Request for Proposals

Medical Transcription CARES Institute
Rowan University
RFP 19-04

Rowan University
The Office of Contracting & Procurement

201 Mullica Hill Road
Glassboro, NJ 08028
Bunce Hall Suite #208
Phone: 856.256.4171
Email:bids@rowan.edu
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Administrative Information

Institution Contacts:

All questions should be submitted via email with the subject heading:

*RFP 19-04 Medical Transcription CARES Institute Rowan University*

Inquiries will not be accepted by telephone. Questions or inquiries should be sent to bids@rowan.edu

All questions submitted will be answered on the Contracting & Procurement Department website on the date indicated below. See Section XIII. B. for further details.

Questions regarding opening documents or accessing items on the website should be addressed to:

Alicia Gannon
Office of Contracting and Procurement
E-mail: gannon@rowan.edu

Due Date:

Submissions must be received no later than August 16, 2018, at 2:00 pm in the Rowan University Procurement Department located at Rowan University, Bunce Hall Suite #208, 201 Mullica Hill Rd, Glassboro, NJ 08028.

In order to be considered for the award, all submissions must be received at the appropriate location by the required time. Any package not received on time at the noted location may be rejected.

Refer to the Submissions Requirements section of this document for further details.

Schedule of RFP Events:

- Request for Proposals Issued August 1, 2018
- Questions Due August 6, 2018
- Answers Posted to the website August 10, 2018
- Submissions Due August 16, 2018 @ 2:00 pm
## Required Procurement Documents

The documents as listed below are Procurement documents mandated by State regulation and University policy. All documents as listed must be included with your submission package in order for your proposal to be deemed responsible for this offering.

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<th>Required Documents</th>
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<td>1. Proposal Page &amp; Pricing Sheets</td>
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<td>2. Contractor Certification and Disclosure of Political Contributions Public Law 2005</td>
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<td>3. Non-Collusion Affidavit</td>
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<td>4. New Jersey Business Registration Certificate. Vendors can check the status of their BRC <a href="#">here</a>.</td>
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<td>5. Taxpayer Identification Request (W-9 Form)</td>
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<td>6. Exhibit A Mandatory EEO Language for Goods, Professional Services &amp; General Service Projects</td>
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<td>7. EEO/AA Evidence Disclosure</td>
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<td>9. Rowan University Minority, Female &amp; Small Business Contractors</td>
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    **Policy**: Do not return with package  
    **Model Procedures**: Do not return with package |
| 11. Disclosure of Investment Activities in Iran                                     |
| 12. Macbride Principals Form                                                       |

Please direct any questions you may have on the above to the assigned buyer for this project.
Project Overview

Rowan University is seeking a vendor to provide medical transcription services for the CARES Institute.

Background

Rowan University is a leader in providing superior medical education, educating the region’s next generation of physicians and serving our diverse community. Rowan University is a major source of primary care physicians for the State and South Jersey. There are over 250,000 patient visits per year to The University Doctors, Rowan SOM’s faculty practice plan. Clinical affiliations with Kennedy University Hospital, Lourdes Health System, Cooper University, Meridian Health, Christ Hospital and Atlantic Health System allow for Rowan University to serve a majority of the South Jersey Region. The CARES Institute, within Rowan Medicine, helps children and families heal from abuse, neglect and violence with evidence-based services, training, research, and system collaboration.

I. **SCOPE OF WORK**

   A. **Project Overview**

      1. The CARES Institute is seeking a vendor to provide Medical Transcription Services for two campus locations as needed:
         a. 42 E Laurel Road Stratford, NJ 08084
         b. 1051 W Sherman Bldg. 5, Unit A Avenue Vineland, NJ 08360
      2. Transcription volume for the CARES Institute is around 1,700,000 – 2,000,000 Visible Black Character (VBC) units per month for 5-10 providers.
      3. The Contractor shall be required to provide toll free telephone lines. The Contractor shall have unlimited ports so that any number of dictators can gain access to the system at any given time. The Contractor shall provide unlimited recording space to any dictators. The Contractor shall absorb the cost of any system expansion required to meet increased workloads.
      4. The Contractor's answering system for its dictation equipment must include adequate instructions (in a recorded manner) to each caller, including a statement of how to bypass the instructions for repeat callers. This should include the ability for the caller to addend their previous dictation.
      5. The Contractor shall continuously monitor the function of all equipment and report any malfunction to the appropriate repair service immediately. The Contractor shall notify the appropriate departments if the malfunction is expected to interrupt or delay dictation services for longer than one (1) hour. For all interruptions or delays exceeding two (2) hours, the Contractor shall provide an appropriate interim recorded message to inform callers of equipment malfunction and anticipated time of return to normal service levels.
      6. The Contractor shall provide and ensure confidentiality and security of information. The Contractor shall incur liability for consequences arising from any act or omission detrimental to the University. The Contractor shall also incur liability for consequences arising from any act of breach of confidentiality. The Contractor must meet all the Health Insurance Portability and Accountability Act (HIPAA) requirements and shall be required to sign a Business Associate Agreement.

