

CYS Drug Test Lab Services

Question & Answers

In reference to page 2 Scope of Work bullet 1 lists the 13 drugs that are to be tested on "both rapid and lab-based oral fluid testing." Would you want 2 separate product prices with 1 being the cost of the instant device and 1 being the cost of the lab-based test ? Just want to make sure I understand correctly and provide you with a correct format as a rapid test and a lab-based test are separate products. **Yes. We would like the price for the device for instant testing. We would also like the price for lab-based confirmation. It is our preference to have the lab testing done on the instant device so that the person being tested does not need to submit to a second test. However, if a second test is necessary in order to obtain the lab-based confirmation, we would also need the price for the second device.**

I am looking to get in touch with the correct person to submit a request for the current contract for Drug Testing Services in Delaware County. Can you help direct me to the correct person to fulfill this request?

All Open Records request should be submitted to the County Clerk @ O2@co.delaware.pa.us

In the "Technical Proposal" Section A: Item vi. it says "vi) Describe the governance structure of your organization." Are you asking for certifications we have or what outside federal/state/private entities' regulations we abide by? Or how our company operates internally as an LLC or Inc? **The second one, how your company operates as an LLC or Inc. is there a Board of Directors, an executive in charge? The governance structure is who is in charge.**

Below that item vi. is items vii. and viii. that asks questions relating to "program and system oversight and quality improvement" and proposed staffing and staff supervision plan." Is this referring to our ongoing customer support and service as included in being your provider for rapid tests and lab-based testing in order to main overall customer experience and satisfaction? Anything specific you are making sure I touch on that have maybe been pain points in the past or that you know will be needed in this area? **This refers to the oversight and quality improvement efforts being made at your organization. For example, is there a process to review problems and complaints and to make internal quality improvement. In a lab situation, it might look at how is the accuracy being checked. Do you have internal procedures that are periodically done to double or triple check on accuracy. Do you have anyone from the outside check your operations? If not, how does your organization maintain quality review and improvement.**

In the "Financial Proposal" Section B: Item iii. It mentions the cost of testing materials including chains of command. Is this the lab shipping supplies that will be used for sending samples into the lab? I figured it may be and am only curious if the forms for chain of command will be just the amount needed for requesting further laboratory sample if need be or if you utilize chain of commands to record ALL rapid test results as a form of result recording? **This refers to all costs. Including the chain of command forms, the shipping or pick up costs, the test devices, everything. For the rapid/instant test when we used an instant test in the past, we photographed positive results as a record. If you have a better way of recording it, please include that.**

Who is the current provider? **Alere Toxicology**

What is the current pricing? **This information is available upon submission of an Open Records request to the County Clerk; however, the response will not be released until the proposal is due.**

The listed Goal is to develop a contract with a laboratory. Is it acceptable for a Third-Party Administrator to submit a proposal? **Yes, we are not familiar with this arrangement but will consider all submitted proposals.**

In regards to submission, please confirm “the plain sealed envelope with no provider identifier” that is to house the original proposal and copies is the inner packaging, not the outer shipping envelope/box. **Correct**

Does Appendix EE apply here? The awarded contractor would not be working directly with children or their custodians, only indirectly receiving specimens. **Correct. Persons working off site such as in a laboratory who have no contact with children are not required to have clearances.**

Who is the incumbent, current provider of oral fluid lab services? **Alere Toxicology Services, Inc.**

What is the current lab service pricing? **This information is available upon submission of an Open Records request to the County Clerk. The response, however, will not be released until the proposal is due.**

Who is the manufacturer of the oral fluid rapid drug testing device(s) currently being used by the County? What is the model number or numbers of those device(s)? What price is the County currently paying for those device(s)? **We are not currently using a rapid or instant test. We use a lab-based test which is Intercept Oral Fluid Drug Test, Ora Sure Technologies, Inc, model number 3001-0895.**

Is the current contract available to view? **This information is available upon submission of an Open Records request to the County Clerk. The response, however, will not be released until the proposal is due.**

