**RFP 23-74828**

**TECHNICAL PROPOSAL**

**ATTACHMENT F**

***Technical Proposal***

**Instructions: Please supply all requested information in the areas shaded yellow and indicate any attachments that have been included. If a question does not apply to the solution being proposed please answer the question N/A. Document all attachments and which Section and question they pertain to in Attachment F. DCS is expecting creative cost saving solutions from all of the Respondents in an effort to distinguish the best partner(s) to select. All Service Level Requirements are listed within Attachment K. Pages 8-19.**

1. Respondent will provide AABB accreditation for past two years.

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| DDC is one of the most accredited and certified laboratories in the DNA testing industry. We have received and currently hold all of the necessary accreditations and licensures to perform biological relationship testing in all 50 states and worldwide. All testing performed for the State of Indiana will be in strict compliance with the current edition of the AABB’s *Standards for Relationship Testing Laboratories*. **DDC has maintained its AABB accreditation since 1996.** In addition to our AABB accreditation, DDC holds additional accreditations and certifications from the following organizations: Clinical Laboratory Improvement Amendments (CLIA), ANSI National Accreditation Board (ANAB), College of American Pathologists (CAP), American Society of Crime Laboratory Directors/Laboratory Accreditation Board (ASCLD/LAB), New York State Department of Health (NYDOH), Standards Council of Canada (SCC), the Ministry Of Justice (U.K.), and National Association of Testing Authorities (N.A.T.A.-Australia). Details of these accreditations are provided below:   1. Parentage Testing by the AABB (formerly the American Association of Blood Banks) since 1996. 2. CLIA Laboratory Certificate of Accreditation by the U.S. Department of Health & Human Services since 1996. 3. ISO 17025/IEC by ANSI National Accreditation Board (formerly ACLASS Accreditation Services). DDC has been certified to ISO standards since 2003, which are the international standards set for ensuring the technical competency of laboratories. ISO/IEC 17025 covers every aspect of laboratory management, ranging from sample preparation to analytical testing proficiency, to record keeping and reports. 4. Parentage Testing and other Molecular Pathology Testing by The College of American Pathologists (CAP) since 2004. 5. ASCLD/LAB-International by the American Society of Crime Laboratory Directors/Laboratory Accreditation Board since 2005. ASCLD/LAB-International is the most stringent accreditation program for forensic DNA laboratories. 6. Parentage/Identity Testing by the New York State Department of Health (NYDOH). The NYDOH monitors the overall quality of testing conducted on specimens obtained in New York State by out-of-state laboratories. The state’s Clinical Laboratory Evaluation Program (CLEP) ensures the accuracy and reliability of analytical results obtained through on-site inspections, proficiency testing, and evaluation of personnel qualifications. DDC has been accredited by New York State since 1998 and undergoes an on-site assessment every two years by an external assessor. 7. Paternity/Family Relationship testing by the Standards Council of Canada (SCC). The SCC accredits laboratories performing forensic objective testing such as that involving parentage and familial relationships. Their accreditation verifies that an organization has the necessary competence to execute these functions. The SCC also conducts regular on-site assessments of DDC’s laboratory and reviews its performance to ensure the facility is conforming to the Council’s reporting requirements and quality expectations. Should Pennsylvania have a paternity matter that includes Canada, this accreditation with DDC will help ensure the admissibility of the test results into their legal system. 8. Ministry of Justice (MOJ) is the ministerial department that works to protect the public and reduce reoffending while providing a more effective, transparent, and responsive criminal justice system for victims and the public in the United Kingdom. 9. National Association of Testing Authorities (N.A.T.A.) is the authority that provides independent assurance of technical competence through a proven network of best practice industry experts. NATA provides assessment, accreditation and training services to laboratories and technical facilities throughout Australia and internationally.   DDC has a strong Quality Management System and consistently exceeds the standards set by its accrediting organizations. DDC will continue to maintain the necessary accreditations throughout the length of this agreement. A copy of each accreditation certificate appears in **Attachment #12**. |

1. Respondent will affirm agreement to offer equal level of services in every county and briefly describe how large, medium, and small counties’ sample collection needs will be met.

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| DDC will continue to offer equal levels of service for all Indiana counties and will provide timely services to any county upon request. During calendar year 2022, DDC provided paternity testing services to thirty-one (31) counties throughout the State of Indiana in addition to performing all child welfare (DCS) testing. The volume of samples collected and analyzed annually range from as few as 3 collected in Martin County to as many as 500 collected in Marion County in the recent year. The vast majority of the counties DDC services throughout the state are “medium-sized” counties with sample volumes ranging from 50 to 500 samples collected annually.  In larger volume counties such as Marion, DDC provides collections on a regular fixed schedule.  All larger counties that DDC services have similar arrangements.  For medium-sized volume counties, DDC provides a mixture of collection arrangements, usually at lesser intervals and with a combination of staff-managed collections. For smaller volume counties, specimen collections are usually conducted by county personnel on an as-needed basis since the low volume does not necessitate a fixed collection schedule. If a smaller county that is not a current customer requests services from DDC, there are several options for providing service. One possibility is to arrange for a trained collector from a neighboring county to conduct collections if it is feasible. A second alternative would be to have the collections performed at an approved facility. These sites include: clinical laboratories, hospitals, clinics, physicians, and health departments. All sample collections will be conducted according to current AABB standards by appropriately qualified individuals.  The third alternative is to implement staff-managed collections. If it is desirable to transition to staff-managed collections, DDC will provide specimen collection training and supplies to county personnel. DDC will provide full training and oversight to ensure that this transition to staff-managed collections (“county draws”) occurs efficiently and smoothly. DDC also developed a “Touchless” protocol during the pandemic that allows for staff to be completely hands off and remain distanced from the person being collected, while adhering to AABB standards. The appropriate training that is needed at the time will be deployed and will cover the following aspects of specimen collection:   * Buccal swab collection procedures * Identification procedures for parties collected * Quality control procedures to ensure that samples are not contaminated or inadvertently switched * Proper paperwork completion, including chain of custody, specimen packaging, shipping documentation, internal forms, etc. * Safety protocols and use of personal protective equipment * Collection supplies and maintaining proper inventory * Procedures for obtaining additional supplies * Shipping procedures.   For examples of some of the training tools and documents in use please refer to:  **Attachment #13 –**Touchless Sample Collection Overview  **Attachment #14** –Sample Collector Welcome Packet  DDC will also provide the county with the initial inventory of supplies and will instruct personnel at the Prosecutor’s Office on procedures to request future stocks of collection supplies at no charge. |

1. Describe steps the Respondent will take to ensure the larger counties have weekly scheduled times available for collecting samples, and how much advance notice Respondent requires to cancel collection appearance if no parties are scheduled for testing that week.

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| As mentioned in the previous specification, DDC provides collections on a regular fixed weekly schedule for larger volume counties of Marion and Vanderburgh. These schedules were developed by mutual agreement in conjunction with County personnel. If other larger counties request service, collection sites would be established that are either at Prosecutors’ Offices, courts, other government buildings, or at alternative sites that are easily accessible to residents. DDC will provide qualified staff and all materials required for collection of genetic specimens in accordance with AABB standards. DDC will continue to ensure that specimen collectors allow ample time to collect specimens from all parties scheduled during every session. In the event that a scheduled collection day needs to be cancelled, DDC will require two (2) days advanced notification. |

1. Describe the factors that are involved in site selection; identify who maintains county list of sites and who obtains a new site if previous site is no longer available; if an existing Vendor, attach current collection sites in counties where services are currently provided.

