**RFP-23-74828**

**BUSINESS PROPOSAL**

**ATTACHMENT E**

**Instructions: Please provide answers in the shaded areas to all questions. Reference all attachments in the shaded area.**

***Business Proposal***

* + 1. **General (optional) -** Please introduce or summarize any information the Respondent deems relevant or important to the State’s successful acquisition of the products and/or services requested in this RFP.

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| DNA Diagnostics Center, Inc. (DDC) is one of the largest U.S. laboratories for government paternity testing and is uniquely qualified to meet and exceed the requirements mandated in this Request for Proposal (RFP). DDC has grown by consistently providing accurate DNA test results for use in both civil and criminal courts of law, by developing innovative human genetic identification technologies for worldwide applications, and through maintaining an ongoing commitment to technological advancement and personalized customer service.  DDC is ideally suited to continue to provide the State of Indiana with paternity testing services by continuing to meet or exceed all of the specified requirements and by following strict quality assurance protocols. DDC has been providing genetic paternity testing services since 1995, and is one of the nation’s largest family relationship testing providers, with a solid reputation for exceptional quality and exemplary service. Through its accredited laboratory, DDC provides DNA testing services for both government agencies and private consumers to determine the parentage of a child and other family relationships. DDC’s corporate strengths are exemplified by our stability and long-term commitment to the identity genetics field. DDC’s solid financial status permits us to dedicate resources including our highly qualified staff and the most up-to-date technologies and equipment. DDC is a market leader for the determination of paternity testing not only in the United States but throughout the world. Over the past twenty-nine (29) years, DDC has analyzed well over 10 million specimens in all 50 states and over 173 countries demonstrating our broad experience both domestically and internationally, and we are dedicated to the business of genetic identity testing.  DDC understands the purpose of this project is to outsource statewide genetic testing services to accredited and qualified contractor laboratories that will provide professional, accurate, and timely DNA analysis services. This RFP requires a vendor or vendors to provide genetic testing services, including all aspects of sample collecting, testing, reporting and testifying, for the Indiana Title IV-D Child Support Program as administered locally by the county Prosecutor’s Offices. This proposal provides the State of Indiana with competitive pricing for genetic paternity testing services and the prospect of continuing its service relationship with a well-established company with a proven track record. DDC has competently and professionally managed these services for many counties throughout the State of Indiana over the course of the current contract, and we will continue to provide the highest quality genetic testing services to the State.  During calendar year 2022, DDC provided paternity testing services to the following IV-D/Child Support counties:   |  |  | | --- | --- | | Boone County | Miami County | | Brown County | Monroe County | | Clark County | Noble County | | Crawford County | Orange County | | Decatur County | Owen County | | Dekalb County | Porter County | | Elkhart County | Rush County | | Floyd County | Scott County | | Hancock County | Switzerland County | | Harrison County | Tippecanoe County | | Henry County | Vanderburgh County | | Huntington County | Vermillion County | | Jefferson County | Wabash County | | Madison County | Washington County | | Marion County | Wayne County | | Martin County |  |   In addition, DDC provides genetic testing services for all Child Welfare cases throughout the State of Indiana for each county’s Department of Children’s Services.  DDC will continue to provide qualified phlebotomists and specimen collection personnel for draws, supplies and documents necessary for the identification of parties, and will be responsible for the shipment of samples to its laboratory while maintaining an intact chain of custody for all specimens obtained for DNA testing. DDC will schedule and arrange for specimen collections throughout the State of Indiana, and will coordinate all UIFSA/intergovernmental, military, institutional, and international collections. DDC will provide scientific interpretation of analytical results, expert testimony on the findings and conclusions as may be required for court hearings, on-site training seminars, and will ensure accuracy and compliance with invoicing processes and statistical report generation.  The ability to perform scientifically valid genetic testing that conforms to industry guidelines and the ability to defend its results in court if necessary are essential in the execution of this contract. DDC will perform DNA-based, court-admissible paternity testing on all samples that will exceed the stated requirements and result in a typical probability of paternity of greater than 99.999999% in standard cases or solid exclusion in multiple genetic systems. DDC will exceed the Agency’s technical requirements for performing parentage tests in Title IV-D parentage actions. Moreover, DDC will provide testing on motherless cases, complex kinship cases, family studies, and samples from deceased persons. DDC also has the capability to perform mitochondrial DNA (mtDNA) and Y-STR testing for complex and challenging cases. As a result, we are able to perform testing on virtually any case where DNA evidence is applicable. DDC will provide testing results to the State with what we believe to be one of the fastest turnaround times in the industry.  DDC will continue to participate in meetings with county representatives to discuss contract-related performance and administrative matters. As part of the Quality Management System at DDC, continuous improvement is an ongoing objective. DDC has an extensive quality assurance management system to evaluate performance on a routine basis and implement appropriate corrective or preventive actions through formal processes as necessary. DDC develops and monitors key metrics through internal and external audits, direct observation of employees, assessments, trend analysis, and management review procedures. These metrics enable DDC to identify areas for improvement. These metrics will be reviewed with the counties on a routine basis to ensure that DDC is meeting or exceeding the specifications of this contract. DDC will provide input and suggest potential solutions to identified problems.  All services will be performed in accordance with the Terms and Conditions set forth in this Request for Proposal (RFP). Results will be reviewed and signed by a Ph.D. Laboratory Director or Assistant Laboratory Director prior to forwarding to the county office or their authorized designee. All results will be reported in accordance with federal and state guidelines. DDC will continue to provide the State of Indiana with superlative customer support and expert testimony and consultation services related to test results, testing procedures, specific cases, and current genetic testing technology. DDC will also be responsible for archiving all records and samples associated with the State’s cases. All procedures utilized will be in accordance with or exceed the current standards established by the AABB.  Additional benefits that DDC will deliver to the State that ensure efficient and high quality processes include:   * Stringent chain of custody procedures that safeguard against specimen tampering, contamination and deleterious loss. * DNA-based testing utilizing state-of-the-art technology and instrumentation. * Quality Control procedures that exceed AABB minimum requirements to minimize the risk of a false exclusion, such as DDC’s Dual Process™ and bar code tracking. * Prompt and efficient coordination with Contract Management, Customer Service, and Scheduling. * Specimen collection services at county sites and at alternate sites to ensure coverage throughout the State. * Recollection of samples, in the rare event it is necessary, at no additional cost. * Web-based reporting tool, available 24 hours per day/7 days per week for inquiries regarding case status including report access and printing capabilities. * Educational literature and brochures describing testing procedures. * Dedicated program to proactively monitor specimen collectors to ensure they are following all proper collection and chain of custody protocols specific to laboratory and other state requirements. * Certified and reader-friendly paternity testing reports available electronically via DDC’s secure internet website and/or in hard copy to the county offices or other authorized parties. * Monthly and/or quarterly statistical reports developed in conjunction with county personnel to meet or exceed all reporting needs. * Test results available in multiple languages to meet client needs. * Protection of confidentiality of all records and other materials that are maintained in accordance with this contract.   DDC has been providing high quality and professional genetic paternity testing services to the public and private sectors since 1994. During this time, DDC has continued to incorporate new technologies, processes, and quality standards enabling us to pass this high level of service onto our customers. Process improvement and Quality Assurance are two of the main focuses at DDC, with dedicated teams allocating time and resources to ensure that DDC not only meets the requirements of its contracts and accrediting bodies, but also exceeds them. It is through these processes that DDC has been able to provide exemplary service to its customers, as will be described throughout this proposal. DDC has the human resources and technical assets available to ensure that all aspects of its services provided pursuant to this contract meet the highest possible standards.  DDC realizes the importance of providing high quality, accurate, and efficient paternity testing services to our clients. We place a high level of commitment to providing superior testing services. Every aspect of our operation is geared toward presenting accurate and timely results in an efficient and professional manner. Since 1994, DDC has provided analysis for over 10 million family relationship tests and is dedicated to the business of genotyping for identity and relationship testing. Our length of service experience including our position as the provider of these services to many state and local jurisdictions throughout the country, in conjunction with the expertise of our personnel, state-of the-art facilities and equipment, and quality program are testimony to the company’s ability to continue to provide the specified services in this RFS. We will provide the State of Indiana with accurate and convenient genetic testing services that can be used effectively for the determination of paternity at an affordable cost, thereby assuring the best use of public funds. |