What is the current laboratory oral fluid turnaround time on negative specimens? What is the turnaround time on samples requiring confirmation? **We typically receive a response regarding a negative specimen within 24-48 hours. Depending on the nature of the testing, a positive confirmation can take up to 3-5 days.**

Are bidder appendices (for example, references, certifications, organization charts, reliability testing, procedures, protocols, etc.) included in the 5-page Technical Proposal and Financial Proposal page limits? **No, we will not count those items in the page limits.**

How many oral fluid tests are currently being done by the County? Of that number, how many are rapid tests? Lab tests? **We are presently not using rapid instant oral tests. As stated in the RFP, we do want to have both instant and lab based oral tests. The amount of lab based tests is approximately 3,400 annually.**

What volume of oral fluid testing does the County anticipate annually under this contract? What is the anticipated volume of lab tests vs. rapid tests? **Need will vary.**

What is the current positivity rate of the oral fluid lab specimens? **44-47%**

Will the county accept telephonic and/or video testimony for expert witness court testimony? How often has the current provider provided court testimony? **Yes, telephone and/or video testimony by expert witnesses is permissible. Testimony is rarely needed.**

How many agency site offices does Delaware County CYS have? Are there any other locations where shipping and/or pick up would be required? **Delaware County Children & Youth Services has three locations in which we test at, Upper Darby, Eddystone, and Media, PA**

Is every caregiver required to submit to the entire 13 substance panel? Is the County seeking a variety of different panels? If so, what are those panels? Are the panels the same for rapid tests and lab testing? If not, please describe the differences. **No, not every caregiver is required to submit to the drug test. No, the County is not seeking a variety of different panels. Yes, the panels would be the same for rapid (instant oral) and lab based confirmation testing, however, if a person tests positive for one or more drugs on the instant test, we would only need to confirm the positive tests and would not need to run the entire panel.**

When does the County anticipate conducting interviews? Interviews would be conducted once internal reviews of the bids are completed which would likely be the end of March/beginning of April.

Who is the incumbent provider of these services? Alere Toxicology Services, Inc.

What does the County currently pay for these services? This information is available upon submission of an Open Records request to the County Clerk. The response, however, will not be released until the proposal is due.

Approximately how many confirmations does the County anticipate every month? Approximately 1,598

Does the County require collections for this bid? I am unsure of the meaning of this question.

Approximately how many times, annually, does the County expect the need for court testimony? Would this be expected to be done in person or would the County accept written affidavit or telephonically? Thus far, testimony has only been needed by telephone. It has been as often as twice per month but there can be months with no testimony needed. This could change with new court personnel.

Will the County clarify if the copy to be used for redaction purposes is part of the 5 copies requested in addition to the original (6 total)? Would the County like the submitting Vendor to black out any mention of the agency on that copy? We would certainly welcome a copy with any/all provider identifiers redacted.

How many training sessions does the County anticipating within the contract period? How many training sessions did the County require in the last contract period We would want the ability to train all staff (about 150 people) at the onset of the contract and then offer quarterly opportunities for new staff for remedial purposes.

Would the County accept remote training services? We would accept remote training, such as via a webinar or skype, or via a video.

Can the County please confirm that the Certification requirements outlined in Appendix EE do not apply to the scope of services they are seeking in this contract? That is correct, the requirement for ChildLine and other clearances would not apply to drug testing that is done offsite.

Can the County clarify that the Builders Risk, Contractors Pollution and Performance Bond sections of Appendix F do not apply to the scope of services outlined in this bid? Although it may be subject to change, as of right now Appendix F, Insurance is as it stands.

Would the County accept an insurance policy that is written on a claims made basis rather than an occurrence basis? Although it may be subject to change, as of right now Appendix F, Insurance is as it stands.

Would the County accept 30 days' notice of cancellation for insurance policies, rather than 60 days, since most cases state laws only provide for 30 days' notice to the insured? Although it may be subject to change, as of right now Appendix F, Insurance is as it stands.

Who currently provides the County's drug testing and laboratory services? Alere Toxicology Services, Inc.

