SUBJECT: BODY TRANSPORT SERVICES FOR THE DUVAL COUNTY MEDICAL EXAMINER'S OFFICE

BID #: ESC-0304-23 **OPEN DATE:** 4/26/2023

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: COMPETITIVE SEALED PROPOSAL SUPPLY CONTRACT – OCTOBER 1, 2023 THROUGH SEPTEMBER 30, 2024 WITH TWO (2) ONE (1) YEAR RENEWAL OPTIONS

AGENCY: DUVAL COUNTY MEDICAL EXAMINER'S OFFICE

BASIS OF AWARD: HIGHEST SCORE BASED ON EVALUATION CRITERIA

NUMBER OF BIDS INVITED: (19) **NUMBER RECEIVED:** (1) **OTHER:** (0)

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
Recommend approval of award to the sole highest scoring responsive, responsible bidder, North Florida Removal Service, Inc. for Body Transport Services for the Duval County Medical Examiner's Office. The estimated annual expenditure not-to-exceed $316,800.00, with two (2) renewal options for a total expenditure not-to-exceed $950,400.00. Period of service will be October 1, 2023 through September 30, 2024.

Funding Source: 00111-118101-531090-000000-00000000-00000-0000000, to be executed by Purchase Order(s).

The award for FY 24 is subject to appropriation by the City beginning October 1, 2023. No funds have been appropriated to date. The City has no obligation for payment and work hereunder is not authorized unless funds are appropriated for work herein. A written notification will be provided in the event the funds are appropriated.

ATTACHMENTS: Recommendation Memo, Bid Tabulation Sheet and Scoring Matrix, Terms & Conditions, Specifications

ANALYST: _____ RUBEN OLA

RESPECTFULLY SUBMITTED: _____ DUSTIN FREEMAN, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Tim Crutchfield, Director of Operations, Duval County Medical Examiner's Office

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF GGAC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

OTHER: _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

District IV Medical Examiner's Office

Serving Duval, Clay, Nassau, Hamilton, & Columbia Counties

Tuesday, May 02, 2023

TO: Dustin Freeman, Chief, Procurement

THRU: Dr. B. Robert Pietak, Chief Medical Examiner

FROM: Tim Crutchfield, Director of Operations

RE: **Request for Award - Body Transport Services**

In response to the City of Jacksonville's issuance of a Request for Proposal (RFP), ESC-0304-23, to procure body transport services, one (1) proposal for evaluation was received.

Based upon the criteria, the below listed business is found to be duly qualified.

1. North Florida Removal Services

Accordingly, it is recommended that the City move forward to award the contract from the date of October 1, 2023 through September 30, 2024 for the first period, and with two (2) one (1) year renewal options. The estimated amount of $316,800.00 is for the initial period and the two (2) renewal periods for a total of $950,400.00. The award should be encumbered as follows:

Fund-Center-Account-Project-Interfund-Future	Amount
0011-118101-531090-00000-00000-00000	$950,400.00

If any additional information is required please do not hesitate to contact me at 904-255-4012.

BID TABULATION SHEET

TITLE: BODY TRANSPORT SERVICES FOR THE DUVAL COUNTY MEDICAL EXAMINER'S OFFICE

BID NO: ESC-0304-23

OPEN DATE: APRIL 26, 2023

PURCHASING ANALYST: RUBEN OLA

NO. INVITED: (19) No. Received: (1) No Bids: (0)

RECORDED BY: M. PIERCE, BID ANNOUNCER: P. MITCHELL

			NORTH FLORIDA REMOVAL & CLEANING SERVICES, INC.			
Unit Price – Cost to transport a single ME Case (i.e. single body) from location of death in Duval County to Medical Examiner's Office			$200.00			
		LUMP SUMP PRICE:	$200.00			
ITEM NO.	DESCRIPTION	POINTS				
1	**Competence:** Describe professional and/or technical education and training (including, but not limited to, biohazard training programs); experience in the kind of projects to be undertaken; availability of adequate personnel, quality of equipment (including vehicles' maintenance, stretchers/carts and biohazard supplies/PPE) and Contractor's facilities. Provide names and resumes of all individuals to be assigned to this project.	40	40.00			
2	**Financial Responsibility:** Describe form of business, i.e., proprietorship, partnership, corporation; years in business; changes in ownership; bank reference(s); past, present, pending and/or threatened legal proceedings within any forum; and any other information the Contractor may wish to supply to demonstrate financial responsibility. Failure to provide all listed information and documentation will result in a score less than maximum for this criterion.	5	4.00			
3	**Past and Present Record of Professional Accomplishments with City Agencies and Others:** Provide a minimum of three (3) completed projects that are similar in nature and scope to the project under consideration with references to include client's contact person and telephone number. Projects must have been held within the last three (3) years. Describe any outstanding accomplishments that relate to specific services being sought.	10	10.00			
4	**Cost:** Price submission shall be total unit price per transpiration transported to the Office of the Medical Examiner. The proposal with the lowest unit price will receive the maximum number of points allotted. The number of points awarded for the remainder of the proposals will be determined by a mathematical formula in which the lowest cost is divided by the proposer's cost. That number will then be multiplied by the maximum number of points for the Cost criterion (40). The proposer will receive the number of points as determined by the formula.	40	40.00			
5	**Veteran and/or Jacksonville Small Emerging Business OwneVeteran and/or Jacksonville Small Emerging Business Owner:** Preference will be given to Contractors who are military veterans and/or JSEB vendors. Provide proof of status as a U.S. Military Veteran (i.e., DD-214) or JSEB certification with the Office of Equal Business Opportunity.	5	0.00			
	Total Points	100	94.00			
	FORM 3 (BUSINESS REFERENCES):		✓			
	CONFLICT OF INTEREST:		✓			
	ADDENDUM (S) ( ):					
	COMMENTS:					