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| DDC’s Specimen Collection Network is dedicated to the implementation and management of all specimen collectors and collection sites we utilize. DDC will cooperate with Prosecutor’s Offices to select one or more sites in the county that are conducive to collecting genetic samples, offer appropriate privacy and safety, and are convenient to the Prosecutor’s Office and/or a central location for persons whose samples are being collected. DDC-provided sites are typically public agencies such as health departments, clinics, medical centers, or hospitals to ensure a high level of safety and provide an environment conducive to handling clients in a professional, prompt, and efficient manner.  DDC’s Specimen Collection Network identifies and maintains a database of all collectors and sites that are utilized, and they are responsible for obtaining a new site if previous site is no longer available. All site(s) will be obtained and used at no cost to the county or state. It is understood that the primary collection facilities will be at the Prosecutor’s Office or another government building. DDC will provide back-up sites as necessary to ensure that the collection needs of every county are accommodated.  The following criteria are involved in selecting specimen collection sites:   * Availability of qualified personnel to conduct collections * Facility safety * Easy access to the facility * Parking accommodations * Location within close proximity to public transportation or location area determined by the needs of the Prosecutor’s Office. * Ground floor access or elevator to upper levels * Separate waiting area with sign-in notification * Private collection area for clients.   A listing of currently available sites utilized throughout the State of Indiana is provided in **Attachment #15.** |

1. Describe steps Respondent takes to ensure the safety of the parties, those waiting for collection, and the collector.

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| The majority of specimen collections are conducted at county Prosecutor’s and Child Support Enforcement Offices. In addition, since the individual counties perform their own scheduling, they will be more aware of a potentially volatile situation among clients that can be diffused by scheduling the parties at different times.  DDC will do everything possible to ensure the safety of all individuals involved in the collection process. Sites will have separate waiting and collection areas to ensure privacy. DDC will work with each individual county to ensure that waiting rooms are not overcrowded, wait times are not excessive, and that a safe, easily accessed, well-lighted and comfortable area is provided. In potentially volatile situations, the mother and child are called in separately from the alleged father. In addition, DDC does not permit relatives, friends, or significant others to enter the collection area.  In the event that something considered unusual or controversial in nature occurs during a sample collection; i.e. an argument or disagreement between clients, the specimen collector will take the necessary steps to ensure that the matter is professionally handled with the assistance of an agency representative.  For collections located in the Prosecutor’s Office, DDC collection staff will immediately notify the designated staff at the office if an event occurs. For sites provided by DDC, the collection personnel will always have a phone provided by the site or personal phone to dial 911 in the event of an emergency. Upon securing any new site, DDC will work with the management of the facility to discuss safety procedures and develop a plan to ensure all collection personnel are prepared in the event of an emergency or any safety situation that may arise. DDC will also discuss any specific site needs with the Prosecutor’s Office in advance of securing a location to ensure that the facility will meet the needs of the agency and clients being served. DDC will provide collection staff personnel with a listing of local emergency contacts along with DDC contacts. DDC will also provide immediate access to its Specimen Collection Network who can assist or dispatch assistance if needed. |

1. Describe steps Respondent takes to ensure the confidentiality of the parties during sample collection and release of the test results.

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| DDC has a strict corporate policy governing the security and confidentiality of the testing services performed and data generated at its facilities. DDC will protect the confidentiality of all records and other materials that are maintained pursuant to this contract in accordance with Title 45 of the Code of Federal Regulations, Sections 303.21 and 307.13. Confidentiality Agreements are required for all personnel and are maintained with personnel records. Additionally, all independent contractors must also read and sign a confidentiality agreement.  DDC has written policies governing access to, duplication, and dissemination of all confidential information. Dissemination of confidential information by an employee to unauthorized personnel will result in disciplinary action, up to and including termination of employment.  From scheduling appointments to releasing results, all aspects of DDC’s parentage evaluation service are kept in strict confidence. DDC does not release confidential information related to any testing, completed or in progress, without proper authorization. All inquiries will be directed to the appropriate caseworker or agency representative. If selected as a vendor for this contract, DDC will ensure that all employees who will be working with Indiana clients are fully informed regarding the State’s policies. DDC will expunge records as appropriate upon direction of the court, DCS, or Prosecutor’s Office.  With regard to testing results, all paternity evaluation reports are mailed to the agency in envelopes marked “Confidential.” The security of reports obtained from DDC’s interactive web site is discussed in detail in Specification #25. |

1. Describe how the Respondent plans to ensure that non-Vendor collectors will have sufficient supplies of postage-prepaid sample- collection kits and how the samples will be sent to the appropriate testing facility.

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| DDC will provide sufficient sample kits for specimen collections at all sites that will be utilized, including the following: 1) sites listed in **Attachment #15**; 2) county Prosecutor’s Offices where trained staff perform collections; 3) at local hospitals or clinics in those counties where samples are collected; 4) all intra/interstate, intergovernmental, international, military, prison, etc. collections. DDC’s Specimen Collection Network personnel ensure that all specimen collectors and sites are adequately supplied with all necessary materials for collecting and shipping buccal swab specimens. All equipment and supplies necessary for sample collection, identification, preservation, safeguarding, and transportation will be provided at no additional cost to the State.  DDC will provide non-vendor specimen collectors with the initial inventory of supplies and will instruct them on procedures to request future stocks of collection supplies at no charge. Additional supplies may be ordered via a checklist form that is faxed to our Specimen Collection Network or via DDC’s secure internet site: [www.contracts.dnacenter.com](http://www.contracts.dnacenter.com).  All specimen collection kits include prepaid courier paperwork (airbills) and envelopes pre-addressed to DDC’s paternity testing laboratory located in Fairfield, Ohio. Upon completion of sampling for a particular case, the specimen collector will package all associated specimens and chain of custody documentation in tamper-resistant packaging. All cases collected on a particular collection date are then packaged into tamper-proof courier envelopes. Integrity seals on the courier packaging offer another degree of security to prevent against tampering. All specimens collected on a particular day will be removed from the collection facility prior to the close of business.  DDC has agreements with overnight courier services for the shipment of specimens to its laboratories, thus ensuring that specimens arrive promptly at the laboratory, usually within twenty-four (24) hours. The specimen collector may also elect to transport specimens to a secured receptacle provided by the courier service for such purposes. The overnight courier services DDC utilizes maintain custody of the samples while in transit and require a signature upon delivery. All shipments can be tracked electronically to verify location while in transit. Upon receipt at the laboratory, if the integrity of any package is in doubt, DDC will not accept the samples for testing. If the package appears to be in good condition with no evidence of tampering, the specimens are accessioned into DDC’s sample tracking system. DDC will assume all costs associated with the packaging and shipment of specimens to its laboratory. |

1. Respondent will provide: 1) a copy of a training curriculum currently used to teach collectors sampling protocols; and, 2) a copy of a training curriculum used to teach child support workers, attorneys, or judges about genetic testing and the theories behind genetic testing. Affirm Respondent’s agreement to provide the required training.

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| If a county Prosecutor’s Office elects to collect samples, DDC will provide appropriate training to IV-D workers at the county Prosecutor’s office promptly upon receipt of the request for training. DDC will provide all training, certification, and necessary supplies for county staff to collect buccal swab specimens in accordance with all applicable standards and regulations. DDC oversees staff-managed collection programs for a number of counties in Indiana. If a particular county is already conducting staff-managed collections with another vendor, DDC will provide training to familiarize agency staff with its chain of custody procedures, forms, etc. In the event a Prosecutor’s Office wishes to newly implement staff-managed collections, DDC will provide full training and oversight to ensure that the transition occurs efficiently and smoothly. DDC is prepared to maintain an environment where vendor-managed collection capabilities overlap with the implementation of staff-managed collections.  DDC’s Specimen Collection Manual (provided as **Attachment #16)** is used for training and reference purposes. It will be provided to all designated county staff along with detailed collection instructions to initiate the transition to staff-managed collections. DDC will coordinate and conduct on-site training sessions with representatives from each office to review procedures and prepare them to train future staff on providing collection services. DDC will initially coordinate a training session with designated staff at a mutually convenient time and location. DDC will train these individuals on collection procedures, proper completion of paperwork, and the importance of maintaining chain of custody documentation to ensure the legal validity of all samples. The comprehensive training will cover the following aspects of specimen collection:   * Buccal swab collection procedures * Identification procedures for parties collected * Quality control procedures to ensure that samples are not contaminated or inadvertently switched * Proper paperwork completion, including chain of custody, specimen packaging, shipping documentation, internal forms, etc. * Safety protocols and use of personal protective equipment * Collection supplies and maintaining proper inventory * Procedures for obtaining additional supplies * Shipping procedures.   In addition, there is a specimen collection training video available on DDC’s interactive website at the following link: <http://contracts.dnacenter.com/resources-collection.html>. This video demonstrates the entire process for performing buccal swab specimen collections and accurate completion of chain of custody documentation.  DDC will furnish qualified personnel to conduct training seminars to update State employees, attorneys, and support staff on paternity actions, collection methods, and advances in the field of relationship and identity testing. We have conducted many training seminars for Child Support Enforcement agencies throughout the United States. Each seminar is unique and is designed to address the needs and interests of its participants. With the use of audiovisual aids and other training materials, DDC’s personnel are able to bring complex scientific matters to a comfortable level of comprehension for all attendees. Training sessions will take place at a location designated by, and at the convenience of the State. DDC will also provide training at the annual Indiana Prosecutors’ association conference and/or an Indiana judicial conference as requested. DDC will provide training sessions and all necessary training materials at no additional cost. |

1. Affirm that persons hired to collect samples will be properly trained and certified by the Respondent as qualified collectors, and briefly describe the selection, training, and certification steps.