   B. **System Functionality**

      1. Services must be available seven (7) days a week, 24 hours per day with finished work to be accessed by the University via secure internet server within 24 business hours of receipt by the contractor.
2. Reports shall be received in electronic download into a shared drive in word format. Electronic signature is not required.

3. The contractor must be able to identify and keep separate the work from individual departments.

4. Audit tools shall be made available for each dictator and facility manager(s) so that reports can be easily obtained (Billing and turnaround time reports shall be exportable to Excel format).

5. User Specific Audit Tools
   a. Track progress of their own jobs by date range, job number, report type, conformation number, medical record number
   b. Total amount of reports dictated
   c. Total amount transcribed
   d. Amount of jobs ready for electronic signature
   e. Amount of completed and signed jobs ready for download
   f. Track completed and pending jobs for a range of time

6. Facility Transcription Manager Audit Tools
   a. Have access to all use reports
   b. Track all completed and pending jobs for all specific users for date range
   c. Have access to all billing reports that includes line count and job type
   d. Turnaround reports by user, job type and date range

7. Only a Facility Transcription Manager will be able to assign access rights/permissions to users.

8. Voice files shall be kept for a period of 6 months and transcribed files shall be kept indefinitely.

9. Contractor must also have provisions to accommodate reports that must be processed immediately, referred to as “stat reports,” in sixteen (16) hours or less.

10. Contractor must be able to accommodate the creation of specific reports at the request of the Facility Transcription Manager within a thirty business day notice.

C. Standards of Performance
    1. The contractor shall maintain a quality control system to ensure accuracy of dictations and transcriptions.
    2. The contractor’s transcriptions and other reports shall have no typographic errors or misspelled words on transmitted reports.
    3. Performance is considered to be satisfactory if 98% of the transmitted transcriptions and other reports are free of errors. Unsatisfactory transcription reports shall be recreated by the contractor at no additional cost to the University.
    4. The contractor shall make provisions for, but not limited to, the following; dictators who have speech that is too fast, garbled, muffled and/or difficult to understand due to foreign accents.

D. Experience & Qualifications
    1. The Contractor must indicate and provide proof of the firm’s experience in medical/psychiatric transcription services.
    2. The Contractor shall have available a sufficient number of qualified and experienced medical and psychiatric transcriptionists to process the work within the guidelines specified in this RFP.
    3. The CARES Institute provides medical and mental health services to victims of child abuse. The Contractor shall employ transcriptionists able to handle information of a violent, graphic, and sexual nature in compliance with HIPAA and other related electronic security standards.
    4. Services are to be performed within the United States.
    5. The Contractor must provide evidence in its bid proposal that it is bonded to a sufficient level to provide for strict confidentiality of patient information and records.

Note: Please see Section XIII Submission Requirements, of this RFP for further details regarding vendor experience and qualifications.
E. **Training**
   1. The contractor shall provide all necessary training relative to the dictation and transcription services to Rowan faculty and/or staff members.
   2. Contractor shall provide training in writing and make available to all new hires as needed.

II. **PRICING:**
   **A.** Bids must disclose and include any and all fees, costs or expenses to be charged for the goods and services provided.
   **B.** *Pricing must be all inclusive.* Pricing must be provided at a per Visible Black Character (VBC) unit cost. See the proposal page of this RFP for further details.
   **C.** Delivery costs are the responsibility of the awarded vendor and must be incorporated in bid pricing and paid for by awarded vendor.
   **D.** The vendor will arrange for the return of all erroneously ordered or shipped items at no cost to the University. There will be no restocking fee for returns of items that are damaged or shipped by the vendor in error.