* + 1. **Respondent’s Company Structure** - Please include in this section the legal form of the Respondent’s business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization. If the organization includes more than one (1) product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization. Please enter your response below and indicate if any attachments are included.

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| Established in 1988 as the Molecular Diagnostics Center, DDC’s laboratory was incorporated in the State of Ohio in June 1994, see **Attachment #1** for Certificate of Authority. In 1995, the Center moved to the current location in Fairfield, Ohio and was renamed DNA Diagnostics Center (DDC).  In addition to the main Fairfield, Ohio location where all testing is performed, DDC has an additional 7 satellite service centers throughout the United States located in major cities.DDC was a privately held family-owned business at inception, and subsequently had several successful partnerships when owned by private equity organizations. Most recently in August of 2021, DDC was acquired by Eurofins Scientific, a publicly traded, global laboratory testing business. DDC’s immediate parent company is Eurofins Clinical Testing, US Holdings, Inc. and the ultimate parent company is Eurofins Scientific which is publicly traded.  Being a part of Eurofins Scientific will allow DDC to significantly benefit from the tremendous resources, expertise and expanded reach–leveraging their scientific bench to bring new products and assays to customers. DDC has been providing quality genetic testing services for over twenty-nine (29) years to customers throughout the world and will continue to do so.  DDC’s Service Offerings  DDC provides a wide range of DNA testing services to individuals and organizations around the world.  These include paternity and other family relationship testing, non-invasive prenatal testing, immigration testing, ancestry testing services, forensics, gender, veterinary DNA, and lifestyle testing services.  DDC’s scientists have the level of experience and depth of expertise required to solve difficult cases in each of these testing specialties. Additional information on all of DDC’s service offerings can be found on our website:  [DNA Testing: Paternity, Prenatal & Legal DNA tests | DDC (dnacenter.com)](https://dnacenter.com/)  Paternity and Family Relationship Testing  DDC is one of the most experienced providers of paternity and family relationship testing. DDC will report findings of either a valid exclusion (minimum of three (3) direct exclusions) or inclusion that exceeds the AABB’s minimum probability of paternity (greater than 99.0%; i.e. paternity index = 100). DDC’s testing battery provides an average routine probability of paternity of 99.999999% (paternity index = 100,000,000) for standard cases. Our results are routinely recognized by courts and other government agencies in legal cases such as child support and Social Security benefit claims.  In the absence of an alleged father, DDC can provide other testing options in order to help establish the child’s relationship including deceased sample testing, grandparentage testing, genetic reconstruction, and siblingship testing.  Non-Invasive Prenatal Testing  Available through DDC, this is one of the most accurate, non-invasive ways to establish paternity before a baby is born. The process is state-of-the-art, combining the latest in DNA SNP microarray technology and proprietary methods of preserving and analyzing the baby's DNA found naturally in the mother's bloodstream.  Immigration Testing  Many clients use DDC’s DNA testing services to prove biological ties to a United States citizen who is sponsoring their immigration to the U.S. DDC’s immigration specialists know the specific DNA testing standards and procedures for each country, having provided testing to more than 900 agencies and governments in over 173 countries worldwide.    Ancestry Testing Services  DDC offers ancestry testing services to help family historians, genealogists, and those interested in learning more about their heritage.    Forensics  DDC Forensics offers evidence screening, serological analysis, DNA testing, DNA expert testimony services, forensic paternity analysis, and DNA specimen matching services. We serve as a neutral laboratory providing accurate forensic DNA services to crime laboratories, law enforcement agencies, defense attorneys, and private investigators worldwide. DDC was honored at Ohio Innocence Project's (OIP) tenth Anniversary Gala, celebrating freedom for those exonerated and the organizations that have contributed to the effort. To date, DDC's testing for OIP includes more than 30 cases, resulting in the exonerations of Ohio residents, Robert Towler, Robert McClendon, and Dewey Jones. Working with other Innocence Projects on post-conviction cases throughout the United States, DDC has provided DNA testing that resulted in the exonerations of Florida citizens James Bains, Derrick Williams, and Cheydrick Britt, and Kentucky Innocence Project client, Kerry Porter.    Veterinary DNA Testing  DDC’s subsidiary, Veterinary Diagnostics Center, provides innovative, quality DNA testing to  breeders, veterinarians, and pet owners for companion and sport animals. We perform DNA  profile tests required to register canine species, parentage tests for dogs and cats, bird sexing, and testing for genetic diseases in dogs and cats.    Early Gender Testing  DDC’s gender reveal test, Peekaboo utilizes an advanced DNA-extraction technology, which extracts two times more DNA than other tests.  This method allows Peekaboo to determine baby gender even in samples with low levels of fetal DNA.    As a fully licensed and accredited laboratory, all aspects of parentage testing performed at DDC are in strict compliance with or exceed the standards established by the AABB and its other accrediting agencies. DDC has proven it has the operational capacity, technical resources and expertly qualified personnel required to manage the paternity genetic testing services contract for many large states and municipalities, and we will provide the highest quality services to the State of Indiana for the duration of this contract.  Please refer to **Attachment # 2** depicting the organizational structure charts. The first page depicts the legal entity structure and the second page is specific to the DDC business lines, with highlighted blue representing genetic testing services specific to government contracts for parentage testing. |

* + 1. **Respondent’s Diversity, Equity and Inclusion Information -** With the Cabinet appointment of a Chief Equity, Inclusion and Opportunity Officer, on February 1, 2021, the State of Indiana sought to highlight the importance of this issue to the state. Please share leadership plans or efforts to measure and prioritize diversity, equity, and inclusion. Also, what is the demographic compositions of Respondents’ Executive Staff and Board Members, if applicable.

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| Driven by corporate leadership within Eurofins, DDC strives to meet objectives related to diversity, equity and inclusion. DDC committed to two environmental, social, and governance goals for 2023:   1. Recruit 50% female candidates of the total targeted recruitments by Dec 2023 2. Drive a specific initiative to advance Diversity Equity and Inclusion during 2023   The diversity policy of the Company’s Board of Directors sets forth the following main objectives:   * Gender diversity: with the ultimate objective to achieve female / male parity, the Board is committed to ensuring gender diversity and aspires to maintain a Board in which each gender represents at least 40% of the total number of Board members; * Age vs seniority: age of Board members is not relevant to the extent they bring the necessary skills and experience to the Board; however the tenure on the Board shall not exceed ten years for non-executive independent directors with the objective to ensure rotation of independent directors at regular intervals; * Qualification: upon recommendation of the Nomination and Remuneration Committee, the Board shall aim to submit for the approval at the Company’s AGM of shareholders the appointment of new Directors who have the necessary qualification and will bring competences to the Board in the field inter alia of international expertise, operational and industry expertise, technology / digital expertise, risk management expertise, financial and human resources expertise as well as Environment, Social and Governance (ESG) expertise.   The following table depicts DNA Diagnostics demographic composition from the most recently available report.    See **Attachment #3:** Eurofins Board of Directors composition  See **Attachment #4**: 2022 Diversity, Equity and Inclusion Report |

* + 1. **Company Financial Information** - This section must include documents to demonstrate the Respondent’s financial stability. Examples of acceptable documents include most recent Dunn & Bradstreet Business Report (preferred) or audited financial statements for the two (2) most recently completed fiscal years. If neither of these can be provided, explain why, and include an income statement and balance sheet, for each of the two most recently completed fiscal years.

