

**REPORT/RECOMMENDATION TO THE BOARD OF SUPERVISORS  
OF THE COUNTY OF SAN BERNARDINO  
AND RECORD OF ACTION**

May 19, 2020

**FROM**

**MICHELLE SCRAY BROWN, Chief Probation Officer, Probation Department**

**SUBJECT**

Amendment to Contract with TPUSA - FHCS, Inc. dba Teleperformance Rapidtext for Transcription Services

**RECOMMENDATION(S)**

Approve **Amendment No. 2** to **Contract No. 16-516** with TPUSA - FHCS, Inc. dba Teleperformance Rapidtext, exercising the second option to extend the contract for an additional year for a total contract period of July 1, 2016 to June 30, 2021, increasing the total contract amount by \$150,000, from \$600,000 to \$750,000, for the provision of transcription services.

(Presenter: Scott Frymire, Deputy Chief Probation Officer, 387-5589)

**COUNTY AND CHIEF EXECUTIVE OFFICER GOALS & OBJECTIVES**

**Operate in a Fiscally-Responsible and Business-Like Manner.**

**FINANCIAL IMPACT**

Approval of this item will not result in the use of additional Discretionary General Funding (Net County Cost). Adequate appropriation has been included in the Probation Department's 2020-21 recommended budget.

**BACKGROUND INFORMATION**

The Probation Department (Department) contracts for transcription services to supplement existing County resources for preparing youth and adult court documents. These documents, which include Pre-Sentence Investigation Reports, Dispositional Court Reports, Supplemental Investigation Reports, Court memos, and other ancillary reports, are an integral part of the court proceedings.

The transcription services provided by TPUSA - FHCS, Inc. dba Teleperformance Rapidtext (Teleperformance Rapidtext) are needed on a continuous basis because court generated workloads preclude Department staff from completing reports in the required time frames. Approval of this Amendment will enable the Department to continue to provide court reports in a timely manner in order to meet legal mandates.

The Department will continue to monitor contractor performance to ensure compliance with contract standards.

**Amendment to Contract with TPUSA - FHCS, Inc. dba Teleperformance  
Rapidtext for Transcription Services  
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**PROCUREMENT**

On June 28, 2016 (Item No. 42), as a result of a formal procurement process, the Board approved Contract No. 16-516 with Teleperformance Rapidtext for the provision of transcription services in an amount not to exceed \$450,000 for the period of July 1, 2016 through June 30, 2019, with the option to extend the term for two additional one-year periods.

On June 11, 2019 (Item No. 40), the Board approved Amendment No. 1 to Contract No. 16-516 with Teleperformance Rapidtext exercising the first option to extend the contract term for an additional year, for a total contract period of July 1, 2016 through June 30, 2020, increasing the total contract amount by \$150,000 from \$450,000 to \$600,000.

The Department recommends approval of the proposed contract amendment to allow for the continuation of transcription services from July 1, 2020 through June 30, 2021. To ensure compliance with County Policy 11-04, during the recommended one-year extension, Probation will complete a new competitive process for the selection of a provider for the provision of transcription services. Either party may terminate this agreement upon thirty days' advance written notice.

**REVIEW BY OTHERS**

This item has been reviewed by County Counsel (Jamie Ryan, Deputy County Counsel, 387-3088) on March 31, 2020; Purchasing Department (Michelle Churchill, Lead Buyer, 387-2070) on April 14, 2020; Finance (Carolina Mendoza, Administrative Analyst, 387-0294) on April 21, 2020; and County Finance and Administration (Kelly Welty, Deputy Executive Officer, 387-4376) on April 21, 2020.

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Rapidtext for Transcription Services  
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Record of Action of the Board of Supervisors  
County of San Bernardino

**APPROVED (CONSENT CALENDAR)**

Moved: Robert A. Lovingood Seconded: Josie Gonzales  
Ayes: Robert A. Lovingood, Janice Rutherford, Dawn Rowe, Curt Hagman, Josie Gonzales

Lynna Monell, CLERK OF THE BOARD

BY  \_\_\_\_\_  
DATED: May 19, 2020



cc: Probation- Frymire w/agree  
Contractor- C/O Probation w/agree  
File- w/agree  
la 05/27/2020