RFP 21-67284
TECHNICAL PROPOSAL
ATTACHMENT F
Air Protocol

Instructions: Please provide a response in the yellow shaded areas to all questions. Please indicate any attachments that have been included to support your responses. A complete Technical Proposal must be submitted for each proposal the Respondent is bidding on.

2.4.1 Mandatory Requirements

The Mandatory Requirements indicate the basic requirements that all Respondents must adhere to in order to be considered as a responsive Respondent. Please answer "yes" or "no." to questions 2.4.1.1 – 2.4.1.4. If any question under section 2.4.1 is answered "No", evaluation of the proposal will end and the proposal will no longer be considered for award. Failure to respond to the questions below will be grounds for disqualification from further consideration.

2.4.1.1 Does the Respondent have the ability and desire to perform the work as described in this RFP?

Yes

2.4.1.2 Does the Respondent have the means to submit all data and reports in the format specified in Attachment J, Technical Specifications, Section V, Reporting Requirements electronically?

Yes

2.4.1.3 Will the Respondent provide as part of its proposal, a detailed drawing of the laboratory as described in Attachment J, Technical Specifications, Section XI., General Technical Requirements, C. Facilities?

Yes – **Laboratory Floor Plans are provided as Appendix A**

2.4.1.4 Should the Respondent be awarded the contract, does the Respondent agree to perform a Demonstration of Capability, as detailed in Attachment J, Technical Specifications, Section XI., General Technical Requirements, D. Demonstration of Capability, before work on the contract commences, if requested?

Yes

2.4.2 Evaluation Questions

2.4.2.1 General Overview of Services

Please provide a general overview of the services and analytical methods your laboratory can provide. Please include a statement specifying which of the Protocols your bid encompasses. Please indicate if your laboratory can provide any Special Analytical or Additional Services. Also note any substitutions or modifications of any of the analytical methods specified in Attachment J, Technical Specifications.

Eurofins laboratories have provided analytical services to IDEM for over 20 years under various Basic Ordering Agreements and is equipped, staffed and willing to perform the following Protocols and Special Analytical Services.

SW-846 Protocol

USEPA Drinking Water Protocol

USEPA Indoor Air and Ambient Air Protocol

Special Analytical Services (SAS)

Additional Analytical Services

Cost Assumptions, Conditions & Constraints

Air Protocol
Since the RFP does not specify a reporting list, Eurofin Air Toxic's standard lists are included in the proposal.
Pricing does not apply to requested constituents outside these lists.
Included is a variance table of the Att. J Technical Specifications vs. Eurofins Air Toxics SOP.

2.4.2.2 Subcontractors

Does your laboratory intend to use any subcontractors or other laboratories in your corporate structure to meet the technical requirements? If so, can they meet the same technical requirements listed above?

We will be using a number of laboratories in our corporate structure. They can meet the technical requirements. Eurofins TestAmerica laboratories have been under contract with IDEM since 1995, Eurofins Eaton analytical has been under contract with IDEM for over 20 years. Eurofins laboratories offer IDEM our commitment and extensive resources in support of this program. Eurofins is providing exemplary service so there should be no concerns regarding implementation or potential downtime that could result from a transition to unproven providers, thus eliminating all cost of change as well as eliminating all associated risks. Furthermore as they are all part of Eurofins Environment Testing America the same board and senior management who support Eurofins TestAmerica's long relationship with IDEM and therefore support all efforts on this contract.

Supporting Eurofins Laboratories include:
Eurofins TestAmerica Chicago, IL NELAP Accreditation Number 100201
Eurofins Air Toxics

2.4.2.3 Key Staff and Personnel

Please describe in detail your company's proposed key personnel who will be responsible for the implementation of the contract. Key personnel are as designated in Attachment J, Technical Specifications, Section X., Personnel Requirements, B. Specific Requirements for Key Personnel. Where possible, please include names, contact information, resumes, and services each individual will perform.

Eurofins attributes its success to the professionalism and technical expertise of its people. Not only our technical experts, but the dedicated staff of experienced professional chemists and technicians in each individual laboratory, are key to our position as an industry leader in the

environmental laboratory industry. The majority of our technical staff have a Bachelors' Degree or higher in Chemistry, Biology, Environmental Science or another related field.

We value and reward high performance, hard work, honesty, and teamwork. Eurofins employees hold themselves accountable to the highest standards of ethics, trust, and quality. These high professional standards, coupled with unparalleled technical leadership, decidedly set Eurofins apart from the competition.

Training
We conduct initial, on-going and annual training for all employees. We document all training and retain the records. Training records are available upon request.