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| DDC will continue to provide qualified specimen collection personnel who are experienced, professional, and proficient at sample collection to conduct draws throughout the State of Indiana. DDC provides administrative and process-relevant training to all specimen collectors to ensure that strict chain of custody and client identification procedures are followed. DDC’s collection requirements meet or exceed the guidelines set forth by the AABB. DDC recognizes that the specimen collector represents the company, has direct interaction with every client, and is one of the most important links between the client and laboratory. Specimen collectors must project a professional image, have confidence to perform their job competently, and demonstrate skill and compassion, all of which instill confidence in our clients.  Specimen collectors are required to read, analyze and interpret instructions, correspondence and contractual requirements. They are also required to recognize problems and respond to emergencies as well as the ability to solve problems and deal with the different variables that arise while providing DNA collections. Collectors must have the ability to effectively present information to and respond to requests and questions from donors, customers, supervisors and other Child Support/DCS/Child Welfare employees.  All specimen collectors are properly trained, qualified, and certified by DDC’s Specimen Collection Network. The training and certification programs are identical to those offered to the County Prosecutors’ Offices to conduct staff-managed collections and are described in Specification #8**.** |

1. Describe: 1) how Respondent’s collectors will coordinate scheduling with the county offices to ensure timely collection; 2) the Respondent’s rescheduling approach; 3) the Respondent’s approach to collecting samples in other states and other countries with reciprocal agreements with the United States or Indiana; and, 4) the Respondent’s approach to collecting samples from service members who are stationed on a base without civilian access; affirm that the Respondent will work with DCS and the counties to implement and use electronic appointment scheduling if and where available.

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| Appointment Scheduling for Interstate/UIFSA/Intergovernmental/Long Arm Collections: DDC’s Scheduling Department will coordinate the efficient and timely collection of Intergovernmental/UIFSA and international samples using an extensive network of over four thousand five hundred (4,500) collectors and collection sites. These sites include: clinical laboratories, hospitals, clinics, physicians, and health departments. All interstate and international sample collections will be conducted according to current AABB standards by appropriately qualified individuals. DDC will also coordinate the collection of specimens from parties who are in the military, incarcerated, or are institutionalized in other states. As per the RFS, these appointments will be scheduled within 21 calendar days of the request. For international cases where collection is possible, it will be scheduled within 28 calendar days of the request.  For an individual requiring an interstate or international specimen collection, DDC will be responsible for coordinating all aspects of the collection. This includes, but is not limited to: scheduling the collection and following up to ensure that samples reach the laboratory and are analyzed and reported in a timely manner. DDC’s dedicated scheduling team’s primary function is to schedule interstate, intrastate cases, and institutional collections. As a whole, this group has manyyears of combined experience providing these services to clients, and has extensive experience with the coordination and scheduling of long-arm and absent party collections. They are familiar with the challenges of coordinating collections and ensure that arrangements are made regardless of area logistics. They are sensitive to special circumstances and will make arrangements to accommodate the needs of the customer. All in-state, out-of-state UIFSA, Long Arm, and institutional collections generally have confirmed appointments within twenty-four (24) to forty-eight (48) hours after receiving the request.  DDC has developed a web-based system for UIFSA scheduling that streamlines the ordering process for our customers. The site is accessed by logging into [www.contracts.dnacenter.com](http://www.contracts.dnacenter.com) with the secure User ID and password provided by DDC. This process pre-populates customer data and notifies customers of schedules via e-mail, thus reducing request completion time and eliminating the inefficiencies that typically accompany a paper-based process. In the event an office is unable to use the internet, DDC can also accommodate fax requests for interstate sample collection. A UIFSA scheduling form is utilized in these instances if a specimen collection is required outside the parameters of the county’s standard schedule. The county representative will complete the necessary information and fax the form to DDC.  When DDC receives either an electronic or manual scheduling request, we will locate a collection site convenient and accommodating to the absent party. The collection site will be equipped to perform court-legal DNA collections under strict chain of custody procedures. A date and time will be established in a reasonable timeframe in order to allow the State sufficient time to notify the absent party. The confirmed appointment with the client names, case numbers, and collection site information is emailed back to the agency representative. A collection kit with complete instructions, chain of custody form, and prepaid shipping materials will promptly be forwarded to the collection site.  DDC includes complete buccal swab collection instructions in each specimen collection kit that is dispatched for a UIFSA or Long Arm draw. DDC will require that proper photo identification is presented at the time of specimen collection and that all other chain of custody protocols are followed. Adult parties will be required to provide government-issued photo identification. After the validity of the identification is verified by the specimen collector, the identification number is recorded on the chain of custody form along with social security numbers (or last 4 digits) and dates of birth. DDC will ensure that no clients are collected without proper identification.  Upon receipt of a request to collect a specimen from an incarcerated party, DDC’s Scheduling Associate will contact the institution to determine their site-specific procedures. DDC’s Scheduling Associates will work with the appropriate institution personnel and will collect the sample within twenty-one (21) calendar days. If a specimen collector is not permitted access to a particular facility, DDC will provide a specimen collection kit and complete instructions to the institution. DDC maintains the same stringent specimen collection procedures for parties who are incarcerated as for any other collection (i.e., intergovernmental and local collections), including requirements for photographs (where permitted) and thumbprints. DDC will also assist in the coordination of the release of tissue and/or blood specimens from deceased parties when requested by the State.  Regarding collections for active military personnel, DDC’s Scheduling Associate will send a copy of the court order or test request form, letter and specimen collection kit (complete with shipping supplies and instructions) to the military installation’s Commanding Officer. Buccal swab specimens are collected by medical personnel at the infirmary or military hospital and are forwarded to DDC’s laboratory for analysis. Whenever possible, appointments will be scheduled so that collection occurs within twenty-one (21) calendar days of receiving the request. However, active service members will be scheduled for collection on a date and at a time and site in compliance with the Service Members Civil Relief Act and the service member’s availability.  For international collections, DDC’s Scheduling Associate will contact the U.S. Embassy in the foreign country in question to discuss options for collecting a specimen. In general, hospital or clinical facilities are utilized, and DDC will forward all appropriate paperwork and a specimen collection kit to the designated site in order to facilitate collection. In addition, due to the prevalence of the use of buccal swabs, the collection and international shipment of this type of specimen is non-problematic, and even if there are unforeseen delays in customs or during shipment, degradation of the specimen is not of concern. Appointments will be scheduled so that collection occurs within twenty-eight (28) calendar days of receiving the request. To date, DDC has collected specimens in 173 countries.  DDC will make every effort to coordinate scheduling in a manner that maximizes the efficiency of specimen collections. DDC will also provide timely notification of show or no show activity of the clients at the appointment and will reschedule them upon the request of the Child Support scheduler at no additional charge. To date, DDC has successfully managed over 100,000 absent party collections. |

1. Affirm that Respondent’s staff and subcontractors will be trained to identify and avoid potential conflicts of interest and offer an alternative collector in those cases. The Respondent should describe the process it proposes for identifying, avoiding, and resolving conflict of interest situations and agree that any costs associated with identifying, resolving, or avoiding conflicts of interest will be fully assumed by the vendor.

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| DDC will not use a subcontractor to collect samples who has a conflict of interest with any tested party or county or state child support worker, such as a situation when there is a relationship based on financial interests or by blood, marriage, or close friendship with any person being tested. DDC trains all collectors to identify and avoid potential conflicts and, if a conflict of interest arises, DDC will seek an alternative collector. Any costs associated with identifying, resolving, or avoiding conflicts of interest will be fully assumed by DDC.  According to the Process Control Section of the *Standards for Relationship Testing Laboratories* published by the AABB, the following guideline applies to conflicts of interest during sample collection and is strictly adhered to by DDC:  *The collection must be performed and witnessed by a competent person that has no interest in the testing outcome.*  DDC’s specimen collectors act as witnesses to the sample collection process, and their name and contact information become part of the laboratory’s permanent record. All subcontracted specimen collectors are trained to recognize a potential conflict of interest and will not obtain a specimen from any party where there is a relationship based on financial interests or by blood, marriage, or close friendship. In the event there is a conflict of interest, the specimen collector will contact the appropriate agency representative and will work with DDC’s Specimen Collection Network to make arrangements for collection at an alternate site (such as a hospital or clinic) or by another impartial collector. |

1. Describe the Respondent’s protocols for ensuring that the person from whom the sample is collected is the person who is to provide the sample, and the documentation used. Affirm that the Respondent will obtain a recognizable photograph and thumbprint of each sample donor and provide the necessary tools to document the donor’s identity.

