on the left lateral chest wall. The breasts are normal male. The abdomen shows a recent exploratory laparotomy incision covered by a white bandage. The abdomen is distended.

All fingers are present, and the nails are short and clean. There is a gunshot wound through the left forearm near the elbow. No additional injuries are seen. Normal symmetrical muscle development is noted.

The external genitalia show a normal circumcised penis with both testicles noted in the scrotal sac. No injuries are seen.

All toes are present, and the nails are short and clean. The legs show symmetrical normal muscle development without injuries or scars.

In the right lower back is a gunshot wound to be further detailed later. No tattoos or scars are seen.

**TATTOOS:**

1. On the outer left shoulder is a large letter "J" with the name "Hester" written horizontal across the "J."
2. On the right shoulder is a tattoo of a cross and a football.

**EVIDENCE OF INJURY:****I. GUNSHOT WOUND OF RIGHT BACK:**

**ENTRANCE:** There is a 0.5 x 0.2 cm wound in the lower right back located 24" from the top of the head and 3.5" to the right of the midline. No soot or powder deposits are noted around the wound. There is an eccentric abrasion around the wound between the 12 and 6 o'clock position.

**WOUND COURSE:** (a) Skin, soft tissues, and muscles of the lower right back, (b) entering the right side of the retro peritoneum, (c) through the lumbosacral spine (spinal cord injury), (d) distal segment of the ileum (small intestine), (e) transverse and descending segments of the colon, (f) upper pole left kidney, (g) left adrenal gland, (h) distal tail of the pancreas, (i) spleen, (j) stomach, and (k) left leaflet of the diaphragm before exiting the left lateral chest. The course is associated with blood and food material in the abdominal cavity. Prominent blood is present in the area of the right psoas muscle.

**PROJECTILE:** None.

**EXIT:** There is a 2 x 1.5 cm atypical wound on the lateral left chest located 20 1/2" from the top of the head and 8 1/2" left of midline. There is an irregular abrasion around the wound.

**DIRECTION:** Primarily right to left, back to front, and upwards.

**II. GUNSHOT WOUND OF OUTSIDE OF LEFT ARM:**

**ENTRANCE:** There is a 1 x 1 cm wound on the outer left forearm near the elbow located 10" above the wrist. No soot or powder deposits are seen around the wound.

**WOUND COURSE:** Skin, regional soft tissues, and muscles of the forearm passing out the front of the left forearm.

**PROJECTILE:** None.

**EXIT:** There is an atypical 2 x 1 cm wound on the front of the left forearm located 9 1/2" above the left wrist. There is an irregular abrasion around the wound. There is a 2 x 1 cm bruise above the wound near the antecubital region.

**DIRECTION:** Left to right and slightly downward.

**EVIDENCE OF SURGICAL THERAPY:** An exploratory laparotomy was performed and injuries in the abdominal region were identified. The injuries involve the left leaflet of the diaphragm, spleen, stomach, left kidney, tail of the pancreas, left adrenal gland, segments of the transverse and descending colon, and the ileum. The spleen and tail of the pancreas, portions of the transverse and descending colon, a portion of the ileum, a part of the adrenal, and the entire kidney were surgically removed. The diaphragm was surgically repaired. A partial left adrenalectomy was done with a colectomy and no anastomosis. Resection of a portion of the ileum was also done. No anastomosis of the ileum was performed. A gastrotomy was also performed with packing of the muscle bleeders in the right lower back area. A large retroperitoneal hematoma was identified in the left lower quadrant.

**EVIDENCE OF ATTEMPTED MEDICAL THERAPY (EXCLUDING SURGERY):**

1. Bilateral chest tubes are in place.
2. Disposable EKG monitor pads are present over each side of the abdomen and the back of the right shoulder.
3. An endotracheal tube is present in the mouth with a gastric tube in the right nostril.
4. A needle puncture site is seen over the top of the right hand.