SCORING MATRIX ESC-0304-23

BODY TRANSPORT SERVICES FOR THE DUVAL COUNTY MEDICAL EXAMINER'S OFFICE

Total Points	40 Points	5 Points	10 Points	40 Points	5 Points	OVERALL (TOTAL POINTS (100)	RANKS
Criteria	**Competence:** Describe professional and/or technical education and training (including, but not limited to, biohazard training programs); experience in the kind of projects to be undertaken; availability of adequate personnel, quality of equipment (including vehicles' maintenance, stretchers/carts and biohazard supplies/PPE) and Contractor's facilities. Provide names and resumes of all individuals to be assigned to this project.Competence: Describe professional and/or technical education and training (including, but not limited to, biohazard training programs); experience in the kind of projects to be undertaken; availability of adequate personnel, quality of equipment (including vehicles' maintenance, stretchers/carts and biohazard supplies/PPE) and Contractor's facilities. Provide names and resumes of all individuals to be assigned to this project.	**Financial Responsibility:** Describe form of business, i.e., proprietorship, partnership, corporation; years in business; changes in ownership; bank reference(s); past, present, pending and/or threatened legal proceedings within any forum; and any other information the Contractor may wish to supply to demonstrate financial responsibility. Failure to provide all listed information and documentation will result in a score less than maximum for this criterion.	**Past and Present Record of Professional Accomplishments with City Agencies and Others:** Provide a minimum of three (3) completed projects that are similar in nature and scope to the project under consideration with references to include client's contact person and telephone number. Projects must have been held within the last three (3) years. Describe any outstanding accomplishments that relate to specific services being sought.	**Cost:** Price submission shall be total unit price per transpiration transported to the Office of the Medical Examiner. The proposal with the lowest unit price will receive the maximum number of points allotted. The number of points awarded for the remainder of the proposals will be determined by a mathematical formula in which the lowest cost is divided by the proposer's cost. That number will then be multiplied by the maximum number of points for the Cost criterion (40). The proposer will receive the number of points as determined by the formula.	**Veteran and/or Jacksonville Small Emerging Business OwneVeteran and/or Jacksonville Small Emerging Business Owner:** Preference will be given to Contractors who are military veterans and/or JSEB vendors. Provide proof of status as a U.S. Military Veteran (i.e., DD-214) or JSEB certification with the Office of Equal Business Opportunity.		
NORTH FLORIDA REMOVAL & CLEANING SERVICES, INC.							1.00
Reviewer 1: TIMOTHY CRUTCHFIELD	40.00	4.00	10.00	40.00	0.00	94.00	
Reviewer 2: Name							
Reviewer 3: Name							
Average							
Reviewer 1:							
Reviewer 2:							
Reviewer 3:							
Average							

REQUEST FOR PROPOSAL

BODY TRANSPORT SERVICES FOR THE DUVAL COUNTY MEDICAL EXAMINER'S OFFICEFor

City of Jacksonville, Florida

SECTION 1
(Specific Information Regarding this RFP)

1.1 Introduction

The City of Jacksonville ("**Buyer**") intends to hire one or more firms (**Bidders**) to provide the services described in Section 1.2 of this Request for Proposal ("**RFP**"). Persons interested in submitting a response to this RFP (a "**Response**") should carefully review this RFP for instructions on how to respond and for the applicable contractual terms. This RFP is divided into the following sections:

Section 1	Specific Information Regarding This RFP
Section 2	General Instructions
Section 3	General Terms and Conditions of Agreement
Section 4	Description of Services and Deliverables
Section 5	Program Requirements
Section 6	General Terms and Conditions
Section 7	Instructions for responding to the RFP
Attachment A	Response Format
Attachment B	Evaluation Criteria
Attachment C	Equal Business Opportunity Program (Encouragement Plan)
Attachment D	Service Contract
Attachment E	Disqualified/Probationary Suppliers List
Attachment F	Indemnification
Attachment G	Insurance Requirements
Attachment H	Protest Procedures
Form 1	Price Sheet
Form 2	Conflict of Interest Certificate
Form 3	Business/Project References
Form 4	No Bid Form

In the event of conflicting provisions, the following sections of this RFP will have priority in the order listed: Section 1, Section 4, Section 2, Section 3, the Attachments, and the Forms.