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| DDC will ensure proper identification of individuals that the State of Indiana directs to be tested, and our comprehensive procedural processes ensure an uncompromised chain of custody. DDC’s protocols require positive identification for all parties to be tested, regardless of location.   * Adult parties must provide government-issued photo identification, which may include a driver’s license, passport, military ID, or other acceptable form of identification. After the validity of the identification is verified by the specimen collector, the identification number is recorded on the chain of custody form along with the last four (4) digits of social security numbers, and dates of birth. * Instant photographs are taken of the Alleged Father, the Mother and the Child(ren). These photographs are signed and dated by the tested party or the person providing legal consent for specimen collection (as in the case of a minor child). The specimen collector is responsible for taking the photographs and maintaining adequate photographic supplies. * The specimen collector will obtain a thumbprint for each individual from whom a specimen is collected and place it directly on the chain of custody form.   DDC will ensure that a recognizable photograph is taken of each sample donor and will provide all tools necessary to document the donor’s identity. |

1. Describe Respondent’s buccal swab protocol and when and how alternative samples are collected. Also describe the training and qualifications of the Respondent’s employees or subcontractors who will be collecting samples.

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| Buccal Swab Collections: DDC recommends genetic sample collection using buccal swabs, and this collection format will continue to be the primary method used for this contract. Buccal swab specimens are obtained by using cotton-tipped swabs to collect epithelial cells by gently stroking the lining of the mouth. These cells contain the DNA required to perform parentage testing and other human identity testing protocols. Obtaining DNA samples with buccal swabs is painless, non-invasive, and equally if not more reliable than DNA testing using blood. The buccal swab method is especially helpful for cases involving newborns, young children, and individuals who have undergone bone marrow transplants or recent blood transfusions. Four (4) swabs are collected from each individual to be tested. Two (2) swabs are used for the initial testing, and the two additional swabs are stored intact in the event additional testing is required in the future. Should the State, their designate, or the donor require the collection of a blood or tissue sample, DDC will comply with this request. Both types of specimens will be tested at the contract rate.  Buccal Swab Collection Protocol: The specimen collector will collect buccal swab samples from one individual at a time per the following protocol:   * A new pair of disposable gloves is used for each client collected to prevent contamination of the sample and to protect the collector. * Envelopes are color-coded to minimize the chance of sample switching (yellow for child, pink for mother, or blue for alleged father). * The swab packages are opened to expose 2-3 inches of the swab sticks. * One swab at a time is removed and the collector will brush the inside of one cheek, vigorously using a twirling motion to obtain epithelial cells. The swab is replaced in its original package, and the process is repeated with the second swab. Two swabs are collected from the opposite cheek. (Total of 4 swabs per client). * The swab packages are then placed into the appropriately colored envelope, then sealed. * The envelope is labeled with the full name of the party collected, the date, initials of specimen collector, and initials of the collected party. The party whose sample is in the envelope initials the envelope to indicate the sample was properly labeled and that the name(s) match those on the chain of custody documentation.   Alternative Samples: In cases where the alleged father or another party who is required to participate as a test subject is deceased, there are several options for successfully obtaining samples that are suitable for DNA analysis and completing the case. DDC can work with samples from a hospital, morgue, coroner’s office, or funeral home. If a deceased-party blood draw is no longer an option, DDC customer service and technical staff will discuss other collection options based on the unique circumstances of the case. DDC can extract DNA from many biological materials including standard cheek swabs and blood samples as well as more complicated tissue, fingernail, bone, teeth, pathology, and hair samples. DDC can conduct complex kinship tests to determine a biological relationship between relatives other than a father and child (i.e. grandparents, aunts/uncles or siblings). DDC can also provide testing using Y-STRs (paternal lineage), and mitochondrial DNA testing (maternal lineage) as needed to resolve certain difficult cases.  Specimen Collector Training: DDC provides administrative and process-relevant training to all specimen collectors to ensure that strict chain of custody and client identification procedures are followed. DDC provides specimen collectors who are well trained, professional, and proficient at sample collection. DDC’s collection requirements meet or exceed the guidelines set forth by the AABB. All collectors receive a thorough training manual along with appropriate documented training. DDC’s Specimen Collection Manual (provided in **Attachment #16**) encompasses all facets of specimen collection, including completion of chain of custody documentation, collection procedures, proper disposal of medical waste, packaging and shipment of specimens to the testing laboratory, and maintaining a safe and sanitary work environment.  Specimen Collector Qualifications: Minimum requirements include six months to one year related experience and/or training. Specimen must have the ability to compare details of written information to computer-generated information. Collectors must have the ability to read, analyze, and interpret instructions, correspondence and contractual requirements. They are also required to recognize problems and respond to emergencies as well as the ability to solve problems and deal with the different variables that arise while providing DNA collections. Collectors must have the ability to effectively present information to and respond to requests and questions from donors, customers, supervisors and other CSE employees |

1. Describe the circumstances when you would use alternative collection such as collecting at another site (such as a jail) or testing another relative when the party is unavailable, or in the event of other special circumstances (e.g., an abandoned baby).

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| If a party cannot appear for collection (e.g., motherless or fatherless cases), alternative methods of recovering necessary samples will be discussed with the Prosecutor’s Office. Due to DDC’s longevity in this industry and forensic testing experience, DDC can conclusively provide results for a variety of sample types and testing scenarios, including complicated family studies where one or more family members is tested in lieu of the alleged father, forensic studies, newborn testing, and “motherless” testing. If after exhausting all available testing, DDC still cannot provide conclusive results, the account will be contacted to request additional parties to be tested.  DDC has software that is invaluable in performing the statistical calculations associated with siblingship and other “relatedness” tests. Prior to testing various paternity or kinship scenarios, DDC can also provide the range of likely relationship indices to guide agency representatives to request the appropriate parties for testing and thus, eliminate unnecessary requests for testing.  In the event of a unique circumstance DDC will work closely with the appropriate staff at Indiana Department of Child Service to ensure appropriate steps are taken to procure the appropriate sample type. |

1. Describe Respondent’s protocols for partial draw follow-ups.

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| In partial cases (i.e. all samples for a case have not yet been received), DDC will accession the specimen, which involves assigning a unique number to that specimen and creating a unique case number. This facilitates the creation of the entire case once the remaining specimens required to complete the case arrive at the laboratory. The specimens will be processed and stored until the remaining parties are available for final completion of testing and a paternity report can be issued. In addition, DDC will provide routine reports to the agency upon request that will reflect a list of all partial cases in which samples have been received yet are still only partially complete pending receipt of one or more additional samples. Sample receipt information is always available electronically on DDC’s on-line web portal: [www.contracts.dnacenter.com](http://www.contracts.dnacenter.com). |

1. Describe Respondent’s plans to ensure that sample collections can be properly made in any IV-D jurisdiction at a location reasonably convenient to the person being tested.