The **Quality Assurance** department maintains records of relevant authorization/competence, education, professional qualifications, training, skills and experience of technical personnel (including contracted personnel). As part of the training records retention, the QA department maintains a database with all pertinent information: analyst name, methods performed, training/renewal required and date analyzed. QA tracks and reviews the information in the database monthly, to ensure that all staff is trained at the appropriate frequency.

Analytical Training
Following a period of study of the appropriate SOP, a new analyst moves to a hands-on training regimen. For a given period of time, the new analyst directly observes the instrument operation and maintenance. This observation period is followed by operation of the equipment and completion of the procedure, under direct supervision from a department manager and/or senior analyst.

The duration of these time periods is determined through daily assessment by the department manager. Prior to operating independently, an analyst must perform and pass an Initial Demonstration of Capability (DOC). The laboratory's major accreditations are contingent upon documentation of acceptable initial as well as continuing demonstrations of capabilities.

We conduct DOCs to evaluate the analytical performance of the analysts as well as the instruments. QA documents the DOC results on individual forms and retains the information in the QA training database. We check conformance to the requirements during annual internal QA audits.

The Project Managers, Laboratory Managers, Senior Chemists, Laboratory Technicians and Quality Assurance Specialists we propose for this program are highly experienced in the analysis of environmental media as well as understanding the changing needs of projects. Our staffs have worked on similar programs and understand that communication with the project team is critical to the success of the program.

Key Personnel Eurofins TestAmerica Chicago

- **Project Manager:** Robin Kintz Robin Kintz will continue to provide exemplary customer service to IDEM. The project manager's role is to provide a single point-of-contact communication link between IDEM and Eurofins TestAmerica Chicago. Supported by a team of experienced laboratory managers working together to plan, coordinate, integrate and monitor project activities. Robin is involved as a virtual member of IDEM's project team; in dialogue from initial contact until data is reported, and available to answer questions or provide additional information after project completion. Robin has a BS degree in Biology and over 23 years of experience.

NAME	Position	Degree/Discipline	Experience Start
Michael J. Healy	Laboratory Director	BS Environmental Biology	1982
Terese A. Preston	QA Manager	BA Biology	1984
Ray Shock	Technical Services Director	BS Chemistry	2005
Robin Kintz	Project Manager	BS Biology	1997
Joann Petruszak	Operations Manager	BS Biology	1989
Paul Kolarczyk	Wet Chemistry Supervisor	MS Environmental Biology BS Biology	1990
Gary L. Rynkar	GCMS SVOC Supervisor	BS Environmental Biology	1988
Elaine Alikpala	GCMS VOA Supervisor	BS Chemistry	1997
Debra Johnson	Metals Supervisor	BS Biology	1991
Dan Knieriemen	Organic Extractions Supervisor	BA Chemistry	1990
Jeff James	Sample/Field Services Manager	BA Music Education	1989

Key Personnel Eurofins Air Toxics

Sepideh Saeed	VP Operations / Laboratory Director	BS Biochemistry	1991
Heidi C. Hayes	VP Research & Development / Technical Director	MS Chemistry / BA Chemistry & Mathematics	1996
Melanie Levesque	QA Manager	MS Chemistry / BS Chemistry	1999

Resumes of Key Personnel are provided as Appendix B.

2.4.2.4 Control Criteria

Please note which analytes historically exceed the control criteria as described in Attachment J, Technical Specifications, Section XII., Analytical and QA/QC Requirements for SW-846 Protocol and the US EPA Drinking Water and Air Protocols.

Our laboratories will meet all the method quality control criteria as outlined in our Standard Operating Procedures (SOP). SOPs are available for review.

2.4.2.5 Quality Assurance/Quality Control (QA/QC) Program

Please provide the Respondent's Quality Assurance/Quality Control (QA/QC) Program capable of demonstrating that data has a specified degree of reliability.

Contractors must be able to validate each method used and each analysis performed by that method using the QA/QC specified by the method.

Eurofins is committed to providing the highest quality data in the environmental testing industry. To ensure that our data meets the requirements and complies with all regulations, we maintain a quality system that is clear, effective, well communicated and supported at all levels of the organization.

Our quality system is compliant with NELAC and international ANS/ISO/IEC Standard 17025;2005. All proposed laboratories hold NELAC accreditation.

We have unparalleled capability and capacity to process analytical samples. We have more instrumentation redundancy than any other laboratory network. We will successfully manage your projects, both large and small. A listing of all instrumentation can be provided upon request.