1.2 Scope of Services.

The services sought under this RFP are generally described as follows:

The Duval County Medical Examiner's Office is seeking a qualified contractor to provide body removal and transport services as outlined in the specifications. The Medical Examiner has statutory responsibility (Florida Statutes, Chapter 406) for investigation and certification of any death occurring within the county that is sudden, unexplained, or unattended. Cases are investigated at the location of the death by Forensic Investigators working at the direction of the Chief Medical Examiner or Associate Medical Examiners. Statutes prohibit movement of the body or articles in the proximity of the body that relate to the cause and manner of death by anyone other than a representative of the Medical Examiner's Office. The Medical Examiner, or his/her representative, will conduct an external examination at the scene and make arrangements for the body to be transported to the Medical Examiner's Office for an autopsy.
Please see Section 4 for a full description of the services and deliverables required under this RFP.

1.3 Term of Agreement.
The term of this agreement is from October 1, 2023 through September 30, 2024, with two (2) one (1) year renewal options. Renewal Options may be exercised at the discretion of the City based on Contractor performance and adherence to the terms and conditions set forth in the bid documents. The Contract is subject to early termination as set forth elsewhere in this RFP.

1.4 Minimum Vendor Requirements
Contractors must satisfy the following minimum requirements in order to have their Responses evaluated. By submitting a Response, Contractor warrants and represents that it satisfies these requirements. Failure to meet these requirements will result in the Response not being evaluated and being rejected as non-responsive:

a. Contractor must provide a license as a removal service with the Florida Department of Financial Services and maintain a City of Jacksonville occupational license.
b. Contractor must provide a minimum of three (3) verifiable references of body transport contracts held in the last three (3) years (Form 3 – Business References).

1.5 Equal Business Opportunity Program.
It is an official policy of the City of Jacksonville to encourage the maximum participation of Jacksonville Small and Emerging Businesses (JSEBs) in its contract awards based upon availability. To participate as a JSEB on Buyer projects, a company must be certified as a JSEB with the City's Equal Business Opportunity Office.

This RFP and the resulting Contract are subject to requirements of the Equal Business Opportunity Program Encouragement Plan, which is fully described on Attachment C to this RFP.

Contractors may contact Buyer's Equal Business Opportunity Office at 904-255-8840 or find the JSEB directory on Buyer's website. Please contact the Contact Person identified in Section 1.12 if you are uncertain of Buyer's website address or if you experience problems accessing it.

1.6 Documents Available for Inspection.
N/A

1.7 Federal Funds.
Federal funds will **not** be used as part of this solicitation.

1.8 Pre-Proposal Meeting.
There will be non-mandatory pre-proposal meeting scheduled for this RFP on **April 12, 2023** at **10:00am**, located at Room 825 Fish Bowl Conference Room, Jacksonville, Florida, 32202.

1.9 Response Due Date.
The deadline for submitting responses to this RFP is **April 26, 2023, 2:00pm ET**. Please see Sections 2.3 and 2.4 for more details.

1.10 Response Delivery Location.
Responses must be delivered to the following location:

City of Jacksonville
Procurement Division
Attention: Bid Room
214 N. Hogan Street, Room 105
Jacksonville, Florida 32202

1.11 Response Opening.
Responses received shall be publicly announced and recorded at 2:00 PM on the Response Due Date in meeting room #110, 1st Floor, Ed Ball Bldg, 214 N. Hogan Street.

Section 4
Description of Services and Deliverables

4.1 Scope

The Office of the Medical Examiner has statutory responsibility (Florida Statutes, Chapter 406) for investigation and certification of any death occurring within the county that is sudden, unexplained, or unattended. Cases are investigated at the location of the death by Forensic Investigators working at the direction of the Chief Medical Examiner or Associate Medical Examiners. Statutes prohibit movement of the body or articles in the proximity of the body that relate to the cause and manner of death by anyone other than a representative of the Medical Examiner's Office. The Medical Examiner, or his/her representative, will conduct an external examination at the scene and make arrangements for the body to be transported to the Medical Examiner's Office for an autopsy. Cases investigated by the Medical Examiner involve homicide, suicide, accidents, and all those cases where the cause of death is obscure. Bodies may be in various stages of mutilation or decomposition and may carry infectious diseases. All cases selected for further investigation will be treated as though they carried infectious disease. This contract requires transportation of the remains of persons who die in Duval County, Florida from the death site to the Medical Examiner's Office located at 2100 N. Jefferson Street, Jacksonville, FL 32206. In some instances, remains will be picked up from area hospitals. On these occasions, records and admission specimens may be requested and shallbe transported with the body at no additional cost. On occasion, due to unforeseen circumstances, the Medical Examiner can request transport to a location other than the Medical Examiner's Office. Contractor shall transport as required in such instances at no additional cost. The Contractor must be aware that the Medical Examiner/City of Jacksonville shall require a "first priority" basis for service. Services are required on a 24-hour basis, seven (7) days a week, three hundred sixty-five (365) days a year.

