

Cost Proposal Narrative

Virtually all of the 31 Service Level Requirements pertain to both the Vendor-collected price and the County-collected price. These SLRs that pertain to both will be described first. Then, the Service Level Requirements that are unique to each price (Vendor-collected and County-collected) will then be described.

Since DDC is a large and well-established leader in providing genetic testing for Child support offices throughout the US, these Service Level Requirements are uniform throughout the industry and are provided to all clients and are part of our overall operations and overhead expenses. Correspondingly, they are reflected in the per person price we charge for our testing.

Our Specimen Collection Network and Customer Service Department oversee the duties that are required in furnishing Statewide Coverage (#2), scheduling and specimen collectors at the weekly draws for Large Counties (#3), securing a proper Sample Collection Facility (#4) – which could include rent and facility fees, and maintaining the Security (#5) of each facility. Since many specimen collections are performed in the Prosecutor's Office, this reduces the likelihood of extra fees for rent at an off-site facility. The Specimen Collection Network and Customer Service Department send out the Sample Kits (#7) to the Prosecutor's Office and collectors, and DDC covers the shipping costs of the specimens to our lab. They also perform Training (#8) to specimen collectors, be they with the Prosecutor's Office, vendor-hired individuals, or collection facilities like clinics or prisons. DDC subcontracts with individuals or entities and ensures proper training (#9). The salaries of these DDC employees are all included in our costs, and that is reflected in the fee that we charge for each test.

Our Scheduling Department handles all the Scheduling (#10) of individuals for intrastate, interstate, and institutional collections. The costs associated with this, including the collection fees, sample kit, mailing of specimens, salary of the schedulers themselves, etc. are all incorporated into overall expenses. DDC will cover the expense of an alternative collector should there be a Conflict of Interest (#11) for a specimen collection.

Our Specimen Collection Network will furnish all material for the Identification (#12) of the clients, including thumbprint ink pads and cameras. We also provide the buccal swab kits – and training – for the Collection (#13) of DNA from the individuals. We will also set up an Alternative Collection (#14) and assume the first \$200 cost. We cover the cost of Partial Draws (#15), including the cost of the collection kit, film, shipping, plus the accessioning and storage costs associated with these samples. DDC covers the costs of Interstate (#16) and International/Military (#17) draws. This includes the salaries of the scheduling personnel doing these tasks, the cost of the kit, collection fees, and shipping of the kit.

DDC covers all costs for maintaining the Chain of Custody (#18) of our data and specimens. This includes the proper training of all collectors by DDC staff members (including manuals, training video on our website, etc.), the shipping of the samples, and the preservation of them in our facility. We also cover the Handling, Shipping, and Mailing (#19) of the specimens to our laboratory and all necessary training of collectors in this procedure.

A significant part of the overall cost is the Testing (#20) of each sample. This encompasses many items, from the facility housing the lab, laboratory management systems, laboratory supplies, marker kits, lab equipment, trained scientists, laboratory directors, computers, data analysis, quality control, etc. By not compromising on our testing systems and protocols, DDC has earned and maintained an excellent reputation for the quality of our genetic analysis. By having such a good record, we are able to earn and maintain numerous Accreditations (#1) that are a testament to our quality. When necessary, we will perform Additional Testing (#21) and Retesting (#22) in order to achieve conclusive results. There is no additional fee to the client Child Support office; DDC covers the costs. By having sufficient capacity (a large facility, numerous genetic testing equipment, qualified staff), we are able to maintain a very prompt and consistent Turnaround Time (#23).

With our comprehensive laboratory and testing infrastructure, coupled with our data analysis, we issue our test results- Reporting Content (#24) – to our client Child Support offices. DDC covers the expenses of the Reporting Transmission (#25) of our test results. This includes the mailing, faxing, or scanning of these to the appropriate Child Support office as well as the maintenance of our website portal DDC Direct Connect. DDC will participate in the planning, designing, building, and testing of the new ISETS/INvest system at no charge. At all times, from specimen collection to result reporting, the Confidentiality (#6) of all data and specimens is paramount to DDC. We have instituted many procedures to safeguard confidentiality and assumed the related costs.

Should it be necessary, DDC will furnish Testifying (#26) and Providing Information (#27) to the Prosecutor's Office at no charge.

DDC's Customer Service (#28) is another of our many strengths. We have hired, trained, and maintained very qualified associates who take care of the client Child Support offices. Their salaries, supplies, communications equipment (phones, faxes, computers) are all included in our overall costs and overhead. Our Accounting Department handles the Invoicing (#29) duties, and we agree to participate - at no charge - in the planning, designing, building, and testing of the new system that transmits invoices electronically.

DDC has spent money to incorporate redundancies into many of our systems and procedures in order to plan for Unforeseen Events and Disaster Recovery Plan (#30). We have also incorporated extensive Quality Control components into all phases of our operations for Self-Monitoring and Cooperation (#31). The fees associated with this, from internal procedures to external proficiency tests, from internal monitoring reports to performance reports furnished to the State, are all included in our cost structure.

Next, the price submitted for the Vendor-collected samples (Vendor Draws) covers the cost of the specimen collector (listed for RFS purposes as Subcontracting #9) as well as all the applicable items listed earlier in this cost narrative such as Sample Kits (#7), Training (#8), etc.

The price submitted for County-collected samples (County Draws) covers any expenses DDC incurs in setting up the arrangements to establish the County Draws, training the Prosecutor's Office staff in specimen collection, and shipping our supplies to the office. All other cost components have already been addressed in the first section of this Cost Narrative.