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| If any tested party expects to remain outside of the borders of the United States and its territories for more than two months from the date of the collection request, DDC will attempt to collect the sample from that party. If the party is in a country with no reliable nearby sample collection center, and is not located in a country that has a reciprocal support agreement with the United States or Indiana, upon the Prosecutor’s Office approval, DDC understands that it does not have to make further attempts to collect the sample until informed that the party is in a place where the sample collection is practicable.  DDC has extensive experience with international collections, including those for related individuals located outside the U.S., active military personnel located in other countries, and immigration cases. DDC has provided genetic testing services in over 173 countries worldwide. When testing of active military personnel located internationally is required, DDC’s Scheduling Associate will send a copy of the court order, letter and specimen collection kit to the military installation’s Commanding Officer. Specimens are collected by medical personnel at the infirmary or military hospital and are forwarded to DDC’s laboratory for analysis. For other routine international collections, DDC’s Scheduling Associate will contact the U.S. Embassy in the foreign country in question to discuss options for collecting a specimen. In general, hospital or clinical facilities are utilized, and DDC will forward all appropriate paperwork and a specimen collection kit to the designated site in order to facilitate collection.  Regarding military collections, DDC understands that service members or National Guard personnel who are subject to the protections of the Servicemember Civil Relief Act may not be compelled to provide a sample until they are available under Act’s terms. DDC will attempt to collect samples from these members when they are available at a nearby collection site, and on a date as soon as practicable. In addition, due to the prevalence of the use of buccal swabs, the collection and international shipment of this type of specimen is non-problematic, and even if there are unforeseen delays in customs or during shipment, degradation of the specimen is not of concern. DDC will assume all transportation charges for the shipment of international specimens to its laboratory. |

1. Describe the Respondent’s plans to meet these service level requirements.

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| DDC utilizes a proprietary scheduling software program that has modules for mapping locations and determining traveling distances. The Scheduler program contains a database of over four thousand five hundred (4,500) approved specimen collection facilities. DDC’s Specimen Collection Network and Scheduling Department manages and maintains all of the information in this database. DDC’s Scheduling Associates receive all intergovernmental scheduling requests. This scheduling request will specify the zip code and city/state of the individual to be collected. DDC’s Scheduling Associate will enter the particular zip code (or city and state), and the Scheduler program will generate a listing of sites, both in written form and graphically on maps, that are located in proximity to the zip code entered. When a site is selected, the program will generate a document that specifies the location of the facility, its address, phone numbers, contact name, scheduling details, and any special instructions. The linked map program can then be accessed with the starting and ending addresses. The program will generate information such as driving directions, driving distance and trip duration (in minutes). It is through this information that DDC’s Scheduling Associates determine and will ensure that any individual will not be required to travel in excess thirty (30) miles if at all possible. Throughout our history providing genetic testing services to counties within Indiana, DDC has been successful at locating appropriate collection sites within reasonable driving distance for the Indiana jurisdictions serviced. |

1. Describe the Respondent’s chain of custody protocol and refer to Respondent’s training section in the collector training curriculum.

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| DDC ensures that our staff, subcontractors, and third-party collectors (including Prosecutor’s Office staff), are appropriately trained in the importance of the chain of custody of the evidence and its documentation. DDC’s comprehensive processes ensure an intact, legally admissible chain of custody which will meet or exceed the requirements of the State of Indiana. All DDC chain of custody procedures meet or exceed the requirements established by the AABB. DDC is responsible for maintaining chain of custody throughout all phases of the testing process from specimen collection through storage and archiving of case files and samples. DDC handles all samples in such a manner to ensure that they will not be contaminated, tampered with, or substituted. Chain of custody procedures are also described in detail in DDC’s Sample Collection Manual provided in **Attachment #16**.  Specimen Collection  According to the Process Control Section 5.0 of the *Standards for Relationship Testing Laboratories* published by the AABB, the following guidelines apply to sample collection and are strictly adhered to by DDC:   * The laboratory obtains informed consent for all participating individuals to indicate they had knowledge of and granted consent for the test. This will be in the form of a court order or written authorization required by DDC’s specimen collectors at the time of sample collection. * The collection is performed and witnessed by a competent person that has no interest in the testing outcome. DDC’s specimen collectors act as witnesses to the sample collection process, and their name and contact information become part of the laboratory’s permanent record. * The person performing the collection will confirm the identity of the person tested and record the stated family relationship. The specimen collector is required to obtain government-issued photo identification of the parties collected to ensure that the sample is collected from the appropriate individual, or in the case of a minor child, written parental or guardian consent. If a minor child is being collected, a parent or legal guardian must sign indicating their relationship to the minor child and provide documentation of that relationship. * In addition, the collected party must initial the swab packet to verify that the label on the specimen is accurate, and all specimens are sealed in tamper-proof packaging prior to shipment to DDC’s laboratory. * The following information is obtained and recorded for each sample collected: name, alleged relationship, race/ethnic background (of mother and alleged father), gender of child(ren), date of birth, place and date of sample collection, signature, record of identification number from the government-issued photo identification, thumbprint, and an instant photograph taken of the positively identified individual prior to specimen collection. Photos must be sufficiently clear to identify the individual(s) in the photograph. Individuals will be asked to remove hats, sunglasses, scarves and anything else that would obscure their facial features. * DDC requires that all of this information be obtained and recorded on the Client Identification/Chain of Custody form.   The chain of custody form is completed with all required information and adult parties are asked to verify the accuracy of all information prior to sample collection. DDC’s chain of custody documentation has been introduced and readily accepted without challenge as an item of evidence in many paternity hearings across the country. The instant photographs and thumbprints are attached directly to the form and are sealed with the samples in a tamper-proof envelope before forwarding to DDC’s testing laboratory. DDC requires witnessed client signatures on all chain of custody forms as well as client initials on swab envelopes, thus verifying correct labeling information.  For buccal swab collections, swabs are inserted into corresponding color-coded envelopes to protect against the possibility of switching samples: swabs are inserted into the blue envelope for the alleged father; swabs are inserted into the pink envelope for the mother; and swabs are inserted into the yellow envelope for the child(ren). Specimen envelopes are never pre-labeled.  Four (4) swabs are collected for each individual to be tested. A minimum of two (2) swabs are routinely used for the initial testing, and the remaining swabs are stored intact in the event additional testing is required in the future.  Transportation of Specimens  DDC has agreements with several national overnight courier services for the shipment of specimens to its laboratories. The collectors will be responsible for shipping the specimens to DDC’s laboratory using one of the contracted courier services. By utilizing professional overnight courier services, DDC can track any shipment and ensure its prompt and secure arrival at the laboratory, usually within twenty-four (24) hours.  Laboratory  Upon receipt at the laboratory, samples and chain of custody documents are examined for accuracy and completeness. The integrity of sample shipping containers is verified to ensure that no tampering has occurred between the time of sample collection and the time the package arrives at the laboratory. The accessioning technician signs and dates the chain of custody form as an affirmation that the form is complete and that all samples were correctly labeled and received intact. If the integrity of the packaging has been compromised, the agency will be notified and a second sample requested.  When samples are deemed acceptable for testing, the samples and chain of custody forms are bar coded with a unique numerical identifier, logged into the sample tracking database, and the corresponding client data is entered by an accessioning associate. All entry of client data must pass a quality audit prior to samples being processed in the laboratory. This process involves required concordance for duplicate entry by a second individual to ensure samples meet all acceptance criteria and to confirm accurate data entry for spelling of names, dates of birth, etc. Samples are then submitted to the laboratory for processing. DDC utilizes automated processes and equipment whenever possible. By using sophisticated robotic sample handling equipment, the potential for human error in manipulating the layout and placement of samples during the testing process is greatly reduced.  Final case review by the Laboratory Directors or Assistant Laboratory Directors ensures technical and scientific accuracy of paternity test reports. Client names, collection dates, race, case numbers, and unique specimen bar code identifiers are all verified against the information on the chain of custody form as part of this final review. After the results have been issued, all samples and records are stored according to AABB prescribed procedures.  There is complete documentation for each case processed which includes the individuals involved in collecting the samples, accessioning the samples, testing the samples, data analysis, final review, and storage/archiving. Thus, an intact chain of custody from initial specimen collection is created and these records will be maintained for a minimum of five (5) years or longer to meet AABB and Indiana contractual requirements.  See **Attachment #17** -Chain of Custody Form |

1. describe the Respondent’s handling, shipping, and mailing protocols.