Below are additional contractor requirements:

a. Contractor and all drivers must have and maintain a valid State of Florida driver's license issued by Department of Motor Vehicles (DMV).
b. Contractor must be licensed as a body transport service in the State of Florida.
c. Contractor must provide proof of insurance for all vehicles and business.
d. Contract must provide proof that it employs more than six (6) employees.
e. Contractor must provide proof of ownership for a minimum of two (2) qualified vehicles.
f. Contractor must provide proof that all employees have been properly trained on the current and up-to-date methods for handling bio-hazardous conditions including blood borne pathogens and body fluids.

4.2 Licensing

The awarded Contractor must possess and maintain a license as a removal service with the Florida Department of Financial Services and possess and maintain a City of Jacksonville occupational license. The Contractor and all drivers must possess and maintain a valid State of Florida Driver's License issued by the Department of Motor Vehicles. These licenses shall be readily available for review by the Medical Examiner's Office and/or City of Jacksonville or their designee.

4.3 Vehicles

Each vehicle is subject to the inspection and approval of the Medical Examiner's Office and/or the City of Jacksonville.

The Contractor shall maintain a minimum of two (2) vehicles, ready at all times, capable of carrying at least two (2) deceased persons at one time to include the required equipment as listed and described herein.

The Contractor must have proof of ownership, VIN Numbers, Florida Registration, or a signed lease for the duration of the contract for equipment suitable for meeting the requirements of this contract. If new vehicles are to be purchased, the contractor must provide a signed quotation from a vehicle dealer, with a guaranteed delivery date, to ensure that work can begin on time.

The Contractor shall provide proof of business automobile liability coverage for all vehicles. These policies must be readily available for review by the Medical Examiner's Office and or the City of Jacksonville upon request.

4.4 Vehicle Staffing

The Contractor shall maintain at least two (2) fully staffed vehicles ready for response to any death scene in Duval County. Each vehicle shall be manned by a minimum of two (2) attendants, including the driver. The Contractor must be capable of loading or unloading at the pick-up point and at the Medical Examiner's Office without assistance. Contractor's second vehicle must be readily available in the event that:

a. The primary vehicle breaks down;
b. A second unit is required due to a priority type of scene;
c. Multiple bodies must be transported from a single death scene/hospital; or
d. Any other circumstance, not specifically described, wherein a second unit is deemed necessary.

4.5 Vehicle Equipment

Vehicles furnished for this service must be capable of transporting at least two (2) deceased persons at one time. Preferably, vans should have a cargo area with the following dimensions: length (inches): 147.8, width between arches (inches): 52.7, height (inches): 51.9 and loading floor height (inches): 27.3, when possible. Vehicles shall have double-hinged rear doors and a passenger side sliding door. Cargo area must be lighted. If the cargo area has windows, it shall have dark tinting that eliminates the possibility of viewing by the public. A bio-hazardous waste receptacle shall be accessible in the cargo area for disposing of gloves, etc. Floor covering shall be plastic or rubber so that cross-contamination can be easily eliminated. Vehicles must be capable of operating safely during inclement weather. The vehicles must have a dignified appearance and both the appearance and mechanical condition of the vehicles must be well maintained. The vehicles must be free of bumper stickers or other writing that could be embarrassing or insensitive to families. The portion of the vehicles which contains the cadavers must be air-conditioned.

Each vehicle must contain the following equipment for each call:

a. Two (2) one-man cots and/or auxiliary stretchers.
b. Hospital grade body bags, and heavy duty body bags with handles provided by the Medical Examiner's Office, will be provided at the scene by the Forensic Investigator.
c. Two clean white cloth sheets, per stretcher, provided by the Medical Examiner's Office, for homicide cases will be provided at the scene by the Forensic Investigator.
d. A communication system for the Contractor to contact his/her employees and for the Medical Examiner's Office to be in reliable contact with the Contractor and the transporters. Primary vehicle shall possess a cell phone and a text pager. In cases of emergencies cell phone towers may be down and communication must continue.
e. Personal protective clothing and equipment as shall be required by local, state, or federal regulations are the responsibility of the contractor.
f. Foul weather gear, including boots provided by contractor.
g. Gloves provided by contractor.
h. Disinfectants provided by contractor.

