**RFP 24-76020**

**TECHNICAL PROPOSAL**

**ATTACHMENT F**

**Instructions: Please supply all requested information in the areas shaded yellow and indicate any attachments that have been included to support your responses.**

**General Requirements and Definitions**

Please list any additional terms and definitions used by your company or industry that you would like the State to consider incorporating in the contract. The State will not accept terms and definitions introduced after award during contract finalization and implementation.

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| STAT Courier does not have any additional terms or definitions that we wish the State to consider. We do request that the State consider modifying the insurance terms as noted in the following question. |

Please confirm you have carefully reviewed all requirements listed in RFP Section 1.4. Should your company have any exceptions, substitutions, or conditions for the State’s consideration, please list them below. The State will not accept exceptions, substitutions, or conditions introduced after award, during contract finalization and implementation.

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| STAT Courier has reviewed all requirements listed in RFP Section 1.4 and has the following exception:   1. Insurance Limits: All supplied pricing is at existing insurance levels which are acceptable for all existing State Public Health Laboratory Courier contracts. To comply with the established limits noted in the RFP, an additional approximately $160,000.00 per year is required. This estimate is based on current premium estimates which may be subject to change. Please also note that STAT Courier’s MBE, Pillow Logistics, cannot comply with the established limits noted in the RFP. |

**Roles and Responsibilities**

Explain how the courier will ensure location accuracy.

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| STAT Courier has invested in significant technological resources. With automatic vehicle locator (AVL) and GPS tracking of all vehicles, we can automatically verify the location accuracy, effectiveness, and timeliness of routes and drivers. Potentially late or missed stops are flagged and reported so that they may be immediately addressed. Comprehensive reporting is also automated, ensuring that STAT Courier and our clients are continually aware of the program key performance indicators.  Additionally, we will provide customized and dedicated service to IDOHL, as our drivers’ primary and only responsibility will be performing IDOHL’s routes. We currently operate with over 200 drivers nationwide; we also operate with low driver turnover, and therefore the same drivers will service each of the IDOHL routes every day. This ensures consistency and reliability of service. Our driver tenure is unique to STAT Courier and very uncommon in the courier industry. We hold our drivers to high standards of conduct and professionalism as per customer expectations, and we work diligently to provide drivers who exhibit excellent customer service, reliability, and communication skills, along with the ability to maintain specimen integrity.  We are confident in our approach that by assigning the same dedicated drivers and keeping driver turnover extremely low, service levels will remain reliably high. These drivers, completing the same routes each day, are thoroughly knowledgeable in providing the desired consistent and dependable courier services requested in this RFP, which results in timely testing of all specimens for IDOHL.  However, in the event of an emergency or delay, STAT Courier’s redundancy plans will ensure service levels are always being met. Each of our dedicated drivers will have a fully trained back-up driver who is familiar with the route. The back-up driver will be dispatched to complete runs in the instance a primary driver becomes incapacitated before or during their route. Back up drivers may also be utilized for additional ‘surge’ or emergency trips as needed. |

Explain how Respondent will ensure the courier has accurately completed chain of custody forms.