If the documents being provided by the Respondent are those of a parent or holding company, additional information should be provided for the entity/organization directly responding to this RFP. That additional information **should explain the business relationship between the entities and demonstrate the financial stability of the entity/organization which is directly responding to this RFP.**

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| DNA Diagnostics Center is an Ohio incorporated entity and subsidiary of Eurofins Scientific, Inc. DNA Diagnostics was acquired by Eurofins in 2021, and DDC is one of 900 testing laboratories that comprise Eurofins Scientific.  Based on our review of publicly available information regarding contract sizes and competitor activity, supplemented by industry publications and third party market assessment data, we believe that DDC is one of the largest providers of family relationship testing in the U.S., and we are a recognized and leading provider of such services worldwide. With strong cash generation, and future prospects for the business, DDC believes it will continue to be one of the leading providers of family relationship testing in the U.S. for years to come and has the financial viability and stability to efficiently and professionally manage the State of Indiana paternity testing contract. DDC has effectively and professionally managed many substantial state and county paternity testing contracts for many years.  Eurofins is in a strong financial position to address the continuously growing demand for services. October 2022 marked 25 years since Eurofins’ IPO on the Paris stock exchange. On September 17th, 2021, Eurofins joined the CAC 40 index and has been for over two decades one of the fastest growing listed companies. Since its IPO, Eurofins’ revenues have increased by 32% each year. Furthermore according to a commissioned study by an independent research firm, in the 25 years since its IPO to October 24th 2022, Eurofins has delivered a remarkable total shareholder return (reflecting both share price appreciation and reinvestment of dividends) of around 36,600%, equivalent to a compounded annual growth rate (CAGR) of nearly 27%. Among all companies with listings in major European exchanges over the 25-year time span analyzed by the research firm, Eurofins ranked highest in terms of total shareholder return.  See **Attachment # 5**: 2021 Financials Annual Report  See **Attachment #6**: 2022 Financials Annual Report |

* + 1. **Integrity of Company Structure and Financial Reporting** - This section must include a statement indicating that the CEO and/or CFO, of the responding entity/organization, has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

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| DDC was under private equity ownership until August 2021, when it was acquired by Eurofins Scientific Inc., a global diagnostic testing company, publicly traded on the Paris stock exchange.  Financial audits for 2019/2020 were performed by Grant Thornton, under the responsibility of DDC’s former CEO and CFO.  DDC’s current President and Director of Finance were part of the senior management team in those years.  They take full responsibility of the accuracy and thoroughness of all financial information provided for 2019/2020. After the Eurofins acquisition, a partial year audit was performed by Deloitte & Touche LLP, under Eurofins corporate oversight.  Eurofins US CFO, DDC president and Sr Director of Finance assume full responsibility for financial information provided for DDC. See **Attachment # 7**-DDC Audit Report |

* + 1. **Contract Terms/Clauses** - Please provide the requested information in RFP Section 2.3.6.

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| DDC has reviewed the Professional Services Contract (Attachment B) in its entirety and has acknowledged acceptance of all mandatory contract clauses in the enclosed Letter of Transmittal. |

* + 1. **References** - Reference information is captured on **Attachment H** Respondent should complete the reference information portion of the **Attachment H** which includes the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information if the State elects to do so. The rest of **Attachment H** should be completed by the reference and **emailed DIRECTLY** to the State. The State should receive three (3) **Attachment Hs** from clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. **Attachment H** should be submitted to [idoareferences@idoa.in.gov](mailto:idoareferences@idoa.in.gov). **Attachment H** should be submitted no more than ten (10) business days after the proposal submission due date listed in Section 1.24 of the RFP. Please provide the customer information for each reference.