4.6 Identification Signs

Permanent or temporary signs may be affixed to each vehicle furnished for this service. Said sign, if any, shall identify the Contractor's company name and be located on the front doors of the vehicles. The signs must receive the prior approval of the Medical Examiner and shall not contain the words "Coroner" or "Medical Examiner". Other than the Contractor's vehicle, there will be no advertisement of any kind associated with any equipment or supplies used to transport the decedent. Vehicles shall be operated in compliance with all applicable traffic laws and rules.

4.7 Personnel Responsibilities

Each vehicle shall be manned by a minimum of two (2) attendants, including the driver. This provision is mandatory, and failure to provide a minimum of two (2) attendants per vehicle shall be grounds for termination of this contract. The Contractor shall remove the body from a scene/hospital without soliciting outside assistance. Every effort will be given by the Medical Examiner's Office to inform the Contractor of the approximate weight of the decedent to assist the Contractor in determining the attendants to deploy. In no event shall the Contractor, or his/her employees, solicit the assistance of other persons present at the scene/hospital to help with the removal.

Unless otherwise directed by Medical Examiner's personnel, each homicide victim removed from a crime scene shall be first wrapped in a clean, white cloth sheet at the scene. This sheet shall not be removed when the deceased is delivered to the Medical Examiner's Office.

Plastic body sheets are to be used on most removals. Heavy duty body bags are not to be used routinely for homicide cases. The heavy duty body bags shall be used primarily for decomposing bodies and when excessive bleeding and drainage cannot be controlled. Only new, heavy duty, 6-handle minimum, side-zipper bags may be used for transporting deceased persons under this contract. Bags used for cases will be purchased and provided to the Contractor by the Medical Examiner's Office. The Medical Examiner reserves the right to determine the type of materials/supplies that will be used in transporting the deceased. Plastic sheets and body bags will be provided at the scene by the Forensic Investigator.

All deceased persons transported under this contract shall have a tag affixed listing the deceased's name or other identifying information, the locations from which the victim was picked up, and the date of the removal. The form and composition of the information shall be as directed by the Medical Examiner. This tag shall be placed on the deceased at the location of the removal. In the event of a homicide, the investigating agency or Medical Examiner personnel may request that the tag be placed as otherwise directed.

Homicide victims shall be transported alone in the vehicle directly to the Medical Examiner's Office, or designated location, with no intervening stops. No other body will be transported in the vehicle at the same time, except for possibly additional homicide victims from the same scene/hospital, unless otherwise directed by Medical Examiner personnel.

Unless otherwise directed by the Medical Examiner's Office or law enforcement personnel, all deceased persons shall be transported in the supine position and, when possible, with the arms down at the sides. They shall be delivered to the Medical Examiner's Office and placed supine on a tray by the contractor's personnel, unless otherwise directed by the Medical Examiner's Office personnel.

The deceased shall not be stored, except in homicide cases, in a sheet that was used for transport unless the sheet was already on the deceased at the time of removal; i.e., a hospital or nursing home removal. Sheets used by the Contractor for routine, non-homicide, Medical Examiner cases shall not be left on the deceased at the time of delivery. It is the Contractor's responsibility to wash and maintain adequate supply of said sheets. Plastic used for hospital cases already in a hospital body bag are the responsibility of the contractor.

The body "Log In" receipt used by the Contractor, to document the removal of a deceased, shall/will be supplied by the Medical Examiner upon delivery at the Medical Examiner's Office. The form must contain at a minimum, the following information:

a. Name of deceased, if known;
b. Clothing condition of the deceased (dressed/undressed);
c. A description of all clothing, money, wallets, personal effects, and jewelry on the deceased. The inventory of valuables will be taken at the scene of the removal in the presence of the police and Medical Examiner's Office personnel;
d. Date and time of delivery to the Medical Examiner's Office;
e. Printed full names and signatures of Contractor's personnel performing the transport and;
f. Signature of receiving personnel of the Medical Examiner's Office.

Contractor's personnel shall be neat in appearance at all times. All employees involved in body transportation shall wear conservative, neutral clothing that covers all parts of the legs and trunk. Clothing may have the transport company name but cannot have other names, emblems, insignias or graphic designs on it. All employees involved in body removal or transportation shall maintain an appropriate standard of cleanliness. All personal protective equipment will be the responsibility of the Contractor.

Contractor's personnel shall carry with them adequate identification to demonstrate that they are employed by the Contractor. These will be furnished by the Contractor and must show photo, legal first and last name, and company name.

4.8 Response Time

The Contractor shall submit a listing of all communications equipment which will be used in performance of this contract including, but not limited to, telephone system, trunked radios, cell phones, text pagers, etc.