5. A needle puncture site is seen on the inside of the right wrist.
6. A urethral catheter is in place.
7. A blood pressure cuff is present around the right arm.
8. The atypical gunshot wound on the lateral left chest is stapled.
9. A gauze square bandage covers the gunshot wound in the lower right back.
10. A Swan-Ganz catheter is present over the front of the left shoulder.

**INTERNAL EXAMINATION:** The usual autopsy incision is made. Reflection of the skin and underlying soft tissues show areas of hemorrhage of the muscles around the chest tube placement sites. There is a gunshot wound through the left lateral rib cage.

**BODY CAVITIES:** The chest plate is removed. Surgically repaired intestinal loops are identified. The left kidney and spleen are surgically absent along with a portion of the pancreas. The liver shows no injuries. Fluid is present throughout both chest cavities with residual blood throughout the abdomen.

**NECK ORGANS:** The muscles show no injuries. A few petechiae are noted over the mucosa of the larynx associated with the resuscitation process. The epiglottis and hyoid bone are unremarkable. The trachea is normal. The thyroid gland is normal. The cervical spine is intact.

**RESPIRATORY SYSTEM:** The right and left lungs weigh 965 and 840 gm, respectively. The lungs are very congested and wet with minimal anthracosis. The mucosa of the tracheobronchial tree is normal. The pulmonary arteries are normal. Sections show prominent congestion and edema.

**CARDIOVASCULAR SYSTEM:** The heart weighs 460 gm. The pericardial sac contains the usual fluid. A right-sided dominant coronary arterial system is seen and no atherosclerosis is noted. All chambers are normal size. The endocardium and myocardium are normal. The thoracic and abdominal segments of the aorta are free of injury.

**HEPATOBIILIARY SYSTEM:** The liver weighs 1370 gm. It has the normal appearance on the external and cut surfaces. No injuries are seen. The gallbladder and biliary tract are normal.

**HEMOLYMPHATIC SYSTEM:** The spleen is surgically absent.

**GASTROINTESTINAL SYSTEM:** (see **EVIDENCE OF INJURY**) The esophagus is normal. There is a sutured gunshot wound of the stomach as previously stated. Sections of the distal ileum and colon (transverse and descending) are stapled off secondary to surgically resected gunshot injuries.

**GENITOURINARY SYSTEM:** The left kidney is surgically absent. The right kidney weighs 160 gm. It has a pale brown appearance on the external and cut surfaces. There is hemorrhage in the right side of the retro peritoneum. The urinary bladder is empty with a urethral catheter in place. The prostate gland is normal.

**ENDOCRINE SYSTEM:** The tail of the pancreas has been surgically resected. The left adrenal gland has been partially removed. The right adrenal gland is identified. The thyroid gland is normal.

**MUSCULOSKELETAL SYSTEM:** There is a gunshot wound through the lumbosacral spine with injury to the spinal cord. There is a gunshot injury to the left side of the rib cage. No additional gunshot injuries are seen to the spine. The gunshot wound to the left forearm does not injure the skeletal system.

**CENTRAL NERVOUS SYSTEM:** The scalp and skull are free of injury. No subdural or epidural blood is seen. There is edema of the leptomeninges over the top and sides of the brain. The brain weighs 1300 gm. Cut surfaces of the brain show edema of the gray and white matter. The floor of the skull is intact.

**DISPOSITION OF EVIDENCE:** An autopsy blood sample and all clothing items are given to Joe Isquierdo, IB Technician with the Fresno Police Department.

**MATERIALS SAVED FOR PATHOLOGY:** Representative tissue sections of the internal organs are taken and saved.



**MATERIALS SAVED FOR TOXICOLOGY:** Autopsy blood sample and hospital samples.

**PATHOLOGIC DIAGNOSES:**

1. Gunshot wound of the lower right back (perforating):
  - a. Entrance wound in lower right back.
  - b. Injuries to the spleen, left kidney, the ileum, transverse and descending colon, pancreas, left leaflet of the diaphragm, and stomach; blood present throughout the abdominal cavity.
  - c. Exit wound on left lateral chest.
  - d. Direction: Right to left, front to back, and upward.
2. Gunshot wound of outside of left arm (perforating):
  - a. Course through the muscles and soft tissues of the forearm.
  - b. Direction: Left to right and slightly downward.