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| **Customer 1** |  |
| Legal Name of Company or Governmental Entity | Commonwealth of Kentucky  Division of Child Support |
| Company Mailing Address | 275 East Main St. |
| Company City, State, Zip | Frankfort, KY 40621 |
| Company Website Address | N/A |
| Contact Person | Maria Lewis |
| Contact Title | Assistant Director |
| Company Telephone Number | 502-564-5804 |
| Company Fax Number | 502-564-5988 |
| Contact E-mail | maria.lewis@ky.gov |
| Industry of Company | State Child Support Program |
| **Customer 2** |  |
| Legal Name of Company or Governmental Entity | West Virginia DHHR  Bureau for Child Support Enforcement |
| Company Mailing Address | 350 Capitol St. |
| Company City, State, Zip | Charleston, WV 25301 |
| Company Website Address | N/A |
| Contact Person | Kimberly Bentley |
| Contact Title | General Counsel, Contract Monitor |
| Company Telephone Number | 304-720-4709 |
| Company Fax Number | N/A |
| Contact E-mail | Kimberly.D.Bentley@wv.gov |
| Industry of Company | State Child Support Program |
| **Customer 3** |  |
| Legal Name of Company or Governmental Entity | Florida  Department of Revenue |
| Company Mailing Address | P.O. Box 5586 |
| Company City, State, Zip | Tallahassee, FL 32314 |
| Company Website Address | N/A |
| Contact Person | Laurel McCarty |
| Contact Title | Contract Management, Team Manager |
| Company Telephone Number | 850-617-8241 |
| Company Fax Number | N/A |
| Contact E-mail | Laurel.McCarty@floridarevenue.com |
| Industry of Company | State Child Support Program |

**2.3.8** **Registration to do Business** – Per RFP 2.3.8,Respondents providing the products and/or services required by this RFP must be registered to do business by the Indiana Secretary of State. The Secretary of State contact information may be found in Section 1.18 of the RFP. This process must be concluded prior to contract negotiations with the State. It is the successful Respondent’s responsibility to complete the required registration with the Secretary of State. Please indicate the status of registration, if applicable. Please clearly state if you are registered and if not provide an explanation.

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| DNA Diagnostics Center is registered to do business in the state of Indiana. See **Attachment #8 –**Certificate of Existence. |

* + 1. **Authorizing Document -** Respondent personnel signing the Executive Summary of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement. Please enter your response below and indicate if any attachments are included.

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| Kathy Leis, VP of Operations at DDC is the respondent signing the Executive Summary and she is legally authorized to commit the organization contractually. See **Attachment # 9** for Board Resolution Written Consent. |

* + 1. **Subcontractors -** The Respondent is responsible for the performance of any obligations that may result from this RFP and shall not be relieved by the non-performance of any subcontractor. Any Respondent’s proposal must identify all subcontractors and describe the contractual relationship between the Respondent and each subcontractor. Per instructions in **Attachment J**, either a copy of the executed subcontract or a letter of agreement over the official signature of the firms involved must accompany each proposal.  
         
       Any subcontracts entered by the Respondent must be in compliance with all State statutes and will be subject to the provisions thereof. For each portion of the proposed products and services to be provided by a subcontractor, the technical proposal must include the identification of the functions to be provided by the subcontractor and the subcontractor’s related qualifications and experience.

The combined qualifications and experience of the Respondent and any or all subcontractors will be considered in the State’s evaluation. The Respondent must furnish information to the State as to the amount of the subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the State. All subcontracts held by the Respondent must be made available upon request for inspection and examination by appropriate State officials, and such relationships must meet with the approval of the State.  
  
The Respondent must list any subcontractor’s name, address, and the state in which formed that are proposed to be used in providing the required products and/or services. The subcontractor’s responsibilities under the proposal, anticipated dollar amount for subcontract, subcontractor’s form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the Respondent of any responsibilities in responding to this RFP or in completing the commitments documented in the proposal. The Respondent must indicate which, if any, subcontractors qualify as a Minority Business Enterprise, Women’s Business Enterprise, or Veteran Owned Business under IC 4-13-16.5-1 and IC 5-22-14-3.5. [See Sections 1.21](file:///C:\Working%20Documents\Sourcing%20Documents\RFP_Bid%20Template%20Review\IDOA%20RFP%20Boilerplate%20E-BID%20v06-15-2020_rac%20review%2006292021.docx#_1.21_MINORITY_&), [1.22](file:///C:\Working%20Documents\Sourcing%20Documents\RFP_Bid%20Template%20Review\IDOA%20RFP%20Boilerplate%20E-BID%20v06-15-2020_rac%20review%2006292021.docx#_1.22_INDIANA_VETERAN) and **Attachments A/A1** for Minority, Women, and Veteran Business information.

IVOSB entities (whether a prime or subcontractor) must have a Bidder ID. If registered with IDOA, this should have already been provided (as with MWBEs). IVOSBs that are only registered with the Federal Center for Veterans Business Enterprise will need to ensure that they also have a Bidder ID provided by IDOA (please see [section 2.3.7](file:///C:\Working%20Documents\Sourcing%20Documents\RFP_Bid%20Template%20Review\IDOA%20RFP%20Boilerplate%20E-BID%20v06-15-2020_rac%20review%2006292021.docx#_2.3.7_Registration_to) for details).

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| As indicated in Attachment J, DDC has provided the list of specimen collectors to be used as subcontractors. Also see **Attachment #10**- 2.6.4 Subcontractor Description |

* + 1. **Evidence of Financial Responsibility** – Removed at the request of the agency. This section will indicate the ability to provide the mandatory evidence of financial responsibility. See Section 1.25 of RFP for details.

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| n/a Removed at the request of the agency |

* + 1. **General Information** - Each Respondent must enter your company’s general information including contact information.