The Contractor shall provide and maintain a monitored communications system for the answering of calls, operational twenty-four (24) hours per day, seven (7) days a week, and three hundred sixty-five (365) days a year. This service shall at all times be manned by an individual acquainted with Duval County geography, radio communication procedures with text pagers and cell phones and Medical Examiner's requirements.

Personnel of the Medical Examiner's Office are the only persons authorized to issue dispatch orders for the transport of Medical Examiner's cases.

After attempting to contact Contractor for a removal by telephone or pager with no success, the Contractor will have fifteen (15) minutes to return the call or page. Failure to do so will necessitate the Medical Examiner's Office to contact a backup source. The City of Jacksonville and/or the Medical Examiner's Office reserve the right to rescind the award, and make award to the next highest ranking responsive, responsible proposer, or to re-issue the solicitation, or to impose penalties if this occurs more than three (3) times a year. The penalty imposed will be a credit issued by the Contractor in the amount of the fee for one (1) body transport per every case where the City of Jacksonville would have had to seek outside assistance.

Arrival at the scene/hospital shall be within forty-five (45) minutes after time of dispatch call. For delays in arrival of greater than 45 minutes from time of dispatch up to sixty (60) minutes from time of dispatch, payment shall be made at the discretion of the Medical Examiner's Office. For delays in arrival greater than 60 minutes, no payment shall be made. Notification to Forensic Investigation Manager will be made when this occurs.

Vehicle attendants shall possess an adequate knowledge of Duval County geography so as to enable expeditious response to transport calls.

The Medical Examiner's Office reserves the right to allow more than the maximum sixty (60) minute response time on a case by case basis, such as when two (2) calls are made at the same time or other exigent circumstances may dictate.

4.9 Subcontracting and Assignment by Contractor

Should the Contractor be unable to respond to a call from the Medical Examiner's Office, he may subcontract said call to another duly licensed and insured company upon prior written approval of the Medical Examiner's Office.

Contractor shall be solely responsible for paying the subcontractor for each removal so made and shall assume all liability arising therefore. Continued use of a subcontractor shall be construed as being unable to perform under this contract and grounds for termination of contract.

4.10 Personnel Qualifications

Due to the nature of the service to be performed and because transport personnel are subject to being subpoenaed as witnesses in some cases, the Contractor, any subcontractor and all employees of the Contractor must be bondable. Said persons shall not, at the time of the contract signing, be on probation or parole for any offense. The Contractor and any personnel involved with work for the Medical Examiner's Office under this contract may not have any offense involving a violent act, theft, dishonesty, drug possession or driving under the influence or any other felony. No personnel shall be employed by the Contractor that has been adjudicated guilty or plead no contest to a violent act, theft, dishonesty, drug possession or driving under the influence or any other felony. The Medical Examiner reserves the right to consider the ability, capacity, skill, licensing and insurance of the Contractor and to consider the character, integrity, reputation, judgment, experience and efficiency of the Contractor. The Contractor will provide three (3) verifiable references, including name, address, phone number, and point of contact for those references of similar project within the last three (3) years. The Medical Examiner will utilize information from the submitted sources or any other source known in this area, in evaluating the offer.

It is the Contractor's responsibility to have background criminal history checks (Level II) made and retained for each prospective employee prior to allowing the employee to make removals for Medical Examiner's Office. All employee files and contents therein shall be made available to the City of Jacksonville and the Medical Examiner's Office upon request. Failure of the Contractor to ensure that his employees or subcontractors meet these requirements may result in immediate termination of the contract.

All persons authorized to make removals under this contract shall possess either a current, valid State of Florida Driver's license issued by the Department of Motor Vehicles or a State of Florida Identification Card at all times.

It is the Contractor's responsibility to have driver's license checks made and retained for each prospective driving employee prior to allowing the employee to make removals for Duval County. Furthermore, it is the Contractor's responsibility to recheck the employees' driver license status at least annually. Failure of the Contractor to insure that his/her employees or subcontractors meet these requirements may result in immediate termination of the contract.

The employees to be used by the Contractor in performance of the services specified are subject to review, investigation and approval by the City of Jacksonville, and, if found unacceptable by the City of Jacksonville, shall not be used by the Contractor in the performance of any services under this contract. The Contractor will be advised of the information required on each such employee.

Contractor shall provide to the Medical Examiner a list of all persons authorized to make removals under this contract, including any individual who might be used as a backup to the primary transport personnel. Said list shall provide each person's name, date of birth, home address (not business address of Contractor) and valid Florida Driver's license number or State of Florida Identification Card, if not a driver. The list shall be delivered in writing to the Medical Examiner at least one (1) week prior to the start of operations under this contract. Any new hires shall be reported in writing to the Medical Examiner at least one (1) week prior to the new employee's assumption of duties. Any other change in status of employees; resignation, terminations or address changes, shall be reported in writing to the Medical Examiner's Office within fifteen (15) days.