III. **TERM OF CONTRACT**
   **A.** The proposed contract will be for a one year period, with the potential for two (2) one year renewals. 
   *NOTE: It is anticipated that the contractual period for this project will end on June 30, 2019 to better align with Rowan’s fiscal year. Rowan will negotiate with the awarded vendor for any services required subsequent to the award date and prior to the commencement of the contract period.*
   **B.** Rowan University reserves the right to terminate any agreement made with the selected Vendor in the event of a material breach or failure to perform any of the terms and conditions of the contract, by giving not less than thirty (30) days written notice to vendor.
   **C.** In the event that the contract is terminated either by contract expiration or by voluntary termination by the University, the vendor must continue all services until new services become completely operational.
   **D.** The vendor will be responsible for any additional costs incurred by the University in utilizing any replacement firm.

IV. **PROCEDURAL REQUIREMENTS AND AMENDMENTS**
   **A.** The awarded vendor will comply with all procedural instructions that may be issued from time to time by the Contracting Officer of the University or designee.
   **B.** During the contract period, no change is permitted in any of its conditions and specifications unless the awarded vendor receives written approval from the Contracting Officer or respective designee.
   **C.** Vendors must supply Rowan University with any/all applicable warranty information, whether expressed or implied.
   **D.** Should the awarded vendor find at any time that existing conditions make modification in requirements desirable; it shall promptly report such matters to the Contracting Officer or designee of the University for consideration and decision.
   **E.** During the period of contract or any extension thereof, the University reserves the right to add or delete specific devices.
   **F.** Rowan University may make changes in the general scope of the contract services provided by the vendor by written notice. The vendor shall promptly comply with the notice and shall bring all subsequent services in conformance with the notice.
   **G.** If any such changes causes a material increase or decrease in the vendor’s cost of operation or the time required for attainment of required service levels, an equitable adjustment in the contract cost or time.
allotted for fulfillment of the contract shall be negotiated and the contract modified accordingly. Any change, alteration or modification of any contract will be valid and binding only if a submittal of a proposal, vendor hereby agrees to negotiate on good faith.

H. The awarded vendor’s engagement partner and/or manager might be required to meet periodically with the Contracting officer or her representatives to discuss services.

V. VENDOR PERSONNEL
A. SUBCONTRACTORS: No subcontractors are permitted for this project.
B. While on University property:
   1. All personnel shall observe all rules and regulations in effect at Rowan University governing safety and personal conduct.
   2. Vendor employees shall be subject to control of the University, but under no circumstances, shall such persons be deemed employees of the University.
C. Vendor personnel shall not represent themselves or be considered as employees of Rowan University or the State of New Jersey.
D. CRIMINAL BACKGROUND CHECKS ARE MANDATORY for all non-university personnel performing work on the Rowan University Campus. Vendors, consultants, contractors and subcontractors are required to take all reasonable steps to assure that their employees do not represent a threat to the campus community. Failure to comply with this requirement may result in immediate termination of any award or contract.
E. The proposer shall be solely responsible for all damage or unauthorized destruction to any Rowan University buildings, equipment, premises or facilities; lease, lent, or in the care, custody or control of the University or State.
F. The Vendor shall remove from the Rowan University work place, any of its employees who are found to be unacceptable by the University. Such requests will not be unreasonable.
G. At all times, vendor personnel shall be in professional attire with clear identification of the company’s name, logo, and person’s name.

VI. COMPLIANCE LAWS
A. The vendor must comply with all local, state and federal laws, rules and regulations applicable to this contract and to the work to be done hereunder. Including, but not limited to:
   1. Vendors are required to comply with the requirements of N.J.S.A. 10:5-31 et seq. and N.J.A.C. 17:27.
   2. If awarded a contract, winning vendor will be required to comply with the requirements of N.J.S.A. 10-5-31 et seq. and N.J.A.C. 17:27.
   3. Rowan University is committed to affirmative action and equal opportunity in all areas of operation. Those submitting proposals must certify that their vendor has an updated affirmative action/equal opportunity program.
B. All vendors submitting proposals must not be barred or otherwise suspended from doing business with government entities as evidenced by the System for Award Management (SAM) database.
C. All vendors shall be able to comply with the requirements of Public Law 2005, Chapter 51, N.J.S.A. 19:44A-20.13-25 (Formerly Executive Order 134) and Executive Order 117 (2008).
D. Where conflict among the compliance requirements or with these specifications exists the most stringent requirements shall be utilized.
E. The most recent edition of any relevant regulation, standard, document, or code shall be in effect.
VII. **REPRESENTATIONS AND WARRANTIES**