**CAUSE OF DEATH:** Gunshot wound of the back.

**MANNER:** Homicide.

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**MICHAEL J. CHAMBLISS, MD**  
Forensic Pathologist

MJC/tu  
MC25138C.T02  
d: 12/21/2010  
t: 12/28/2010

**SAMPLE DEPARTMENT OF PUBLIC HEALTH CALIFORNIA CHILDREN'S SERVICES  
MEDICAL THERAPY CONFERENCE REPORT**

**IN ATTENDANCE:** Mother.

**HISTORY:** John is here for his annual follow up. He is currently at Anytown Junior High in special day class and his pediatrician remains Dr. Jane Doe. He is also followed for subspecialty care at UC San Francisco epileptic clinic with Dr. Doe. John was a full term, otherwise healthy child who had hemolytic uremic syndrome associated with a cardiovascular accident at 21 months of age. He currently is on Benzyl 500 mg b.i.d. and has a vagal nerve stimulator which was placed in February 2012. They are still having to use the VNS at times but not daily, but he does still have daily seizures that are brief three or more times per day. He is trying to develop some also brief 10 to 15 seconds grand-mal seizure in his sleep. Mother sleeps with him because of the seizure risk. He has had some bad falls at school. They have been associated with running, not seizures. He has outgrown his helmet and they are trying to get approval for a new one. The physicians at UCSF also follow him from a renal standpoint in that they are doing periodic lab works as needed and have made an endocrine referral. He is starting puberty which would be at the appropriate age. He is 12. Mother states he does have a communication device at school and apparently in September 2015, his manual wheelchair and his sister's bicycle were stolen from the garage at home, so he does not have his backup wheelchair. In the past, he has had bilateral Benik hand splints but has not been wearing them consistently. He is still on diapers. Mother states that the medical cannabis is still more or less on hold. They have not found a reliable source and they are trying to work through a physician in LA.

**CURRENT MEDICATIONS:** As above.

**CURRENT EQUIPMENT:** As above.

**GMFCS:** 1.

**PHYSICAL EXAMINATION:** John does not like to have his hair cut and his hair is basically in front of his eyes. He does have a black eye on the left which is resolving. Looks to be about a week old. He does not use his left arm very much at all. He keeps it flexed at the elbow and has increased tone. He keeps the thumb in the palm and really does not try to grab objects or reach or use it for much of anything. He basically ignores it and it just is by his side. Both lower extremities appear to have fairly normal tone to me and his gait while not smooth is more of a dynamic balance, that type of thing that is falling so much. He does have good range. Back is straight. Weight today we got **68** lbs but he appears to be more than that. He does not look thin. Height was **55** inches.

**DIAGNOSES:**

1. Hemolytic uremic syndrome complicated by CVA at age 2.
2. Intractable seizure disorder status post vagal nerve stimulator.
3. Asymmetric quadriplegia/cerebral palsy.
4. Cognitive delays.
5. Speech delay. He has no words.

**REHABILITATION POTENTIAL:** Limited.

**RECOMMENDATIONS:**

1. Medical Referrals: No specific medical referrals are generated.
2. Physical Therapy orders: We are going to setup for evaluation.
3. Occupational Therapy orders: OT will be setup for evaluation.
4. Equipment orders: He needs to be evaluated for backup therapeutic stroller. Mother is going to file a police report relative to the theft. We are going to assess him for possible bilateral hand splints. He does need a new helmet.
5. Bracing: As above.
6. Follow up in one year's time.

cc: Parent/Guardian/Care Provider  
Pediatrician