It is the responsibility of the contractor to have his or her employees trained and practicing proper safety procedures. This training shall include, but not be limited to, the current and up to date methods for handling bio-hazardous conditions including blood borne pathogens and body fluids. **Documentation of this training for each employee shall be submitted with the Contractor's bid response.**

The Contractor and his/her employees shall maintain absolute confidentiality of all information related to any Medical Examiner case. This includes, but is not limited to, a prohibition on releasing any such information to the news media, or others, without prior approval of the Medical Examiner's Office. The Contractor and his/her employees shall be prohibited from taking any audio or visual recordings of a scene, participants, or decedents at any time.
No employee, agent, or other person in any way connected with Contractor; shall in any manner, way, or means convey to funeral homes, attorneys, or their agents, any information which would lead to knowledge of the name or address of the decedent or his/her next of kin or relatives in any Medical Examiner case. In event of release of such information, such employee, or agent of Contractor shall be subject to immediate dismissal.

Contractor, or any director, stockholder, officer, partner, principal, employee, or any member of any of their immediate families shall not refer, direct, suggest or lead persons to funeral homes, attorneys or their agents, cemeteries, crime scene clean up, florist shops or any other entity typically associated with death cases.

Discourteous, disrespectful, unprofessional, or other inappropriate behavior towards the public, law enforcement personnel, or Medical Examiner employees on the part of the Contractor's employees in the performance of contract services shall be grounds for termination of this contract.

The contractor shall maintain a drug-free work place. The Medical Examiner's Office and the City of Jacksonville have a zero tolerance policy.

4.11 <u>Payment for Services</u>

Duval County shall be responsible for payment of transporting services as verified and approved by the Medical Examiner's Office.

Contractor shall submit one (1) invoice per month for all removals made during that month. Each one shall identify:

a. Date of removal;
b. Name of deceased;
c. Medical Examiner Case Number; and
d. Unit price charge, per awarded contract.

In addition to the invoice submitted, Contractor shall provide a separate log for all removals covered by the invoice. The log shall contain at a minimum, the following information:

a. Date of removal;
b. Name of deceased;
c. Medical Examiner Case Number;
d. Location and/or address of removal.
e. Time notified of removal by the Medical Examiner's Office;
f. Time transport personnel arrived at the scene/hospital;
g. Time transport personnel departed from the scene/hospital;
h. Time transport personnel arrived at the Medical Examiner's Office and;
i. Identity of transport personnel making the removal.

4.12 Additional Provisions

Outside of Duval County Pick-up: In the rare event that the contractor is required to pick-up a decedent or remains outside the boundaries of Duval County/City of Jacksonville, an additional 15% of the contracted price will be applied.

Scene Response without decedent transport: In the rare event that the contractor responds to a location at the request of the Medical Examiner's Office and does not transport a decedent from the location, the Contractor will be compensated at 50% of the contracted rate.

Change in status: Any change in status of Contractor's officers, owners and supervisory personnel, such as mailing address, street address, phone number, etc., shall be reported promptly to the Medical Examiner's Office and the Purchasing Division.

Licenses, Permits, and Insurance: Awarded Contractor must have and maintain, at Contractor's expense, all necessary licenses and permits applicable in the performance of this service.

Authority of Medical Examiner: Awarded Contractor shall be responsible to, and take directions and instructions for the handling of deceased persons from, the Medical Examiner or authorized representative. Information regarding the authority of the Medical Examiner can be found in Florida Statutes Chapter 406.

4.13 Background Checks

The Medical Examiner's Office and/or the City of Jacksonville may also conduct backgrounds checks required for performance under the contract which could include, but are not limited to, the following:

a. Identification verification
b. Selective Service Status (registered/unregistered)
c. Clerk of Courts of Duval County and/or County of Residence
d. Employment verification
e. DMV by State of residence and/or other states as necessary
f. Military Service verification
g. Professional license and certification check

h. Fingerprint check

i. Credit/Fraud Check

4.14 Compliance with Occupational Safety and Health

The Contractor will be responsible for assuring that all vehicles, material, and equipment maintained during this contract meet all OSHA requirements. Should the Contractor subsequently be found to be deficient in any OSHA requirement in effect, all costs necessary to bring the equipment into compliance with the aforementioned requirements shall be borne by the Contractor. Failure to maintain OSHA requirements will be grounds for termination of this contract.

4.15 Acceptance

The Medical Examiner reserves the right to inspect all facilities/equipment of the respondent in order to make a determination and reserves the right to waive any irregularities and technicalities in the acceptance of this RFP.

4.16 EEO Statement

The Medical Examiner's Office and the City of Jacksonville are committed to assuring equal opportunity and therefore comply with all laws prohibiting discrimination on the basis of race, color, religion, national origin, handicap, age and gender.