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| **Business Information** |  |
| Legal Name of Company | DNA Diagnostics Center |
| Contact Name | Lori Neff |
| Contact Title | Director, Customer Services & Government Contracts |
| Contact E-mail Address | lneff@dnacenter.com |
| Company Mailing Address | 1 DDC Way |
| Company City, State, Zip | Fairfield, OH 45014 |
| Company Telephone Number | 513-881-4031 |
| Company Fax Number | 513-881-4004 |
| Company Website Address | dnacenter.com |
| Federal Tax Identification Number (FTIN) | 26-4435457 |
| Number of Employees (company) | 252 |
| Years of Experience | 29 |
| Number of U.S. Offices | 8 |
| Year Indiana Office Established (if applicable) | n/a |
| Parent Company (if applicable) | Eurofins Scientific |
| Revenues ($MM, previous year) | $51.7M |
| Revenues ($MM, 2 years prior) | $58.5M |
| % Of Revenue from Indiana customers | <1% |

* 1. Does your Company have a formal disaster recovery plan? Please provide a yes/no response. If no, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.

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| Yes, see **Attachment #11 –** BCP-2000 Business Continuity Disaster Recovery Plan. |

* 1. What is your company’s technology and process for securing any State information that is maintained within your company?

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| DDC’s IT Infrastructure Team defines and monitors all IT security standards and prevents unauthorized access to electronic files and digital records. It ensures that the network and systems are properly protected against viruses, “mal-ware,” security vulnerabilities, physical access, and that the network is protected against unauthorized access from other networks. It ensures that proper backup functions and measures are taken so that systems can be recovered in case of loss of data integrity or system failure, as well as ensures that necessary patches and or service packs are applied to systems when applicable. DDC’s IT Infrastructure also maintains an awareness of trends in security threats, good practices and technology and takes these into account when implementing and operating IT solutions to ensure optimum effectiveness and required security levels. Installation, engineering, maintenance, operation, and security of wired and/or wireless networks, serving company facilities and employees, on any property owned or tenanted by the company, are the sole responsibility of IT Infrastructure. DDC’s IT infrastructure approves all communication networking products and/or technology or software before they are deployed. |

* + 1. **Experience Serving State Governments -** Please provide a brief description of your company’s experience in serving state governments and/or quasi-governmental accounts.