We have the facilities suitable for receipt storage, analysis and submittal of analytical reports.

Corporate Quality Assurance Program

We designed our quality system to minimize systemic error, encourage constructive, documented problem solving and provide a framework for continuous improvement. Our corporate quality manual defines our business policies, management practices, and laboratory operations for quality control, quality assessment and quality improvement.

Laboratory Quality Assurance Program

Each Eurofins Laboratory has a dedicated Quality Assurance (QA) Manager. The QA Manager is responsible for the establishment, general overview and maintenance of the analytical quality assurance program within the laboratory, including oversight of the QA/QC programs and providing initial quality systems training to all new personnel and annual refresher training for all staff.

Each laboratory maintains a Quality Assurance Manual (QAM) describing the specific Quality System at the laboratory level, including conformance with regulatory requirements in the jurisdiction where the work is performed.

Monthly, corporate and local management review the quality program to assess the effectiveness of the quality systems. The quality metrics reports contain statistics on defined quality metrics, and discuss improvements and weaknesses of the individual laboratory's quality system.

Proficiency Testing

Proficiency Testing scores are a key performance measure of company performance capability. Laboratory scores are monitored to ensure continuous improvement and sustained high achievement. Eurofins consistently ranks above industry-wide proficiency testing norms.

Assuring the Quality of Analytical Results

To ensure the validity of our data, we continuously evaluate the quality of the analytical process and the specific data. Eurofins controls the analytical process through a number of measures, which include the requirements of the regulatory programs and their methods:

- Instrument calibration

- Routine process quality control measurements performed as required by the method or regulations to assess precision and accuracy
  - Blanks, various types, check for contamination
  - Laboratory Control Samples (LCS) measure the accuracy of the method in a blank matrix and assesses method performance independent of potential field sample matrix affects in a laboratory batch
  - Control of analytical process with control limits
    - ✓ Matrix Spikes (MS)
    - ✓ Duplicates (DUP)
    - ✓ Surrogates
    - ✓ Internal Standards (IS)
    - ✓ Calibration Verification
- Proficiency Testing (PT) samples with (concentrations unknown to laboratory) are analyzed to help ensure laboratory performance
- Data review
- Internal audits
- Use of certified reference materials
- Multiple levels of review during receiving and analysis to eliminate any errors

Quality Assurance Manual is available upon request

2.4.2.6 Documentation and Data

Please explain how the Respondent will maintain all documentation and data for the use of IDEM/OLQ for five (5) years after the expiration date of this Contract.

Eurofins TestAmerica's record retention policy requires that we retain project and data records for a minimum of five years. This includes all data reports and raw data associated with those reports, including:

- Chain of Custody information
- Instrument tuning and calibration
- Analytical raw data

Our policy is consistent with NELAC requirements.

We also archive all other pertinent data not associated with a specific project, including SOPs, standards preparation records, instrument maintenance logs, etc. for a minimum of five years.

If a client or regulatory program requires longer record retention requirements, we will implement the longer retention requirement. Our procedures accommodate special instructions. If needed, we will not destroy client data prior to client approval.

We use established procedures for identification, collection, indexing, access, filing, storage, maintenance, and disposal of quality and technical records. We store and retain all records in a

secure manner at a location that provides a suitable environment to prevent damage or deterioration and limits access to the data to laboratory and company employees.

Our standard practice is to maintain all records, except for original COCs, in electronic format for long-term data storage. We archive the final reports in electronic Adobe PDF format, and upon request, store them on a server accessible to IDEM.

For raw data and project records, Eurofins TestAmerica calculates record retention from the date the laboratory issued the analytical report. For records such as controlled documents, quality assurance or administrative records, we calculate the retention time from the date the record is formally retired.

The record keeping systems facilitate the retrieval of all working files and archived records for inspection and verification purposes. It allows for historical reconstruction of all laboratory activities involved in the analytical data production, including records for laboratory facilities equipment, analytical test methods sample receipt, sample preparation and data verification.

2.4.2.7 Customer Service

Please describe your company's standard process for problem resolution and escalation, including standard response times.

The Project Manager is responsible for ensuring timely responses to data inquiries. Any inquires need to be directed to the Project Manager. Any inquiry received by other laboratory staff will go to the Project Manager immediately.

We monitor, track and report all data inquiries as part of the internal Eurofins TestAmerica performance reviews. Our PM acknowledges data inquires within 24 hours of receipt. Eurofins TestAmerica makes every attempt to resolve current report issues within one week, and archived report issues within two weeks (or another mutually acceptable schedule).