In submitting a proposal for this offering, the contractor expressly warrants that

A. The contractor has legal capacity to execute and perform any Agreement arising from this RFP.

B. Any Agreement arising from the award of this RFP is a valid and binding Agreement enforceable against the contractor according to its terms.

C. The execution and performance of an agreement by the contractor does not, and shall not, violate or conflict with the terms of any existing Agreement or understanding of which the contractor is a party.

D. The execution and performance of an Agreement by the contractor does not, and shall not, violate or conflict with any law, rule, regulation, judgment or order of any court or other adjudicative entity binding the contractor.

E. The contractor knows of no reason why the contractor is in any way, physically, legally, or otherwise, precluded from performing the obligations under an Agreement arising from this RFP, in accordance with its terms, including without limitation those relating to health and safety.

F. Such warranties shall survive and shall not be deemed waived by delivery or acceptance of, or payment for the goods and services.

VIII. **INDEMNITY**

A. The awarded contractor agrees to indemnify, protect, save harmless, and defend Rowan University, its governors, officers, employees, and agents from and against any and all claims, losses, costs, damages, and expenses, including legal costs and attorneys' fees, and demands of any kind whatsoever, whether for bodily injury, including death, damage to property, including the loss of use thereof, loss of business, otherwise resulting from or arising out of operations, services, or work performed by the Proposer, its agents or employees, alone or with others, or resulting from or arising out of services provided jointly by the Proposer, its agents or employees, or through any act or omission on the part of the Proposer, its agents or employees, or servants.

B. Contractor shall reimburse, and make good to the University all monies, which the University or its representative shall pay, or cause to be paid, or become liable to pay, by reason of such claims, or in connection with any litigation, investigation or other matters connected therewith.

C. This indemnification obligation is not limited by, but is in addition to the insurance obligations contained in this agreement.

IX. **INSURANCE REQUIREMENTS**

A. Vendor agrees to obtain and maintain, at its sole expense, the insurance coverage described below. All insurance must be placed with an insurance company licensed to conduct business in the State of New Jersey and maintaining an A.M. Best Rating of “A” or better with a financial size rating of Class XI or larger. All insurance required herein shall be written on an Occurrence basis, unless otherwise noted, shall contain a waiver of subrogation in favor of Rowan University and the State of New Jersey, and will be in effect no later than 12:01 A.M. at the start of the day of the contract and must remain in effect for the duration of the contract, including any extensions.

B. Vendor agrees that no insurance policy will be cancelled, reduced, or revised without thirty (30) days prior written notice to Rowan University. In addition, required insurance will be primary to any other insurance available and any limitations of Vendor’s insurance will not relieve the Vendor of its indemnification responsibilities to Rowan University and the State of New Jersey per Section VIII. Indemnity.

C. Vendor agrees it will require all sub-contractors retained during the term of Vendor’s contract to comply with all insurance requirement outlined herein.

D. Insurance Required:
1. Workers’ Compensation Insurance with statutory limits applicable to the laws of the State of New Jersey and any other State or Federal jurisdiction required to protect the employees of Vendor who will be engaged in the performance of work under this contract.

2. Employers’ Liability Protection with a limit of liability not less than one million dollars ($1,000,000) bodily injury, each occurrence; one million dollars ($1,000,000) disease, each employee; and one million dollars ($1,000,000) disease, aggregate limit.

3. Commercial General Liability written on a current ISO Occurrence Form or equivalent. The General Liability policy will include, but not be limited to, coverage for bodily injury (including death) and property damage arising from premises and operations liability, products and completed operations liability, personal injury and advertising liability, sexual abuse and molestation, contractual liability, and fire legal liability. Vendor agrees to maintain the following general liability limits of coverage:
   - per occurrence .......................................................... $1,000,000
   - products/completed operations aggregate.......................... $3,000,000
   - personal and advertising injury...................................... $1,000,000
   - general aggregate..................................................... $3,000,000

A “per location or Project endorsement” shall be included so that the general aggregate limit applies separately to the Rowan location or Project.