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| IDOHL can be confident STAT Courier’s Chain of Custody practices assure an accurate record is maintained to trace the possession and handling of specimens from the time of receipt by a driver to delivery at the final destination. By staying abreast of best practices for Chain of Custody documentation, STAT Courier ensures we offer significant benefits to IDOHL by starting with clearly defined and documented procedures that are followed by all parties.  The driver will be instructed to complete a Chain of Custody log initiated and filled out by the location “shipper,” which tracks who handles the sample. The driver will sign the Chain of Custody log, document the temperature at pick-up, and acknowledge receipt of the Chain of Custody item. The driver will then contact STAT Courier dispatch and request an internal tracking control number. The driver will document the internal tracking number on the Chain of Custody log and note the control number on their driver’s log and electronic tracking app. Lastly, the driver is able to document possession of the item via a photo and store it electronically through their mobile app for the state agency to view.  At the first collection site, and any additional hand offs, the Chain of Custody log will be completed and signed by both parties noting the transfer of custody details – name of person taking control along with the location, date, and time of possession. These control shipments are tracked individually from pick-up to final delivery. An electronic, GPS-enabled tracking system will monitor the travel path via a “breadcrumbs” pattern further documenting the chain of custody steps taken.  Upon delivery, the driver will hand the Chain of Custody log and sample to an IDOHL staff member. Both individuals will sign the Chain of Custody log after verifying the information on the log against the control item delivered, documenting that the item has been received. The final temperature at delivery will also be noted where appropriate. Requiring two signatures at the time an item has exchanged hands offers IDOHL an auditable trail and requires the individuals to perform a visual inspection of the item. A STAT Courier dispatcher will follow up with a phone call to the final delivery destination as a final verification of receipt of the Chain of Custody log and sample.  These Chain of Custody procedures document and track what is picked up at each location, who maintained custody throughout transport, and when the items were transferred and delivered to their destination. All aspects of the custody chain are documented. These best-in-class procedures are reviewed by a STAT Courier employee to ensure procedures are followed as described, reducing the chance for error. This review audit is documented in an Internal Verification Report. STAT Courier’s Chain of Custody process does not rely solely on legacy paper chains of custody, but rather a physical and digital chain of custody, tracking and reporting through verifications conducted in real-time using our driver mobile app. STAT Courier’s innovative approach offers IDOHL confidence, by thorough documentation, that all procedures were followed. |

Detail how the courier will resolve any delivery issues in a timely manner to avoid jeopardizing the integrity of the sample.

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| STAT Courier understands the importance of timely deliveries and has contingency plans in place to avoid delayed pick-ups or deliveries due to unforeseen circumstances. Our courier network includes back-up drivers who will be fully trained in operating IDOHL’s routes. These individuals will provide coverage in the instances of vacations, sicknesses, vehicle breakdowns, and inclement weather. In the event a driver experiences a delay, a back-up driver can be dispatched to complete the route. Account Manager Tresa Agee works with our Dispatch team and Customer Service Representatives, and she is responsible for overseeing communication with facilities and drivers and for updating or rescheduling routes when necessary.  STAT Courier makes every effort to mitigate unforeseen circumstances before they result in a delayed pickup or delivery. However, in the event an unforeseen circumstance prevents a driver from making a pick-up or delivery within the scheduled timeframe, such as weather delays/road closures, Tresa will immediately notify the IDOHL of the circumstance preventing the pickup within the scheduled timeframe. She will inform IDOHL of the affected facility/facilities, the actions that will be taken to address the circumstance, the anticipated pick-up time(s), and the anticipated delivery time(s).  Temperature checks will be conducted throughout the delay to ensure that the specimen does not fall outside the allowable range. Ice packs or refrigerant may be added to ensure temperature requirements. |

What solutions are in place to address language barriers; inability to complete paperwork?

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| STAT Courier does not anticipate any issues related to our personnels’ inability to complete paperwork nor any other language barriers. All STAT Courier staff and drivers must have the ability to communicate effectively in English, both verbally and in writing. |

**Account Management**

Provide name, contact information, and resume of Respondents’ proposed dedicated Account Manager.

