

TRANSMITTAL LETTER

Response to Request for Proposal

State of Indiana, Department of Administration/
Department of Child Services for
Drug Testing Services and Supplies
RFP #21-2133

Due:

September 10, 2020, 3:00 p.m. Eastern

Submitted by:

Cordant Health Solutions
12015 E. 46th Avenue, Suite 220
Denver, CO 80239

Designated Contact:

Amanda Gibbs
Vice President and General Manager, Behavioral Health Business Unit
Phone: 928.440.6288
Fax: 928.526.1777
Email: agibbs@cordanths.com



September 10, 2020

Ms. Teresa Deaton-Reese
Indiana Department of Administration
Procurement Division
402 West Washington St., Room W468
Indianapolis, IN 46204

RE: Response to Request for Proposal State of Indiana, Department of Administration/
Department of Child Services for Drug Testing Services and Supplies, RFP #21-2133

Dear Ms. Deaton-Reese:

Technical Resource Management, LLC dba Cordant Health Solutions ("Cordant") is pleased to submit the attached response to the Request for Proposal from the Indiana Department of Administration for Drug Testing Supplies and Random Drug Testing Services for the Department of Child Services ("DCS"). Cordant would be delighted to expand our relationship with the State of Indiana and its agencies. We are committed to working closely with the State and the DCS to not only meet, but exceed your expectations.

Transmittal Letter Responses

2.2.1 Agreement with Requirement in listed in Section 1

Cordant understands the DCS' requirements as stated in the RFP, Section 1, and we can comply with the requirements and conditions noted.

2.2.2 Summary of Ability and Desire to Supply the Required Products or Services

Cordant can comply with all mandatory contract terms as listed in the RFP. We have provided suggested changes to some legal terms, along with some suggestions for further discussions, in response to **Question 2.3.5** of the Business Proposal. We clearly understand the requirements of the program as stated in Section 2.4 of the RFP and have spent much time vetting the key elements of the program for cost and service sustainability over the next 4-6 years.

Cordant Health Solutions is a company that is deeply rooted in government and child protective service markets. We have meaningful experience, expertise and investment in solutions for the behavioral health markets. Cordant's solutions are designed specifically to serve the behavioral health spectrum of care, from the initial referral from the criminal justice system/child protective services and/or clinicians through all levels of treatment for substance use disorder and co-occurring mental health conditions. The overarching highlights of our ability to provide products and services to DCS include:

Experience

- We have served the government and child services segment for more than 20 years. We understand the needs of these segments.

- We process approximately 5 million lab tests per year, with greater than 90% of these tests coming from behavioral health, state agencies and government clients.
- We have over 5 years of experience in managing referrals for drug testing programs through our care coordinators and proprietary referral management software system. Today we actively manage 10,000-13,000 referrals at any one time. That includes receiving 3,000-4,000 new referrals each month. Our referral management process is managed by a registered nurse, who has also been instrumental in developing the software and referral workflows. This gives our referral program an important aspect of clinical oversight. Additionally, this proprietary tool allows customization of workflows and the provision of dashboards to DCS. This access to real time data can significantly enhance the compliance and engagement level of participants and the ability to improve the outcome for a child or family.
- We have operated collection sites and managed collection site networks since the inception of the company. Today we manage over 350 sites in select geographies. Managing the network gives us control over training and process so we can deliver on all aspects of the contract regardless if the collection is performed at a third-party site or through a home collection.
- We have multiple laboratory locations for redundancy and business continuity to keep the DCS program up and running regardless of any business disruption.
- We employ four full-time Board-Certified Forensic Toxicologists, and all are experienced expert witnesses. Our Chief Scientific Officer leads this group and he has been an expert witness in forensic toxicology for greater than 21 years and is internationally renowned in this area.

Commitment and Leadership in Indiana

- We serve other governmental agencies in 16 of the 18 Indiana DCS Regions today and have established relationships across the state through our lab testing services and receive over 15,000 specimens monthly from IN government agencies.
- We serve approximately 20 treatment centers and prescribers of addiction medication through our managed medication assisted treatment pharmacy located in Avon, IN.
- We will establish a laboratory in Avon to be most effective in meeting the required 24-hour turnaround time; we know that test results in the hands of DCS agents in 24 hours or less can mean everything to a child at risk.

Proprietary web-based randomization application, Cordant Sentry

- We manage over 2 million tests annually via the Sentry application today and are skilled at scaling this program.
- Our full time IT team is able to develop enhancements to Sentry as needed and also maintain the system on dedicated servers; Sentry is HIPAA-compliant.

- Sentry randomization is customizable by referral type and randomization schedule.
- Our analytics team can access data in Sentry and provide meaningful, actionable reporting on a regular schedule or in an ad hoc fashion.

This model around referral management, collection site management and lab services fit perfectly in the sweet spot for Cordant Health Solutions. We understand and embrace the “why” behind the performance measures and our vision is aligned with DCS. We have worked through all investments required in terms of facilities, infrastructure and people to perform as flawlessly as possible.

Beyond our commitment to excellence and providing the best solutions available, we are driven by the understanding that behind each referral is a person and every action we take impacts the life of a child and a family. We are enthusiastic about the opportunity to work together and create a best in class program for Indiana DCS.

2.2.3 Signature of Authorized Representative

Please see the contact information provided for Jason Roeder below. Jason is fully authorized to commit Cordant to its representations and hereby certifies that the information offered in our proposal meets the general conditions of the RFP. The document that confirms Jason’s appointment as an officer of Technical Resource Management, LLC is provided as **Attachment F** to the Business Proposal.

The principal contact for the proposal is Amanda Gibbs. Her contact information is provided below and on the cover pages of the RFP documents submitted herewith.

Amanda Gibbs
Vice President and General Manager, Behavioral Health Business Unit
Phone: 928.440.6288
Fax: 928.526.1777
Email: agibbs@cordanths.com

2.2.4 Respondent Notification

Please notify Amanda Gibbs of the results of the solicitation process. Email notification is acceptable.

2.2.5 Confidential Information

The financial statements of Sterling Healthcare Holdings, LLC, the parent company of Technical Resource Management, LLC, can be found in **Attachment D** to the Business Proposal. Neither of these entities is a public company and we consider our financial statements to be confidential and proprietary. As such, all financial information provided in **Attachment D** to the Business Proposal is confidential. Two versions of the Business Proposal have been uploaded to the IDOA website, a public version with financials redacted, and a full final version of the Business Proposal.

Indiana Department of Administration
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Please do not hesitate to contact Amanda Gibbs if you have any questions or require clarification on our response.

Thank you for your consideration.

Kind regards,

A handwritten signature in blue ink, appearing to read "Jason Roeder".

Jason Roeder
Chief Financial Officer/Vice President

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