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| DDC has been managing domestic and international transportation of genetic testing samples for over three decades and has developed sophisticated sample tracking procedures and processes for shipping samples to its laboratory. DDC has developed systems that ensure chain of custody is maintained regardless of samples type or point of origin. Furthermore, DDC provides training to all specimen collectors to ensure that all samples are properly packaged and that all shipping protocols are followed, thus resulting in prompt, efficient delivery to the laboratory.  Upon completion of sampling for a particular case, the specimen collector will package all associated specimens and chain of custody documentation in tamper-resistant packaging. All individually sealed packages are then packaged into tamper-proof courier envelopes. Integrity seals on the packaging offer another degree of security to prevent against tampering. All specimens collected on a particular day will be removed from the collection facility prior to the close of business. DDC utilizes national courier/delivery services for the shipment of specimens to its laboratories, thus ensuring that specimens arrive promptly at the laboratory. Specimen collectors will be responsible for shipment of the specimens to our laboratory. The specimen collectors and agency staff who wish to perform specimen collections will be provided with pre-printed shipping returns with DDC’s laboratory information to ensure error-free shipping. A pick up is arranged, or the specimen collector may elect to deliver the sealed package to a secured receptacle. DDC will assume all costs associated with the packaging and shipment of specimens to its laboratory.  Upon receipt at the laboratory, if the integrity of any package is in doubt, DDC will not accept the samples for testing. If the package appears to be in good condition with no evidence of tampering, the specimens are accessioned into DDC’s sample tracking system. |

1. Attach Respondent’s PCR genetic testing protocols.

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| 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 is committed to providing every client with accurate, thorough, and expedient paternity test results. DDC provides its clients with DNA testing performed using PCR (Polymerase Chain Reaction) technology and STR (Short Tandem Repeat) markers for routine analysis. DDC has been using STR technology since 1997, having conducted testing on over four million (4,000,000) tests to date. This technology is approved by the AABB and is by far the most prevalent DNA testing methodology currently in use by AABB accredited laboratories.  All STR markers employed by DDC for its routine parentage testing are commercially available, and their performance characteristics are well understood, reproducible, validated, and accepted by the scientific and legal communities. DDC will utilize either the Promega Fusion Kit or Life Technologies Global Filer Kit as the initial routine testing battery. Both of these kits are fully validated and offer 24 loci that are common and informative allowing for greater discriminatory power than many other testing batteries. Additionally, they have rapid thermal cycling protocols, which results in reduced turnaround times and enables the focus of the laboratory to be on more value added activities. When necessary, DDC has additional systems that will be used for extended testing. In total, DDC has thirty-six (36) validated and commercially available STR systems (including Amelogenin) which will be deployed as necessary to ensure that tests completed for the State of Indiana will achieve a guaranteed minimum probability of paternity of 99.9% for standard cases though the majority of standard cases will have an average probability of paternity of 99.999999%. The available STR markers for use in the paternity testing panel are identified in the following table:     |  |  |  |  |  | | --- | --- | --- | --- | --- | | D3S1358 | D8S1179 | D18S51 | CSF1P0 | D13S317 | | D5S818 | D21S11 | TP0X | FGA | F13B | | D7S820 | D16S539 | LPL | TH01 | vWA | | Penta E | Penta D | D2S1338 | D19S433 | Amelogenin | | F13A01 | FESFPS | Penta C | D8S1115 | D6S474 | | D22S1045 | D2S441 | SE33 | D10S1248 | D9S1122 | | D17S1301 | D9S2157 | D3S4529 | D14S1434 | D1S1656 | | D12S391 |  |  |  |  |   Dual Process™  DDC was commended by the AABB in 2004 for being the first laboratory to truly offer double blind testing. DNA Diagnostics Center is the only DNA testing laboratory that performs every test twice, testing every genetic system in duplicate, not just exclusions, and not just a subset of the genetic markers. Our Dual Processing™ procedures ensure that each sample is tested in duplicate by two different teams working independently. Results from the two groups are compared upon completion of the analysis and must be in agreement for validation of the testing. This expensive and labor-intensive process is the most effective quality assurance program that ensures our testing is of the highest reliability and accuracy. This Dual Process™ is voluntary and far exceeds the industry standard. Every sample is independently logged-in, extracted, processed, and **all genetic systems are analyzed twice** by two separate teams. The two sets of results are reviewed by at least two DNA experts prior to a final review by a Ph.D. Director. This double blind testing on each sample ensures rapid turnaround times because there is no delay in repeating excluded alleged fathers. The standard battery and the additional validated systems will easily result in meeting the expected probabilities of paternity for alleged father inclusions and a minimum of four exclusions for alleged fathers that are not the biological father. The State of Indiana will continue to have a high level of confidence that the correct samples were tested and reported.  Ensuring Probability of Paternity: DDC will report findings of either a solid exclusion or will exceed the minimum stated probability of paternity requirement of 99.9%. When analytical data indicates exclusionary results, a minimum of three (3) exclusions will be required though the majority of cases will have four or more exclusions. DDC’s average power of exclusion in routine operations is in excess of 99.999999%. For inclusions, the testing battery and DDC’s standard operating procedures offer powerful discriminating ability that translates into an average probability of paternity typically exceeding 99.999999% with a prior probability of 0.5 (50%). |

1. Describe when other testing would be warranted and used. Also, please approximate how often Additional Testing is needed.

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| DDC routinely uses an extensive testing battery of 24 genetic markers to resolve its casework; therefore, we are confident in our ability to resolve most cases without extended testing. However, there are non-routine cases where additional testing may become necessary to either confirm an exclusion or to meet the minimum probability of paternity (i.e. cases involving two or more alleged fathers who are related, motherless and fatherless cases, kinship analyses, and genetic mutations). In the event it becomes apparent that extended or repeat testing will be required to either confirm exclusion results or meet the minimum probability of paternity of 99.9%, DDC’s Customer Service Representative will notify the appropriate agency representative in writing that additional testing is needed. This notification will include an explanation that re-analysis using the original marker panel is required or what additional systems will be tested and an estimate of the additional time needed (in calendar days) to complete testing. In addition to autosomal STR testing, DDC can also provide Y-STR testing (paternal lineage) and mitochondrial DNA testing (maternal lineage). DDC is able to easily monitor cases by client and required turnaround time by generating daily tracking reports, therefore allowing us the ability to efficiently monitor and inform the agency regarding any anticipated delays. There will be no additional cost to the State of Indiana for extended testing which is required in fewer than approximately 5% of all cases tested. |

1. Refer to testing protocol or briefly describe when retesting is necessary and the methodology used to reach exclusion or 99.9% probability of inclusion.

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| DDC’s processing protocols embrace the scientific reality that certain types of cases will require repeat or extended testing as described in the previous specification. Occasionally it will become necessary to perform retesting or to test additional systems and/or utilize alternate testing methodologies to reach 99.9% probability of paternity or exclusion. In the event this scenario becomes apparent, DDC’s Customer Service Associate will notify the appropriate agency representative in writing that additional testing is needed. If after exhausting all available testing, DDC still cannot provide conclusive results, the account will be contacted to request additional parties to be tested. |

1. Affirm the Respondent will meet the service level requirements and briefly describe the protocols used to meet the turnaround time and to handle exceptional cases.

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| DDC will deliver notarized paternity testing reports, signed by a member of our doctoral staff, which summarizes the genetic testing data and conclusions determined, to the State of Indiana within the specified maximum turnaround time of fourteen (14) calendar days from the date of specimen receipt at the laboratory to receipt of report. In fact, DDC’s performance in 2022 has well exceeded this requirement. DDC has achieved an average turnaround time of 2-5 calendar days from specimen receipt date to the issuance of reports and uploading of electronic results on our secure website. Accounting for mail delivery, results should be received by the agency within five to seven (5-7) calendar days from the date of sample receipt. DDC’s expedient turnaround time allows for efficiency with which cases are resolved, reduces costs within the child support system, and also reduces the stress on clients caused by the additional wait time and repeated phone calls from clients to caseworkers. This is all made possible by effective and proven protocols, experienced laboratory management, automation, and sufficient capacity to ensure the timely issuance of test results. DDC will accommodate special requests on a case-by-case basis for expedited results. The DCS associate would simply need to contact DDC’s Customer Service to request the expedited processing of a case. DDC is able to have results the next day or even the same day samples are received at the laboratory at no additional cost to the agency. |

1. Affirm that the report will include the data requested in these service level requirements in an easy-to-read format; attach a redacted copy (to preserve confidentiality) of a genetic test report.

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| DDC will submit standard written reports including an interpretation of test results for each individual case in accordance with Indiana state law and all applicable statutes. Paternity evaluation reports include clear, concise language to provide an understandable interpretation of testing results. Each paternity evaluation report will include, at a minimum, the following information:   * Tester’s name, title and qualifications * IV-D case number and court or administrative order number * Types of DNA tests performed * Percentage probability of paternity * Combined paternity index * Conclusions – certified by the qualified tester * Donor’s photographs and thumbprints * Attestations signed by all the parental donors * Original, signed Chain of Custody form   In addition, DDC’s paternity testing reports include the following information:   * Names of tested parties * Date(s) of specimen collection * Table of Results * Interpretation of the results * Effect of prior probability and likelihood of paternity * Statement of exclusion, if applicable * Signature of Ph.D. Laboratory Director conducting case review * Notary signature and seal   DDC is also able to provide, upon request, reports in Spanish or other languages. Copies of sample inclusionary and exclusionary paternity reports are provided **in Attachment #18**. DDC will provide certified results to other parties at the agency’s request. DDC will maintain an electronic copy of the test results and chain of custody documentation. |

1. Affirm that the report data is convertible from paper to electronic form and vice versa, signed electronically or in pen by the appropriate laboratory representative, and that the data will be transmitted electronically if any county or DCS at the state level prefers electronic transmission at some point during the contract’s term. Also, identify whether reports are accessible through a secure website if a county Prosecutor selects that option. Respondents should affirm their agreement to mail copies of the results report to the parties tested at the county Prosecutor’s request.