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| A person with long hair and glasses  Description automatically generated with low confidenceTresa Agee will serve as Account Manager and will be the primary point of contact for IDOHL, managing all day-to-day inquiries and questions. Tresa will be responsible for tracking and reporting delivery statistics through our Quality Improvement Program, reporting all performance outcomes to IDOHL, and completing a daily verification audit of the courier service activities. She will audit all pertinent paperwork and driver route stats to ensure services are provided efficiently, accurately, and timely.  Tresa enjoys speaking with clients on a daily basis and is available after-hours when necessary. She takes ownership of tasks by visualizing the situation and steps in and does what needs to be accomplished. Tresa has over 20 years of previous customer and call center experience in the transportation business.  Tresa’s contact information is provided below:   * **Office:** 888-592-7828 * **Direct Line:** 636-695-5519 * **Email:** [tagee@stat-courier.com](mailto:tagee@stat-courier.com)   Tresa started with STAT Courier in 2001 as an Internal Account Representative. She quickly advanced into the position of Client Satisfaction Supervisor where she monitored all trips for accuracy and proactively defused situations before they arose, and then advanced further into her current role. Tresa has served as the main point of contact for many statewide and regional medical contracts, clients, and drivers. She stays abreast of detailed protocols, procedures, and requirement changes to ensure questions are answered in a timely manner.  Tresa’s resume is provided in **Appendix C1**. For a summary of Tresa’s education, certifications, employment history, and relevant experience, please see the tables below.   |  |  |  | | --- | --- | --- | | **Education, Certifications, or other Distinctions** | | | | **Degree or Certification** | **Institution** | **Dates** | | Business Administration | Wichita State University | 1992 | | Certified APHL BioHazard Shipper/ Transporter | Association of Public Health Laboratories | 2019 |  |  |  |  | | --- | --- | --- | | **Employment History** | | | | **Role** | **Organization** | **Dates** | | Account Manager | STAT Courier Service, Inc. | 20016 – Present | | Operations Manager | STAT Courier Service, Inc. | 2010 – 2016 | | Client Satisfaction Supervisor | STAT Courier Service, Inc. | 2002 – 2010 | | Customer Service Representative | STAT Courier Service, Inc. | 2001 – 2002 | | OS&D Clerk | ABF Freight System, Inc. | 1986 – 2001 |  | **Specific Relevant Experience to Project** | | | | --- | --- | --- | | **Topic** | **Years of Experience** | **Description of**  **Experience** | | Laboratory Courier Industry Experience | 21 | Works to improve customer service procedures, policies, and standards for customers. | | Customer Care | 5 | Oversees Customer Care department and responds to and resolves issues in a timely manner and actively present solutions. | | Quality Improvement Team | 10 | Sits on Quality Improvement team to actively review all internal KPIs for process improvement. | | Account/Operations Manager | 13 | Ensures contract compliance through auditing and reviewing of all the pertinent paperwork and driver route stats / KPIs to ensure services are provided efficiently, accurately, and timely. | | OS&D Clerk | 15 | Investigated overages/shortages that arrived at the terminal and corrected the errors. Resolved claims for damaged freight. | |

Explain process and point of contact for surge communication outside normal business hours.

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| Account Manager Tresa Agee will be the primary point of contact for this contract. She may be reached via phone or email during normal business hours. STAT Courier’s regular business hours are Monday through Friday from 8:00 am to 5:00 pm EST. We also offer 24-hour customer service by staffing live representatives and dispatchers at all times, allowing customers to contact STAT Courier for urgent requests and ensuring open lines of communication between our staff and drivers. This guarantees immediate response to any inquiry. IDOHL can state the account number and the representative can enter any surge orders required. If needed, additional cell phone and contact information may be provided for the Dispatch Supervisor and/or Director of Operations.  In conjunction, our user-friendly web service is available on the STAT Courier website to enter any surge pickup requirements. It also offers real-time tracking, with information updated by drivers at each step of the pick-up and delivery process via their smart phone. This service is available 24/7/365. |

Provide current capacity for deliveries (ie: daily/weekly) and your plan to increase capacity, as increased volume necessitates.

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| STAT Courier has the capacity to perform all of the deliveries as outlined in the RFP. We plan to deploy a network of 10 primary drivers for this service. If volume increases beyond the capacity of this workforce and sustains at a higher level, we will work with IDOHL to determine if route adjustments and/or additional routes are required to meet program needs. For temporary surges in volume, such as in an emergency epidemic or pandemic, we can deploy resources from our pool of backup drivers. |

Provide name and details of your route planning software.