4. Comprehensive Automobile Liability written on an occurrence basis covering owned, non-owned, and hired vehicles. The limits of liability shall not be less than a combined single limit of one million dollars ($1,000,000) per occurrence.

5. Excess Liability, umbrella insurance, follow form, applying excess of the commercial general liability, commercial automobile liability and employer’s liability insurance in minimum amounts of five million dollars ($5,000,000) per occurrence, one five dollars ($5,000,000) general aggregate, and five million dollars ($5,000,000) products/completed operations.

6. Pollution Legal Liability insurance policy, if applicable to the services performed under this contract, in minimum amounts of two million dollars ($2,000,000) per occurrence. If this policy is written on a claims-made policy form, Vendor agrees that upon termination of the claims-made policy a retroactive reporting policy (tail policy) will be purchased to provide coverage for losses that occurred during, or as a result of, the provision of Vendor’s services under this contract, but are not discovered until after completion of services under this contract.

7. Professional (Errors & Omissions) Liability insurance, if applicable, in minimum amounts of two million dollars ($2,000,000) per claim. If this policy is written on a claims-made policy form, Vendor agrees that upon termination of the claims-made policy a retroactive reporting policy (tail policy) will be purchased to provide coverage for losses that result from the professional services provided during the term of this contract regardless of when a claim is made.

E. The General Liability, Automobile Liability and Pollution Legal Liability policies shall each name Rowan University and the State of New Jersey as additional insureds.

F. Vendor shall bear all costs of all policy deductibles.

G. Vendor may, if they so desire, include with their proposal the applicable certificates of insurance. This will expedite the contract award process for the awarded vendor.

H. Within ten (10) days after receipt of notice of intent to award contract, and if applicable, annually
thereafter until contract termination, Vendor will furnish Rowan University with Certificates of Insurance evidencing all required insurance.

1. Certificates must evidence the Additional Insured language.
2. Certificates will be submitted to the Senior Director of Contracting and Procurement, Rowan University, 201 Mullica Hill Road, Glassboro, NJ 08028.

I. The awarded vendor shall assume all responsibility for its actions and those of anyone else working for it while engaged in or traveling to or from any activity connected with this agreement. The successful proposer agrees to defend, indemnify, and hold harmless Rowan University and its officers, agents, staff members and employees, from all actions, claims, and demands whatsoever that may be asserted by, or on behalf of anyone, against the University, its officers, agents, staff members and employees because or as a result of, any accident, injury or illness that may occur to or be sustained by any person, agency, or company that arises out of the activities conducted under this RFP by the proposer, their employees or anyone acting on the proposer’s behalf.

J. Rowan University, as a State funded University, will not indemnify vendors in any form.

X. DEFAULT
In case of failure to deliver goods or services in accordance with the contract(s) terms and conditions, Rowan University, after due oral or written notice, may procure substitute goods or service from other sources and hold the contractor(s) responsible for any resulting additional purchasing and administrative costs. This remedy shall be in addition to any other solution, which Rowan University may have.

XI. SALE OR BANKRUPTCY OF BUSINESS
A. If during the life of this Agreement, the awarded contractor disposes of its business by sale, transfer, force of law or by any means to another party, all obligations are transferred to such purchaser. In this event, the new owner(s) may, in Rowan University’s discretion, be required to submit a performance bond in the amount of the value of services to be delivered pursuant to this Agreement.

B. In the event of the institution of any proceedings by or against the awarded contractor, voluntarily or involuntarily, in bankruptcy or insolvency, or under the provisions of the Federal Bankruptcy Act, or for the appointment of a receiver or trustee or an assignee for the benefit of creditors of the property of the contractor, Rowan University shall have, in addition to the rights previously stated, the right to cancel this Agreement forthwith.

XII. GENERAL
A. Rowan University may need to issue one or more addenda related to this RFP. Such addenda shall be added to the original RFP document and posted at: Contracting & Procurement Department website
It will be the responsibility of the prospective vendors and other interested parties to familiarize themselves with the web site and visit it regularly during the RFP process for updated information or addenda related to this RFP.