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| DDC affirms that the genetic test reports can be generated electronically or in paper format, and can be convertible as needed.  Testing outcomes will be available to authorized representatives via DDC’s secure website electronically. This website provides caseworkers with the ability to track and collect performance data on all cases received in our laboratory 24 hours a day. Our proprietary interface, [www.contracts.dnacenter.com](http://www.contracts.dnacenter.com), offers a direct link to child support offices allowing immediate access to information stored in our database for paternity cases. This service feature provides our customers with the option of an almost paperless and convenient interface with our laboratory. See **Attachment #19** –Direct Connect Manual. Authorized staff may print a fully completed paternity test report ensuring legibility, accuracy, and convenience. Like the traditional hard copy report, this electronic report includes the Ph.D.’s signature, report of findings, conclusions, chain of custody documentation, thumbprint, and photographic images of the clients. DDC will continue to provide hard copy documentation upon request from the Prosecutor’s Office to the tested parties as requested.  DDC understands that it is being contemplated that CSB may be able to directly receive the test report’s data elements electronically into the ISETS/INvest system at some point during this contract period in lieu of hard copy reporting procedures. DDC will participate in the planning, designing, building, and testing phases as requested by CSB at no charge to the State. DDC currently offers the option of providing a secure web service that provides results in an XML format to many of its clients. By mapping the ISETS data fields to DDC’s result tables, Indiana Prosecutors’ Offices and Child Support Offices can set up an automated mechanism to periodically retrieve data from DDC’s web-service. This virtually eliminates the need for individual caseworkers to manually input test-specific data for each case into the State’s system. Not only will this reduce manual data entry, it will also free up caseworkers’ time to perform other tasks, and will significantly reduce the potential for human error.  DDC understands there may be a need to mail hard copies and agrees to mail the resuls as needed. |

1. Describe how an expert witness is chosen and how the expert witness prepares for trial; describe how the Respondent will assist with the preparation of discovery responses and affirm that the Respondent will pay for all costs associated with the expert witness and assistance in the preparation of discovery responses.

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| DDC’s highly qualified doctoral staff provides litigation support to our customers, including pre-trial preparation and in-court explanation of genetic paternity testing procedures and subsequent results. DDC’s expert witnesses have testified in hundreds of cases and consistently provide clear, accurate testimony. DDC’s Chief Scientific Officer, Dr. Michael Baird, Ph.D. was the **first** DNA expert to testify in a U.S. court using DNA evidence. Since then, he has testified over 500 times in courtrooms throughout the United States. DDC staff members have provided expert witness services for both paternity-related and criminal trials. Their technology-specific knowledge, qualifications and experience are highly respected in the industry. DDC’s expert witnesses will provide the following services to the State of Indiana at no additional charge:   * General consultation on paternity analysis; * Statistical analysis for non-standard paternity cases including avuncular analysis and family reconstruction and all necessary consultation to understand the results; * Expert testimony for trial and hearings; * Assist in the cross examination of defense experts; * Provide written and/or telephone technical consultation; * Telephonic/video depositions; * Interrogatories and answers thereto; * Provide pattern trial questions for expert testimony; * Assist counsel in preparation for the presentation of scientific evidence at trial, discovery, and in depositions; * Fill requests for document production; * Provide affidavits regarding specific case events; * Explain difficult to understand case results in layman’s terms.   Curricula Vitae for DDC’s doctoral staff who will provide expert witness services to the State are provided in **Attachment #20** of this response. All DDC Laboratory Directors and Assistant Laboratory Directors are required to have completed a doctoral degree in a biological science in addition to advanced training in genetic testing. All Laboratory Directors at DDC meet these minimum qualifications and requirements and are competent to testify to the theory and practice of current DNA technology as used in the parentage determinations, laboratory procedures, specimen chain of custody, and statistical analysis and interpretation of test results. In total, DDC has eleven (11) prominent Ph.D.s. that will supply technical input and consultation, with eight (8) providing litigation/expert testimony support services. Costs associated with providing expert witness services, including travel, lodging, etc. are included in the all-inclusive per person rate presented in the Cost Proposal.  DDC has the unique advantage since our laboratory is located just a few miles east of the Indiana-Ohio border. Thus, our Ph.D.s are just a few hours’ drive from the majority of Indiana counties. |

1. Describe Respondent’s protocols for rapidly responding to county or DCS inquiries, tracking and escalation of issues, and providing information in writing as appropriate; briefly describe who is responsible for these responses.

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| DDC representatives will continue to be available to discuss the collection approach, chain of custody, test results, and genetic testing theory with a representative of the Prosecutor’s Office or CSB upon request. In addition, DDC will continue to provide information in writing, including affidavits, in situations that do not necessitate the presence of an expert witness. Most inquiries will be received by DDC’s Customer Service Associates who will respond to all inquiries within four (4) business hours. They are responsible for responding to account inquiries, providing information regarding case status, explaining laboratory results and resolving client concerns so as to ensure the utmost in customer satisfaction. If the Customer Service Associate is unable to address a particular issue, it will be routed to other key management personnel who will provide assistance. These key managerial personnel are all well versed in Indiana’s contractual requirements and are available to assist if and when necessary. They include the following:  Indiana Project Director-Director of Customer Service & Government Contracts  Lori Neff  Phone: (513) 881-4031  Email: [lneff@dnacenter.com](mailto:lneff@dnacenter.com)  Supervisor, Government Contracts  Kari Bowlin  Phone: (513) 881-4048  Email: [kbowlin@dnacenter.com](mailto:kbowlin@dnacenter.com)  Laboratory Director and Technical Consultant  Debra Davis, Ph.D.  Phone: (800) 310-9868 Ext. 2258  E-mail: [ddavis1@dnacenter.com](mailto:ddavis1@dnacenter.com) |

1. Attach Respondent’s Customer Service Plan that includes the service level requirements and any other provisions concerning customer service. The Respondent should describe the process they will follow when counties have issues with the services provided, or not provided. The Respondent should describe the method by which customer service issues or disputes are reported by the county and to whom, and the Respondent should agree it will respond to customer service issues or disputes, in writing, within three (3) business days with a proposed resolution.

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| DDC proposes the following Customer Service Plan with metrics that indicate customer service responsiveness, subject to CSB approval:   1. Based on the assumption DDC collects all samples in all Indiana counties, we propose that the number of FTEs required statewide to perform these collections is approximately 12-15. These individuals who would perform collections at the designated times arranged with each individual county. Most of the collection personnel would cover a few counties within close proximity since some of the smaller counties would only have collections on a monthly basis. A few of the collectors would only cover one county. 2. Response time for messages sent by email or voice mail: DDC offers a highly trained and professional customer service organization who will answer questions regarding any Indiana case that will respond to all inquiries sent by email or left on voice mail within four business hours.      1. Response time for collectors who are unable to make collection appointments: DDC has had extensive experience managing daily collections for large states throughout the country for a number of years, and we will have back-up specimen collectors located throughout the state that can easily commute within their own or an adjoining region. In the event a scheduled collector cannot make a collection appointment, DDC’s response time is 2 hours. DDC has a dedicated Specimen Collection Network that ensures that all draw sites are adequately staffed and any emergencies are professionally handled. All collectors and customers can contact our network line in the event of an emergency.     In the event a back-up phlebotomist is needed, DDC will immediately make arrangements to provide coverage. DDC maintains a large file of phlebotomists and specimen collectors throughout the State of Indiana who will be available to collect samples on short notice. In the event that an assigned collector cannot report to a collection site, DDC will find a replacement who will arrive at the collection facility promptly in order that collections can proceed on a timely basis.   1. Response time to find alternative site locations: In the event DDC does not have a collection site located within an acceptable travel radius, an alternate site will be located within 1-5 business days. This will ensure that all collections throughout Indiana will proceed on a timely basis and well within the 14 calendar days allotted. 2. Response time to questions that require follow-up activity: DDC proposes that all questions that require follow-up activity will be answered or resolved within one business day. 3. Average time to proactively update Prosecutor’s Offices regarding cases or events that might impact them: DDC proposes that all Prosecutor’s Offices will be informed of cases or events that impact them within one business day.   Addressing customer service issues: all customer services issues or disputes should immediately be addressed to DDC’s Customer Service Associates. If they are unable to address a particular issue, it will be directed to a managerial level individual who will provide prompt assistance to resolve the matter as described in the previous specification. DDC will respond to all customer service issues or disputes, in writing, within three (3) business days with a proposed resolution. See **Attachment #20** for an ancillary generalized Customer Service SOP. |

1. Attach a sample invoice; affirm compliance with service level requirements and cooperation with DCS regarding electronic invoicing.