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| STAT Courier uses Streets and Trips and My Route Online. These tools provide multi-route, multi-stop route planners that allow staff to upload and map multiple locations and plan routes and trips to obtain the most efficient and cost effective routes. The Route Planner software features can be used on PC, tablet, or iPad, and then exported to Android or iPhone. This software provides STAT Courier delivery solutions that minimize planning time, creating optimal routes resulting in reduced fuel costs and time on the road, maximizing efficiency and cost effectiveness for our clients. |

What is the Respondent’s process to communicate route changes to drivers? Include process to assure the route change is received and adhered to.

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| STAT Courier has direct communication with all drivers at all times, possessing the ability to receive immediate feedback regarding driver status or other pertinent information. The same communication system applies to any potential subcontractor’s drivers. Each driver (including any subcontracted drivers) carries a GPS-enabled smartphone equipped with voice, data, email, and texting capabilities. Through these units, the drivers update the status of their pickups and deliveries through our dispatch mobile app as they are completed. These solutions and direct communication allow STAT Courier to maintain continuous oversight of the routes and deliveries as they occur. Any route change order is sent to the driver’s mobile device, adjusting pick up/drop locations, and the driver follows the same procedure as noted above. |

**Background Check Requirements**

Describe the type of background checks that are completed, frequency, and provide an overview of your adjudication process.

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| STAT Courier complies with all government driving regulations, including the proper licensing, and maintains compliance with the USDOT and the Indiana DOT and DMV.  During the credentialing process, each driver will undergo a full criminal background check. This covers all motor vehicle history and driving records. All drivers must have accident-free driving records for the past three years and no DUI or DWI history or felonies. STAT Courier will take any driver out of service immediately upon notification that the individual was convicted of a felony, or whose conduct is improper, inappropriate, or offensive. Per the RFP, all drivers will also be required to pass a drug screening prior to deployment.  STAT Courier uses Occuscreen for our background check requirements. All requests are entered online through their secure website. We require the following checks for each potential driver:   * Social Security Number trace * Validation of Social Security Number * Criminal Felony and Misdemeanor for current address and all addresses revealed by the Social Security Number trace * Federal Criminal Records Search for current address and all addresses revealed by the Social Security Number trace   STAT Courier’s credentialing portal includes functionality that manages driver credentials and expirations, as well as vehicle registration and inspection expirations. As a driver credential, such as a driver’s license, is nearing expiration, the system will send out email alerts automatically. If the credential is not updated in the system by the expiration date, the driver and/or vehicle will be “locked out” of the dispatch system. This system ensures that all drivers and vehicles servicing IDOHL are compliant and have the necessary documents and credentials on file at all times. A screenshot from our credentialing portal is provided below.  Graphical user interface, application  Description automatically generated  Drivers and vehicles not only undergo a full credentialing process prior to implementation, they are also re-credentialed annually thereafter. The annual re-credentialing process includes background and MVR checks, which enable us to identify tickets and/or legal issues that cannot be automatically identified by the system’s expiration checks. The driver is legally obligated to report these issues to STAT Courier at the time of occurrence, but in the case of non-compliance, our annual re-credentialing process will identify the issue, and we will take immediate action at that time, including driver suspension or termination if necessary. |

**Safety Requirements**

Describe the Respondents process to ensure training, certification, and mastery over required safety instruction and adherence.