B. Short procedural inquiries may be accepted by telephone by the buyer noted for this project. However, oral explanations or instructions given over the telephone shall not be binding upon the University. Proposers shall not contact any person within the University directly, in person, or by telephone, other than the assigned buyer, concerning this project.

C. If a joint venture is submitting a bid, the agreement between the parties relating to such joint venture shall be submitted with the joint venture’s submission.

D. The awarded firm may not assign sell or sub-contract its obligations under the contract to any third party without prior approval in writing by the University.

E. Any modifications to the bid document, prior to award, may invalidate the entire submission.
F. Rowan reserves the right to negotiate the terms and conditions of the contract to obtain the most advantageous situation for Rowan.

G. Rowan reserves the right to suspend or terminate the procurement process described in this RFP at any time (in its sole discretion). If terminated, Rowan may determine to commence a new procurement process or exercise any other rights provided under applicable law without any obligation to the Respondents.

H. **Patents:** The Suppliers shall hold and save the University, its officers, agents, and employees harmless from liability of any nature or kind, including cost and expense for or on account of any patented or unpatented invention, article, or applicable manufacturer or use in materials and forms of construction as will satisfy the University’s requirements.

I. **Submission as Public Information and Property of Rowan**
   Submissions will be held confidential during the bid process until such time as the final contract is executed, upon such time the bid submittals may be subject to the Open Public Records Act for nonpropriety information. **It is the responsibility of the prospective vendor to indicate what submitted information is proprietary.**

J. All submissions will become the property of Rowan. Submitted packages will not be returned to respondents unless they are received late.

K. In submitting a bid, the Vendor agrees, unless specifically authorized in writing by an authorized representative of Rowan University on a case by case basis, that it shall have no right to use, and shall not use, the name of Rowan University, its officials or employees, or the Seal of the University:
   1. In any advertising, publicity, promotion;
   2. To express or imply any endorsement of agency’s services;
   3. To use the name of the State, its officials or employees or the University seal in any manner (whether or not similar to uses prohibited by (a) and (b) above) except only to manufacture and deliver in accordance with this agreement such services as are hereby contracted by the University.

L. The preparation of a bid shall be at the expense of the respondent. Rowan University will not reimburse firms for any costs associated with the preparation or submittal of a response.

M. Rowan University does not allow payment of attorney fees for litigation regardless of disposition of matter.

N. By responding to this RFP, firms acknowledge and consent to the conditions set forth herein relative to the submission, review and consideration of your response.

O. Submissions which, in the sole judgment of Rowan, fail to meet the requirements of the RFP or which are in any way conditional, incomplete, obscure, contain additions or deletions from requested information, or contain errors may be rejected.

P. Rowan University will not accept jurisdiction in any State except New Jersey.

Q. The vendor shall be solely responsible for all damage or unauthorized destruction to any Rowan University buildings, equipment, premises or facilities; lease, lent, or in the care, custody or control of the University or State.

R. Rowan University reserves the right to reject any or all submissions or to award in whole or in part if deemed in the best interest of the University to do so.

S. This RFP is not binding on the University.

T. Protest of restrictive specifications or improprieties in the solicitation, by an interested party, must be received by the Procurement Department in writing not less than ten (10) working days before the closing date for receipt of submissions.

U. Unless specifically noted within this RFP, **Rowan’s Standard Terms and Conditions** take precedence over any special terms and conditions contained in this RFP.
V. Proposers assume sole responsibility for the complete effort required in this RFP. No special consideration shall be given after proposals are opened because of a proposer’s failure to be knowledgeable of all the requirements of this RFP. By submitting a bid in response to this offering, the proposer represents that it has satisfied itself, from its own investigation, of all the requirements of this RFP.

W. Rowan University has the option, in its sole discretion, to reduce the scope of work for any task or subtask called for under this contract. In such an event, the Senior Director of Contracting and Procurement (Senior Director) shall provide advanced, written notice to the vendor.

1. Upon receipt of such written notice, the vendor will submit, within five (5) working days to the Senior Director of Contracting & Procurement, an itemization of the work effort already completed by task or subtasks. The vendor shall be compensated for such work effort according to the applicable portions of its cost proposal.