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| DDC has effectively and professionally managed many significant state and county paternity testing contracts for many years, and provides these services to many jurisdictions throughout the United States. DDC currently holds state-wide contracts for the performance of paternity testing for child support cases in the District of Columbia, Florida, Illinois, Indiana, Kentucky, Louisiana, Michigan, Minnesota, Mississippi, Nebraska, Pennsylvania, Texas, West Virginia and Wisconsin. In addition, DDC performs genetic testing for other county, local, and tribal child support offices in the states of Alaska, California, Colorado, Idaho, Kansas, Maine, Montana, New York, North Dakota, Oklahoma, South Dakota, Tennessee, Washington and Wyoming. DDC’s highly experienced team successfully transitioned and executed each project. Contract requirements are incorporated and DDC continues to meet the contract deliverables and provide excellent service levels. The following table represents DDC government customers in 2022.   |  |  | | --- | --- | | ***State*** | ***Annual Government*** | | ***Sample Volume Totals 2022*** | | *Alabama* | *1,550* | | *Florida* | *17,878* | | *Illinois* | *7,558* | | *Indiana* | *3,856* | | *Kentucky* | *8,749* | | *Louisiana* | *2,215* | | *Michigan* | *10,119* | | *Minnesota* | *1,815* | | *Mississippi* | *3,981* | | *Nebraska* | *3,195* | | *New York* | *1,547* | | *Pennsylvania* | *9,607* | | *Texas* | *26,736* | | *Tribal Native American/Other* | *2,019* | | *Washington DC* | *1,266* | | *West Virginia* | *3,136* | | *Wisconsin* | *9,282* | | ***2022 Government YTD*** | ***114,508*** | | ***Approx. 43,265 Cases*** |   The following summaries highlight the specific services provided for some of the contracts listed above:  Michigan DHS, Office of Child Support  DDC is the sole provider for paternity testing and related services to the State of Michigan. Services provided include specimen collection, intra and interstate scheduling, transportation, analytical testing, electronic result reporting, issuance of monthly statistical reports, and expert witness support. DDC developed and currently maintains a specimen collection schedule that is beneficial to the state from both logistical and economical standpoints. DDC has conducted self-collection training sessions for various child support offices, and many of the smaller counties in the northern region of the state perform self-collections. In addition, Michigan’s Expungement Statute, MCL722.716a, governs the destruction of specimens and isolated genomic DNA, data, and documentation related to excluded alleged fathers 90 days after the reporting of results. DDC must undergo annual audits to ensure compliance with the directives of the expungement regulation and has received satisfactory ratings for every audit conducted. DDC has provided services since 2012 to current.  Commonwealth of Pennsylvania, Bureau of Child Support Enforcement  DDC started providing paternity testing services to various counties in the Commonwealth of Pennsylvania in 2003. Since 2012, DDC has provided the full spectrum of genetic testing services to all 67 counties within the Commonwealth of Pennsylvania. Services provided include but are not limited to, appointment scheduling, sample collection and transportation, laboratory testing, issuing of fully electronic genetic test reports, invoicing, customer service, expert witness services, and performance tracking.  Illinois Department of Healthcare and Family Services  DDC is the sole provider of paternity testing in Title IV-D child support cases for the entire State of Illinois. DDC provides full services for paternity testing to include specimen collection and coordination, transportation, analytical testing, reporting, routine statistical reports, and expert witness testimony as required. One of the challenges of the Illinois contract is the mandated turnaround time of five (5) calendar days from the date of sample collection to the issuance of reports. DDC routinely and successfully reports the vast majority of cases within this specified turnaround time. DDC has provided services since 2012 to current.  Florida Department of Revenue  DDC has been the sole provider of the complete spectrum of paternity testing services including, but not limited to, appointment scheduling, sample collection and transportation, laboratory testing, issuing genetic test reports, invoicing, customer service, expert witness services, and performance tracking to the State of Florida since December 2011.  DDC performs several special services to meet contract compliance.  The State of Florida contract has 2 components, one for testing and one for specimen collection. Under the contract, the DOR has agency/staff perform sample collections for all in-state parties collected at a DOR office. DDC developed a thorough training plan with the State to ensure that all staff met competencies in order to perform the collections. The transition to full DOR agency/staff collections was a complete success. DDC monitors the quality of the sample collection and reports any issues to the designated service center manager.  Due to the quality of the training plan, issues are very rare. Staff are completing quality collections, and the DOR was able to extend the collection timeframes to better meet the needs of the customer. Samples are sent to DDC for testing. The designated DOR staff receive daily email alerts notifying them when results have been issued. The DOR is utilizing DDC’s Direct Connect secure portal to access all reports. Report copies are not mailed in hard copy format and are only provided electronically as requested by the DOR.  All interstate and institutional requests are submitted by authorized DOR staff through DDC Direct Connect. DDC conducts timely scheduling to ensure all contract requirements are met within the specified turnaround time. DDC coordinates collections at institutional facilities throughout the state and country for incarcerated individuals. DDC also schedules appointments for parties in interstate cases. All requests are monitored to ensure timely no-show notification if parties do not appear as scheduled. This information is provided back in an automated process on a daily basis to ensure the DOR is aware if a party missed an appointment.  DDC also receives requests from the DOR to match up and test previously collected DOR samples once the DOR has authorization to proceed. Requests are submitted through DDC Direct Connect. Once DDC receives a request, the parties are matched and tested. DOR staff monitor DDC Direct Connect for case status, case reports, scheduling requests, and to search previously tested DOR parties.  