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| Prior to transporting materials under this contract, all drivers undergo online training and testing to ensure a clear understanding of and compliance with laboratory specimens and infectious substances delivery regulations. STAT Courier complies with the regulations established by the following agencies for the transportation of laboratory specimens and Division 6.2 Infectious Substances:   * **CAP** (GEN.40515 + 40530 + 40535): College of American Pathologists Covers Quality Assurance and Tracking capability. * **USDOT + PHMSA** (49 CFR, Parts 171-180): US Department of Transportation + Pipeline and Hazardous Materials Safety Administration. * **OSHA** (29 CFR 1910.1030): Covers steps to perform in the event of a possible specimen spill or leak. * **CLIA**:Clinical Laboratory Improvement Amendments (CLIA) of 1998: Covers federal regulatory standards for clinical laboratory specimens. * **IATA**:International Air Transportation Association: Governs strict packaging regulations used for Air Transportation. * **WHO/UN**: World Health Organization / United Nations standards providing guidance on regulations for the transport of Infectious Substances. * **CDC/DHHS** (42 CFR Part 72 / 73): Center for Disease Control / Department of Health and Human Services Covers Interstate shipment of Etiologic Agents.   Once training has been completed, drivers will take a test to gauge competency on the covered topics. After passing the test, drivers are issued a Certificate of Completion. The certificate and training documentation for each driver will be available to IDOHL upon request. This information is reviewed on an annual basis and re-training and/or re-certification will be completed as needed.  In addition to the above, and in response to COVID-19, all drivers are required to abide by the evolving CDC/WHO regulations to minimize the risk of infection.  **Ongoing Annual and Refresher Training**  Ongoing training is an important component of STAT Courier’s education program and training process. As outlined previously, STAT Courier will ensure each driver has completed training regarding OSHA, USDOT, HIPAA, and other necessary guidelines as outlined in the RFP. Prior to commencing service, each driver will be required to complete training on laboratory specimen transportation guidelines, PHI, and HIPAA Policies. They will also be required to test on this material to ensure retention of information. These topics must be refreshed annually, at a minimum.  **Association of Public Health Laboratories (APHL) Training**  To continuously improve training protocols and keep up with best training practices, STAT Courier personnel attend Association of Public Health Laboratories (APHL) training seminars to remain abreast of the latest regulations and requirements. Please see the example certificate below.  A picture containing table  Description automatically generated |

Explain exposure procedures and processes, in detail. Specifically speak to the questions provided in 1.4 Summary Scope of Work section 1.4.4.

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| All drivers and vehicles will have the appropriate certifications in full alignment with USDOT specifications. As required by OSHA, drivers carry personal protective equipment at all times within all vehicles. All vehicles transporting infectious substances are equipped with a spill kit that conforms to 29 CFR 1910.1030, and drivers are familiar with spill response techniques. Spill clean-up procedures, including blood borne pathogen identification, transmission methods and prevention, and universal precautions, are covered in the online training and testing. Additionally, visual aids (pictured below) are used for a step-by-step protocol on how to react in the event of a spill.  Text  Description automatically generated with medium confidence  In the event of a possible exposure, we will immediately notify IDOHL of the details including package/specimen information, who was exposed, where the exposure occurred, and what actions we took to minimize exposure. |

Describe supplies included in vehicles at all times relative to safety of driver and all packages. Include the Respondent’s process for supply replenishment and assurance of driver compliance.

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| As required by OSHA, drivers carry personal protective equipment at all times within all vehicles. All vehicles transporting infectious substances are equipped with a spill kit that conforms to 29 CFR 1910.1030. If any supplies in the kit are used, the driver is required to notify STAT Courier and ensure that the kit is replenished. Drivers are also required to carry a cell phone at all times to ensure open communication with dispatch. |

Describe dress code and identification badge. Include the Respondents’ process for driver compliance.

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| STAT Courier believes in presenting a positive image, and drivers should maintain an acceptable standard of dress, personal grooming, and behavior in order to present a neat, clean, and professional appearance at all times. Additionally, our drivers must always be courteous and polite.  Drivers are to clearly display identification indicating him/herself as a STAT Courier representative. STAT Courier drivers are to wear a dark or khaki STAT Courier uniform polo and have the option of wearing a STAT Courier cap. Drivers are also provided with a photo ID badge during the credentialing process.  STAT Courier will not tolerate untimeliness, rudeness, or anti-social behavior, nor noncompliance with contract policies and standards. IDOHL is encouraged to report any problems to STAT Courier immediately. STAT Courier staff will then investigate the incident and discuss the circumstances of the incident. Depending on the severity and request from IDOHL, the driver may be placed on a temporary leave of absence or be terminated. |

**Temperature requirements**

What mechanisms and processes are in place to ensure accurate temperature and maintain the integrity of the sample?