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| DDC will continue to provide a hard copy invoice the State through DCS Accounts Payable on a monthly basis, within ten business days of the last day of the previous month. DDC will separate invoices based on the requesting party (Prosecutor’s Office on one invoice and DCS Local Office on the other). DDC understands that CSB will be able to accept invoices electronically at some point during this contract term. DDC will participate in the planning, designing, building, and testing phases as requested by CSB at no charge to the State. At the point at which the State is prepared to receive electronic invoices, DDC will provide them in lieu of hard copy invoices.  DDC’s invoice will include the following data:   * Cover page that summarizes the charge for each county that the vendor did work for and the total for the whole invoice * An original copy of the State Form 54716 (Authorization/Request for Genetic Testing Services), * An indicator whether the draw was performed by DDC, county Prosecutor staff or a third party (i.e., hospital) * The total price charged per test * The county requesting the test * ISETS/INvest case number or DCS Local Office case number * Date of sample collection scheduling request * Date of sample collection * Date sample received by lab * Date test results sent to or accessed by county * Name/ remit to address of Vendor * List of genetic tests performed * Vendor’s contact telephone number * Indicator if the invoice is a duplicate or re-issuance of a prior invoice   All invoices will be mailed to:  DCS Accounts Payable  Mail Stop 54  Room W364  402 W. Washington Street  Indianapolis, Indiana 46204-2739  DDC will maintain a record of the test results in accordance with federal, State, local, and AABB requirements and, upon request, furnish a copy to the County at no additional cost. DDC will also maintain copies of the State Form 54716 (Authorization/Request for Genetic Testing Services) that was submitted for each test. DDC will establish and maintain a separate account number for tests resulting from hospital sample collection. In addition, DDC agrees to work with DCS Accounts Payable if anything changes in the future to the invoice process. A sample billing statement is provided in **Attachment #21.** |

1. Attach the Respondent’s plan or outline of a plan and affirm that the Respondent will follow the service level requirement.

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| DDC has provided a detailed response addressing each specification in the Business Proposal and Technical Proposal. The responses and associated attachments correspond to the numbered topics in the Service Level Requirements Table and propose how DDC plans to follow and meet the service level requirements. DDC affirms that it will follow the service level requirements as outlined in Attachment K: Detailed Scope of Work. |

1. Affirm that Respondent will continuously monitor its own performance and take proactive steps to ensure issues are appropriately addressed.

Affirm that Respondent will cooperate with the state in monitoring and tracking its activities, provide reports and records of its performance as requested by the state, and allow access to and inspection of its facilities if requested.

Briefly highlight examples of Respondent’s monitoring capabilities.

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| All facets of DDC’s operations are governed by the requirements of its many accrediting organizations and though our Quality Assurance and Quality Control plans. The validation, acceptance, and acknowledgement of DDC’s Quality Plans are evidenced by our many accreditations and our ISO 17025 certification. DDC has implemented many stringent Quality Control procedures that exceed AABB standards to ensure the accuracy of all testing results produced in the laboratory. A copy of DDC’s Quality Manual is provided as **Attachment #22.**  DDC will manage, control, and supervise all services provided to the State of Indiana to ensure that the State’s expectations and all contractual obligations are met or exceeded. We will continuously monitor our performance and take proactive steps to ensure issues are appropriately addressed. Additionally, DDC will cooperate with the State in monitoring and tracking our activities, provide reports and records of our performance as requested by the State, and allow access to and inspection of our facilities if requested.  DDC prides itself on its reputation for exemplary contract management and excellent communication with its clients. As part of the Quality Management System at DDC, continuous improvement is an ongoing objective. To maintain these standards and continually improve the effectiveness of the DDC Quality System, DDC has an extensive occurrence management system to evaluate progress and performance on a routine basis and implement appropriate corrective or preventive actions as necessary. Through the use of process improvement initiatives, internal and external audits, direct observation of employees, assessments, quality assurance reporting, trend analysis, and management review procedures, we are able to effectively monitor our ability to meet internal and external standards and provide continuous improvement to anticipate our customer’s needs and monitor our performance. We believe that our exceptionally strong focus on our clients and the maintenance of productive communication channels is of utmost importance.  DDC has multiple ongoing quality programs in place to ensure high performance standards and compliance with contractual requirements. With twenty-four (24) years of experience in genetic parentage testing, DDC has been exposed to many unique contractual conditions, and we have used this vast experience to develop policies and procedures to handle issues in a professional and efficient manner. Our belief is that frequent communication with our customers is the key to anticipating and resolving any issues that may arise.  DDC evaluates the performance of its services in a number of ways. Contract and customer requirements are reviewed with all DDC staff in advance of the inception of a new contract. This allows for a thorough understanding by all of those involved for what is required to both meet and exceed client expectations prior to the commencement of services. After award of a contract, client requirements continue to be reviewed at routine intervals so that there is always a high level of awareness regarding client requirements.  On a daily basis, multiple reports are generated to monitor workflow, thus providing a snapshot of the state of the paternity operations. This information is used by the Departmental Managers and Directors to set priorities for the departmental areas in order to meet client requirements. This data is continually monitored and reviewed by the Vice President of Operations to identify and address any process bottlenecks that may arise. The Vice President of Operations reviews work status reports that summarize critical departmental metrics to ensure we are meeting or exceeding all performance standards. This information is communicated with management at the staff meetings and any corrective actions that are being taken are discussed.  Statistical reports are generated showing objective data for such items as turnaround time, scheduling activity, and other specific client specifications. Such reports are automated and are customized based on individual contract requirements. The assembly and distribution of these statistics provides information about our average turnaround time, the number of tests requiring more than the average turnaround time, and our minimum and average probability of paternity. These statistics are useful in ensuring that we are meeting or exceeding all contract requirements.  We encourage feedback from our clients on a daily basis through our customer service department. This feedback can be in the form of a suggestion regarding staff at a collection site, the design of our interactive web site or the design of our reports, to name a few. We take each and every comment from our clients to heart and will act upon it to improve our service. Our goal is to be flexible, innovative, proactive, and to respond promptly to any special circumstances.  DDC will periodically distribute a customer survey questionnaire as a tool to provide feedback to the laboratory and to ensure that we are providing and our customers are receiving the highest level of service. DDC utilizes this process as part of our commitment to customer satisfaction and to support the philosophy of continuous improvement. Management will review feedback received from agency staff and make necessary changes to existing specimen collectors, sites, reports, internal support personnel or other logistical areas based upon satisfaction levels from inquiries. In addition, DDC’s Specimen Collection Network makes routine calls to customers to get feedback on specimen collector performance. Questions are posed relative to conduct, professionalism, and quality of work.  DDC’s management personnel will be in frequent contact with Indiana’s Contract Management to monitor contract deliverables and to ensure all service and performance expectations are met or exceeded. Quarterly face-to-face or teleconference meetings will be scheduled as necessary to discuss pertinent issues related to the performance of services. Monthly and/or quarterly statistical reports will be provided to monitor turnaround time, case statistics and other performance metrics. These statistics are useful in ensuring that we are meeting the State’s specifications. Should any Corrective Action Plans (CAP) be initiated, they will be promptly addressed and resolved.  DDC’s facility and its personnel are fully qualified, competent, and adequate to continue to undertake and successfully manage the State of Indiana project. 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. DDC is a current provider of genetic testing services to many states, and has efficiently and professionally managed projects of similar size to that required for Indiana. DDC has proven it has the operational capacity, technical resources and expertly qualified personnel required to manage contracts of comparable size, and the laboratory has the operational capacity and technical and administrative resources required to assume testing responsibilities for this contract.  Liquidated Damages  By submitting a proposal, DDC acknowledges that it will be subject to the Liquidated Damages table as the appropriate method to assess damages for noncompliance with contractual requirements. |