DDC provides Monthly Case Activity Reports as well as Quarterly reports. DDC has an excellent working relationship with the key contacts at the state level as well as staff at the local DOR service centers.  State of Texas, Office of the Attorney General  DDC was awarded the State of Texas contract in July 2014 and is the service provider for the current contract. The contract requires daily exchange of data between the OAG and DDC, and requires comprehensive reporting of collections, testing, and other statistical data. DDC successfully transitioned this contract from the previous vendor in addition to implementing a range of new IT requirements. Services provided under the original contract were fully operational in January 2015.  DDC provides a large network of Vendor (DDC) sites throughout the State of Texas. In addition, DDC also provides an equally large network of subcontracted specimen collectors that collect samples at designated courthouses throughout Texas. The OAG also conducts staff/agency self-collections in designated Child support office locations throughout the state. DDC developed all of the training protocols and conducted statewide training to OAG staff. Agency staff are successfully performing collections in offices throughout the state and submitting samples to DDC for testing. DDC conducted extensive OAG policy training to specimen collectors and vendor sites to ensure all contract requirements were met.  DDC receives electronic referrals for all OAG cases. DDC staff review the detail to determine which cases require scheduling or other action. DDC completes scheduling for all interstate, incarcerated, and international parties requiring testing. Appointments are set within contract guidelines and for customer convenience. Due to the close proximity of Texas to Mexico, DDC coordinates a large volume of international cases and has achieved great success.  In addition to DDC company training, DDC staff and collectors have completed Texas required training regarding protection of sensitive personal and IRS information, customer service for external entities, discrimination and harassment, and fundamentals of family violence.  DDC provides the OAG with several monthly case information reports using the data provided in the daily file, along with a Monthly Case Status summary. DDC presents quarterly statistics to the OAG contracts management team. DDC met every deliverable for implementation and successfully performs all requirements for this contract.  State of Mississippi Department of Human Services  Since 2012, DDC has provided paternity testing and all associated services for all 82 counties located in the State of Mississippi.  DDC assisted Mississippi transition from an old contract that utilized lab-furnished collectors at CSE offices and remote locations and implemented procedures where CSE associates have the clients swab themselves. DDC took an active role in the training of the collectors under the new procedures of the new contract.  Like all other Child Support accounts, DDC provides the full spectrum of paternity testing services including, but not limited to, appointment scheduling, furnishing supplies for sample collection and transportation, laboratory testing, issuing genetic test reports, invoicing, customer service, online case management website, expert witness services, and performance tracking.  Commonwealth of Kentucky, Cabinet for Health and Family Services  DDC was awarded the contract for the Commonwealth of Kentucky in June 2014. The start date was July 1, 2014, so there was a condensed implementation period. DDC was able to quickly provide trained, qualified specimen collection personnel in each of the 120 counties along with customer service and testing services starting July 1, 2014. DDC provides the full spectrum of paternity testing services including, but not limited to, appointment scheduling, sample collection and transportation, laboratory testing, issuing electronic genetic test reports, invoicing, customer service, expert witness services, and performance tracking. The designated child support staff receive daily email alerts notifying them when results have been issued. Kentucky is utilizing DDC’s Direct Connect secure portal to access all reports. Report copies are not mailed in hard copy format and are only provided electronically as requested by the CSE staff. DDC provides services for the most recently awarded contract from the Commonwealth of Kentucky.  Nebraska Health and Human Services, Child Support Unit  DDC has been the sole provider of genetic testing services to the entire State of Nebraska since 2012. DDC provides the full spectrum of paternity testing services including, but not limited to, appointment scheduling, sample collection and transportation, laboratory testing, issuing genetic test reports, invoicing, customer service, expert witness services, and performance tracking.  Office of the Attorney General for the District of Columbia  DDC was awarded the contract to perform parentage testing for Washington DC Child Support and the Superior Courts in November 2013. DDC provides the full spectrum of paternity testing services including, but not limited to, appointment scheduling, sample collection and transportation, laboratory testing, issuing genetic test reports, invoicing, customer service, expert witness services, and performance tracking.  Louisiana Department of Social Services, Office of Family Support  DDC is one of two providers of genetic paternity testing services to the State of Louisiana. We have professionally managed the southern portion of this state contract since 2012. Services provided include but are not limited to, appointment scheduling, sample collection and transportation, laboratory testing, issuing genetic test reports, invoicing, customer service, expert witness services, and performance tracking. DDC also provides specimen collection services at the parishes being serviced by DDC.  State of West Virginia  DDC was awarded the contract to perform parentage testing for the State of West Virginia in August 2015. DDC provides the full spectrum of paternity testing services including, but not limited to, appointment scheduling, sample collection and transportation, laboratory testing, issuing genetic test reports, invoicing, customer service, expert witness services, and performance tracking. DDC provides a collection site and specimen collector for each of the 55 counties, per the contract requirements. DDC successfully implemented this project with a condensed timeline. DDC continues to provide services to the state of West Virginia under the current contract. |