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| STAT Courier understands it is imperative to maintain specimen integrity at all times throughout the transportation and delivery process. Drivers will transport samples and specimens in temperature-controlled containers for ambient, refrigerated, and frozen temperatures and will be required to continually monitor the temperatures via digital thermometers to ensure specimen integrity.  Drivers will transport refrigerated specimens in coolers designed for mobile transport ensuring temperatures maintain the integrity of refrigerated specimens, especially during the summer months and dry ice will also be used for any frozen specimens. Drivers will document the temperature of each cooler at every pick-up location electronically through their mobile app for dispatch and client viewing in real time. A driver temperature log is also used to notate all temperature data. For items requiring a chain of custody form, temperatures will also be documented on this form. A detailed reporting of sample types and numbers will be kept and tracked throughout each route all the way to final delivery into the laboratory. Upon delivery, each driver will place the samples in the corresponding temperature coolers.  All STAT Courier vehicles will have the capacity to store and transport laboratory specimens or other temperature-controlled items within a closed environment and have working air conditioning and heating to avoid any temperature extremes. We do not allow transport of specimens in an open bed pick-up truck or any other vehicle that would expose specimens to precipitation or extremes in temperature. |

Describe the site where packages are stored overnight; this can include the after hour drop off at IDOHL.

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| STAT Courier does not intend to store any packages overnight. We have designed our routes to ensure that all specimens are delivered into the IDOHL lab on the same day. |

Describe Respondent’s digital thermometer / temperature log and how appropriate log compliance is met.

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| Drivers are required to continually monitor temperature via digital thermometers to ensure specimen integrity. STAT Courier will maintain temperature logs throughout the life of the contract that document temperatures from time of receipt at each stop to time of specimen delivery, and we will provide copies to IDOHL upon request. We currently use temperature logs in numerous statewide PHL courier contracts nationwide, and we are well versed in ensuring this process is maintained consistently every service day to ensure compliance with CLIA/CMS regulations. Each driver records the temperatures of the containers/bins at the time of every pickup, at the time of a transfer (if required), and finally at the time of delivery. The drivers not only log this information manually, but they also enter this information electronically through their hand-held device which is uploaded into Xcelerator for review in real time through the client portal. STAT Courier’s policies and procedures ensure compliance monitoring and documentation of the proper storage throughout specimen transport. |

Should there be a variance in temperature, what safeguards are in place to remedy the issue?

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| As noted previously, STAT Courier drivers document temperatures at the time of pickup, at any transfer that is required, and at the time of delivery. If, at the pickup, a temperature variance is identified, our drivers will immediately notify facility staff. During transport, drivers use thermometer alarms to provide advance warning against temperature fluctuations. As an example, for refrigerated specimens with a temperature range of 2-8oC; a temperature target is set at 5oC. Thermometer alarms are set at 4 and 6 degrees. Should the temperature in the cooler increase to 6 degrees, an alarm sounds before the 8oc tolerance is reached. At this stage the driver must pull over and either add more ice packs or remove them to obtain the mean temperature of 5oC. This avoids any variance in temperature outside the specified temperature limits and eliminates the possibility of any potential loss of specimen integrity. Temperature is again verified and documented at the time of delivery. In any instance where the temperature fluctuates outside the permissible range, we will notify IDOHL staff immediately. |

**Training**

Describe the Respondents process to ensure training, certification, and mastery regarding HIPAA protocol.