X. The Senior Director may, for valid reason, issue a stop order directing the vendor to suspend work under the contract for a specific time. The vendor shall be paid until the effective date of the stop order. The vendor shall resume work upon the date specified in the stop order or upon such other date as the Senior Director may thereafter direct in writing. The period of suspension shall be deemed added to the vendor’s approved schedule of performance. The Senior Director and the vendor shall negotiate an equitable adjustment, if any, to the contract price.

Y. Rowan University reserves the right to cancel this contract with thirty (30) days written notice to the vendor(s) with or without cause.

Z. No party, including any respondent to this RFP, is granted any rights hereunder.

AA. The proposal submitted by the vendor shall be binding on the vendor.

BB. Rowan University reserves the right to seek clarification and additional information at any point in connection with vendor information or other communication regarding this RFP.

XIII. SUBMISSION REQUIREMENTS

A. Submissions should provide a straightforward and concise delineation of the respondent proposal and commitment to satisfy the requirements of the RFP.

B. Vendor’s submissions should include all information noted in the sections above and on the Required Procurement Documents page of this document as well as the following information.

C. Proposals submitted in any other format other than as listed below will be considered informal and may be rejected.

D. The RFP should be concise and shall be organized in a manner so the selection committee may quickly access pertinent information. Every effort should be made to avoid duplicating the information presented in the RFP. The RFP must include and will be evaluated based on the following criteria. Each team’s RFP must include an index and be organized by discrete sections corresponding to the criteria and in the same order as listed below

1. Transmittal Letter:
   a. Proposals must be accompanied by a transmittal letter not to exceed two (2) pages signed by a principal of the firm.

2. Personnel and/or Staffing:
   a. Provide the name and contact information of the individual in your firm that the University should contact regarding questions about your RFP submission. The contact information should include the name of individual, telephone number, and e-mail address (Page 17).
   b. A complete list of names and the roles of key personnel (including sub-contractors as appropriate) proposed to carry out work under this contract, including resumes and/or licenses, relevant experience, hourly billing rates, and longevity in those functions.
c. A certification that the firm and key personnel assigned to this effort is not aware of any conflicts of interest in the evaluation and review of anticipated submissions. If unable to make such a certification, any potential conflicts must be disclosed.

3. **Background, Statement of Qualification & Experience including References:**
   a. Description of the firm’s size, history, qualifications and achievements.
   b. Provide a listing of at least five references from current (at least three) and former clients at institutions similar to Rowan University that the University may contact regarding previous work completed.
      - Include the name and address of client and the length of relationship.
      - Include name, title and telephone number of a contact person at each institution.
      - The University reserves the right, but is not obligated to, contact any organization or institution as a reference.

4. **Fee Structure:** See Page 6, Section II and Proposal Pages 17-18.

5. **Licenses/Certifications:** Proof of necessary certifications is required for at least one company representative.

6. **Required Procurement Documents:** All documents requested (Page 3), should be submitted in the listed order.

E. Conditional proposals will not be considered.

F. Please note that we will only accept electronic bid submissions in the form of a USB or CD format via mail or submission through email. **Electronic submission is the official submission of the University and will be treated as such**

G. If mailing in an electronic submission, please place in a sealed envelope clearly labeled with the title RFP 19-04 Medical Transcription Services for CARES Institute and the vendor’s name and business address.

H. The University prefers single file PDF format of electronic submissions.

I. Post Award: Following the notification of award, Vendor(s) will receive a contract along with a request to review terms, deliverables, costs and the University’s expectations in general. You will be able to address any post award questions or concerns at this time. **If you do not receive a contract within 7 days of award, please contact contracts@rowan.edu.**
Contract Deliverables and Requirements, Evaluation

Instructions:

NOTE: THE UNIVERSITY IS NOW ACCEPTING ELECTRONIC BID SUBMISSIONS. ELECTRONIC SUBMISSIONS WILL BE CONSIDERED AS ORIGINALS AND WILL BE UTILIZED AS THE OFFICIAL DOCUMENTATION FOR EVALUATION AND CONSIDERATION BY THE UNIVERSITY. EVERY REASONABLE EFFORT SHOULD BE MADE SO THEY ARE COHERENT AND EASILY VIEWABLE. ALL REQUIRED DOCUMENTS PERTAINING TO THIS OFFERING MUST BE INCLUDED IN THE ELECTRONIC SUBMISSION.