* + 1. **Experience Serving Similar Clients -** Please describe your company’s experience in serving customers of a similar size to the State with similar scope. Please provide specific clients and detailed examples.

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| As outlined in the previous section 2.3.13, DDC has a wealth of experience in providing services to the government sector for genetic testing for parentage determination. We work directly with customers to ensure contract compliance and overall customer satisfaction.  Currently, there are several state contracts held by DDC where there are blends between Vendor collected and County collected samples with each county determining the best needs for their county. This is similar to Pennsylvania, Texas, Minnesota, and Wisconsin. In addition, there are several multi-vendor state contracts similar to Indiana. This is similar to Minnesota, Wisconsin, and Louisiana. These are all existing contracts held by DDC where there is either a blend of the Vendor and/or County collect in addition to the state having a choice of vendor by county or a predetermined region. DDC also works closely in many states to also serve the needs of the Children’s Welfare/Protective Services agencies. These are typically smaller entities in each county but treated and serviced completely separate from the Child Support agencies. DDC understands the difference in these agencies and works with each entity to ensure contract and service deliverables are met to the satisfaction of that agency. DDC works provides services to the Commonwealth of Pennsylvania serving Child Support and Children and Youth Family Services. As an incumbent provider or services in the State of Indiana, DDC also provides services to the Child Support agencies as well as the Child Welfare agencies. DDC provides specimen collection services and all facets of customer services including scheduling parties for intrastate, interstate, and institutional collections for all contracts currently held by DDC. The laboratory testing services are also similar and guided by AABB in addition to DDC internal quality standards. |

* + 1. **Indiana Preferences -** Pursuant to IC 5-22-15-7, Respondent may claim only one (1) preference. For the purposes of this RFP, this limitation to claiming one (1) preference applies to Respondent’s ability to claim eligibility for Buy Indiana points. **Respondent must clearly indicate which preference(s) they intend to claim. Additionally, the Respondent’s Buy Indiana status must be finalized when the RFP response is submitted to the State.**

Approval will be system generated and sent to the point of contact email address provided within the Bidder Registration profile. This is to be attached as a screenshot (copied/pasted) for response evaluation.

Buy Indiana

Refer to Section 2.7 for additional information.

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| Removed at request of agency |

* + 1. **Payment -** Please provide the requested information in RFP Section 2.3.15.

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* + 1. **Extending Pricing to Other Governmental Bodies** – Indicate your willingness to extend prices of awarded products and/or services to other governmental bodies per RFP section 2.3.17.

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