What are the costs per test that the County currently pays? This information is available upon submission of an Open Records request to the County Clerk. The response, however, will not be released until the proposal is due.

Could the County please provide the current contract(s)? This information is available upon submission of an Open Records request to the County Clerk. The response, however, will not be released until the proposal is due.

How many samples does the County anticipate will require testing monthly? Annually? Annually, about 3,400 of the instant test will be needed and about 1,598 will need lab based confirmation. This information is subject to increase or decrease dependent upon need.

How is the random selection process conducted currently? There are precipitating events that trigger initial testing, such as a referral involving substance abuse, a scheduled drug and alcohol assessment, or erratic behavior that is not otherwise explained. Once it is established that a person has a substance abuse problem, then the testing may be done in preparation for reporting to the court at certain intervals, or the time may be selected by the caseworker due to events suggesting substance abuse, or a random schedule set by the caseworker, or as directed by the supervisor.

How are clients notified of the need to test currently? Clients are told in a variety of ways: Verbally by the caseworker, in written court orders, or within the Family Service Plan, a document completed with each family which describes the reason for involvement and the services planned.

What data systems does the County currently utilize? The county uses a case management system called CAPS. The parent company is AVANCO.

Does the current vendor employ a dedicated collection staff? If so, what is the cost? By collection, if you mean transportation of the specimens, the current transportation is by overnight shipping. Prepaid packaging is provided as part of the contract. The county employees place the specimens in the package and put it in the shipping drop box. Previous contracts have involved use of locked collection boxes and pick up by drivers provided by the contractor. Either method is acceptable. The cost is available upon submission of an Open Records request to the County Clerk, the response will be release once the proposal is due.

Does the current vendor subcontract with a third party for collection services? If so, what third-party do they use? What is the cost? There is not a subcontract for a third party.

Please describe the County's current method of specimen collection, either by County staff or the vendor providing collection services? The county caseworkers are trained on use of the oral collection device. They instruct and observe the client placing the swab into thier mouths and observe during the waiting period. They then place the chain of custody form and specimen into the collection bag and then place it in a shipping envelop, or formerly, in the locked collection box.

Where are the samples currently collected? In the offices and during home visits.

How many locations does the County intend to ship samples from? Three

How many times per week does the County intend to ship samples from each location? Varies, two to five per week.

Does the County send all presumptive positives for confirmation? Yes

What is the County's current positive rate? 44 to 47%

What is the cost per confirmation that the County currently pays? This information is available \upon submission of an Open records request but will not be made available before the proposal is due.

How is the County testing for alcohol? What is the cost per test? We are not currently testing for alcohol.

What is the County's historic average number of expert testimonies per year? This varies. This far it has been acceptable to have testimony by telephone. It has been as often as twice per month (24 times per year) but there can be months with no testimony. This is subject to change with new judges and court personnel.

Does the County plan to conduct vendor interviews after bids are submitted, prior to award notification? The county likely will likely conduct interviews with the bidders who have the highest scores awarded by the panel reviewing the proposals.

Will the County waive #8. Contractor's Pollution Liability in Appendix F for responses to this proposal? We do not believe drug testing laboratory testing constitutes "environmental services" requiring this type of policy. Although it may be subject to change, as of right now Appendix F, Insurance is as it stands.

Will the County waive the performance and maintenance bond requirements in #9. Performance & Other Bonds in Appendix F? In our experience, these types of bonds are not normally required in the course of business for drug testing laboratory companies. Although it may be subject to change, as of right now Appendix F, Insurance is as it stands.

Do the Technical Proposal and Financial Proposal page limits include pages used in a cover letter/transmittal letter? No

Would the County consider extending the proposal deadline 2 weeks after the answers to questions are published? No The answers to submitted questions will greatly impact the preparation and the accuracy of pricing contained in our proposal. If questions are due 3/12/20 and answers are posted, at the earliest, on 3/13/20 respondents would only have 2 business days to prepare proposals for overnight shipping on 3/18/20, guaranteeing arrival on 3/19/20. Correct. As indicated in the RFP best and final negotiations could occur.