Attachment B
Evaluation Criteria

The evaluations will be based upon the following criteria, and Proposers are requested to provide, as a minimum, the information listed under each criterion. Failure to provide adequate information on any criterion will result in lower scores and could result in rejection of the proposal as non-responsive. The response to each of the criteria will be evaluated relative to the other responses received and the contract will be awarded to the highest scoring, responsive, responsible bidder for the Evaluation Criteria. Proposers shall arrange their responses in a format that will offer ready review and evaluation of each criterion. Please note that 100 points is the maximum total for all combined criteria.

EVALUATION CRITERIA:

1. COMPETENCE: 40 points maximum score
   Describe professional and/or technical education and training (including, but not limited to, biohazard training programs); experience in the kind of projects to be undertaken; availability of adequate personnel, quality of equipment (including vehicles' maintenance, stretchers/carts and biohazard supplies/PPE) and Contractor's facilities. Provide names and resumes of all individuals to be assigned to this project.

2. FINANCIAL RESPONSIBILITY: 5 points maximum score
   Describe form of business, i.e., proprietorship, partnership, corporation; years in business; changes in ownership; bank reference(s); past, present, pending and/or threatened legal proceedings within any forum; and any other information the Contractor may wish to supply to demonstrate financial responsibility. Failure to provide all listed information and documentation will result in a score less than maximum for this criterion.

3. PAST AND PRESENT RECORD OF PROFESSIONAL ACCOMPLISHMENTS WITH CITY AGENCIES AND OTHERS: 10 points maximum score
   Provide a minimum of three (3) completed projects that are similar in nature and scope to the project under consideration with references to include client's contact person and telephone number. Projects must have been held within the last three (3) years. Describe any outstanding accomplishments that relate to specific services being sought.

4. COST: 40 points maximum score
   Price submission shall be total unit price per transpiration transported to the Office of the Medical Examiner. The proposal with the lowest unit price will receive the maximum number of points allotted. The number of points awarded for the remainder of the proposals will be determined by a mathematical formula in which the lowest cost is divided by the proposer's cost. That number will then be multiplied by the maximum number of points for the Cost criterion (40). The proposer will receive the number of points as determined by the formula.

   Example: The City receives three proposals: Firm #1 with a unit price of $600.00; Firm #2 with a unit price of $800.00; and Firm #3 with a unit price of $1,200.00.
   Firm #1 would receive the maximum number of points (40 points).
   Firm #2 would receive 30 points ($600.00 divided by $800.00 multiplied by the maximum number of points (40).
   Firm #3 would receive 20 points ($600.00 divided by $1,200.00 multiplied by the maximum number of points (40).

5. VETERANS AND/OR JACKSONVILLE SMALL EMERGING BUSINESS OWNER: 5 points maximum score
   Preference will be given to Contractors who are military veterans and/or JSEB vendors. Provide proof of status as a U.S. Military Veteran (i.e., DD-214) or JSEB certification with the Office of Equal Business Opportunity.

Attachment B
Evaluation Criteria

CRITERION	DESCRIPTION	MAXIMUM POINTS
Competence	Describe professional and/or technical education and training (including, but not limited to, biohazard training programs); experience in the kind of projects to be undertaken; availability of adequate personnel, quality of equipment (including vehicles' maintenance, stretchers/carts and biohazard supplies/PPE) and Contractor's facilities. Provide names and resumes of all individuals to be assigned to this project.	40
Financial Responsibility	Describe form of business, i.e., proprietorship, partnership, corporation; years in business; changes in ownership; bank reference(s); past, present, pending and/or threatened legal proceedings within any forum; and any other information the Contractor may wish to supply to demonstrate financial responsibility. Failure to provide all listed information and documentation will result in a score less than maximum for this criterion.	5
Past and Present Record of Professional Accomplishments with City Agencies and Others	Provide a minimum of three (3) completed projects that are similar in nature and scope to the project under consideration with references to include client's contact person and telephone number. Projects must have been held within the last three (3) years. Describe any outstanding accomplishments that relate to specific services being sought.	10
Cost	Price submission shall be total unit price per transpiration transported to the Office of the Medical Examiner. The proposal with the lowest unit price will receive the maximum number of points allotted. The number of points awarded for the remainder of the proposals will be determined by a mathematical formula in which the lowest cost is divided by the proposer's cost. That number will then be multiplied by the maximum number of points for the Cost criterion (40). The proposer will receive the number of points as determined by the formula.	40
Veteran and/or Jacksonville Small Emerging Business Owner	Preference will be given to Contractors who are military veterans and/or JSEB vendors. Provide proof of status as a U.S. Military Veteran (i.e., DD-214) or JSEB certification with the Office of Equal Business Opportunity.	5
	TOTAL POINTS	100