Instructions:

In order to be considered for the award, vendors must proceed with the following submission options:

Submission Option #1: Submit bid via email to bids@rowan.edu
- Enter the Bid Name and Company Name in the Subject Line
- **DO NOT PROVIDE LINKS OR ANY EXTERNAL LOCATIONS FOR FILES TO BE DOWNLOADED OR RETRIEVED, THE UNIVERSITY WILL REJECT ANY SUBMISSIONS SENT IN THIS MANNER**

Submission Option #2: Mail an envelope to the office of Contracting & Procurement with a USB drive or CD enclosed containing the bid submission (Note: The University is not responsible for USB or CD drives that contain no information or fail upon use).
- Please label all outermost submission packages as follows:
  - RFP 19-04 Medical Transcription Services for CARES Institute for Rowan University

  **Contracting & Procurement address:**
  Bunce Hall, Suite 208
  Rowan University
  201 Mullica Hill Road
  Glassboro, NJ 08028

- **Submit bids no later than 2:00 p.m. on submission due date.**

Respondents are cautioned that reliance on the US Postal Service, other mail delivery, and/or courier service for timely delivery of submissions is at their own risk. Mailing submissions should allow for normal mail delivery time and internal circulation within the University to ensure the timely receipt of their submissions by the Purchasing Office. The University will not be responsible for submissions which do not meet the RFP deadline.
**Evaluation and Selection Criteria:**
An initial screening of all submissions will be conducted to determine overall responsiveness. Submissions determined to be incomplete or non-responsive may be disqualified.

Selection of the awarded vendor(s) shall be based solely on the Review Committee’s evaluation of the submissions and the criteria set forth above. Rowan reserves the right to interview the respondents. Rowan also reserves the right to negotiate the terms and conditions of the contract to obtain the most advantageous situation for Rowan. In addition, Rowan reserves the right to suspend or terminate the procurement process described in this RFP at any time (in its sole discretion). If terminated, Rowan may determine to commence a new procurement process or exercise any other rights provided under applicable law without any obligation to the Respondents.

Submission of a Proposal against this RFP is your acknowledgement that subjective criteria will be used in the evaluation of proposals. Award shall be made to the responsible proposer who is determined to be the most advantageous to the University.

By responding to this RFP, firms acknowledge and consent to the conditions set forth herein relative to the submission, review and consideration of your response.

**Requests for Clarification by the University:** The University may request that any proponent clarify or supplement any information contained in any Proposal. Proposers are required to provide a written response within two (2) business days of receipt of any request for clarification by the University.

The award of this RFP will be based upon a review and analysis of all proposals to determine which proposal/proposals best meet the University’s needs. The contract award will be based on a points-earned matrix derived from a service and financial evaluation.

**Firms will be awarded points in the following categories:**

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<tr>
<th>Category</th>
<th>Potential Points</th>
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<tr>
<td>Price (per Visible Black Character VBC)</td>
<td>0-50</td>
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<tr>
<td>Experience and Past performance</td>
<td>0-25</td>
</tr>
<tr>
<td>Ability to meet the requirements of this RFP</td>
<td>0-25</td>
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</tbody>
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Please provide at least five (5) references:

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<thead>
<tr>
<th>Name &amp; Address of Current Client</th>
<th>Length of Relationship</th>
<th>Name &amp; Phone # of Contact</th>
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Proposal Page

The proposer states that he/she has carefully examined the specifications of RFP 19-04, Medical Transcription Services for CARES Institute, having carefully examined the proposal documents and being familiar with the requirements therein, hereby submits their proposal to provide such services meeting the requirements outlined in this RFP.

Print Name & Title
Vendor Name
Address
Phone
E-mail

Proposer’s Signature

Any and all changes made to this proposal page must be initialed and dated by the Proposer. No edit(s) will be accepted without Proposer’s initials and date, next to any and all corrections.

Contact Name for this Project
Contact Email
Contact Phone
Proposer’s signature below attests that he is familiar with all aspects of this contract and the services to be provided and hereby proposes to furnish all labor, material, equipment & services necessary to complete the work of the particular contract as noted on the following page.

<table>
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<tr>
<th>Item</th>
<th>Cost</th>
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<tr>
<td>Visible Black Character (VBC)</td>
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</tbody>
</table>

Proposer’s Signature: ____________________________________________ Date:__________________