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| As a responsible provider of courier services, STAT Courier understands the importance of fully complying with the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and other information security programs. Measures are taken to prudently safeguard and protect unauthorized disclosure of patient information, and internal policies have been established to ensure compliance with all confidentiality regulations. All drivers are required to sign a Confidentiality Statement conforming to HIPAA obligations. |

Clarify the Respondents’ training plan beyond that of the Safety Requirements?

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| To ensure specimen integrity, route timeliness, and contract compliance for the IDOHL contract, STAT Courier’s training program for all drivers and personnel consists of the following:   * STAT Courier Corporate Training * Role Based Training   + Dispatch     - Dispatch Protocols     - IDOHL Pickup and Delivery Requirements     - Specimen Integrity Monitoring and Reporting     - Route Training     - Specimen Handoff Protocols     - HIPAA   + Drivers     - IDOHL Pickup and Delivery Requirements     - Transport Protocols     - Technology Orientation     - Specimen Integrity Monitoring and Reporting     - Regulatory Training     - Spills     - HIPAA * IDOHL Contract Orientation   + Scope of Work Review   + Policy and Procedure Review   + Specimen Reporting     - Temperature Controls   + Audit Process     - Driver Logs     - Thermometer Recordings * APHL Training * Driver Pre Service Certification * Refresher and Annual Trainings * Performance Monitoring and Evaluation   STAT Courier conducts an initial orientation that includes an overview of the Xcelerator software system, pickup and delivery protocols, specimen integrity protocols, and Behind the Wheel route shadowing in which drivers practice routes and make introductions to staff members at each facility. Drivers also complete independent learning modules which are available online. We have found that drivers appreciate the flexibility of this type of online, independent training, as they are able to complete the training requirements all at once or as they have time.  In addition to the above, STAT Courier requires each driver to review and sign a seat belt policy, no-smoking policy, and drug-free workplace agreement. Managers are required to complete our LEAD (Leadership Education and Development) training program which, in turn, feeds STAT Courier’s employee development program. This program gives our leaders the tools and competencies needed to manage a team by developing business, personal leadership, and transformational leadership skills. |

Describe how the Respondent retains certified staff. How are certifications tracked and refresher training provided to ensure maintenance of certifications.

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| Once training has been completed, drivers will take an online test to gauge competency on the covered topics. After passing the test, drivers are issued a Certificate of Completion. The certificate and training documentation for each driver will be available to IDOHL upon request. This information is reviewed on an annual basis and re-training and/or re-certification will be completed as needed.  Additionally, we operate with low driver turnover due to above market wages, consistent schedules, and prompt payment. Reduced driver turnover leads to consistency and reliability of service. Our driver tenure is unique to STAT Courier and very uncommon in the courier industry. We hold our drivers to high standards of conduct and professionalism as per customer expectations, and we work diligently to provide drivers who exhibit excellent customer service, reliability, and communication skills, along with the ability to maintain specimen integrity. |

What is the Respondent’s process for adherence to safety and administrative processes?

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| Satisfactory contract performance can only be guaranteed by establishing a proactive Quality Improvement (QI) Program. STAT Courier’s QI Program, which was designed to meet the needs of the medical community, proactively manages every aspect of the courier services provided, including on-time delivery, dispatch efficiency, credentialing compliance, client satisfaction, etc. Our Quality Improvement Committee (QIC) is dedicated to monitoring the quality of services being delivered to our clients on a daily basis. As a result of STAT Courier’s Quality Control Plan and efforts, we maintain exceptional results and customer satisfaction across our book of business, demonstrated by our +98% on-time delivery rate and +99% customer satisfaction rate.  STAT Courier sets performance goals that are higher than the courier industry averages. Checks and balances are established to allow for multiple reviews of the daily aspects of the contract, so that negative trends can be identified quickly and responded to immediately. STAT Courier’s QI Program is designed to measure all aspects of daily operations. Each department is monitored with indicators. The indicators are assigned numeric goals, which are to be met on a daily, weekly, and monthly basis. At any given moment, our management team has a full understanding of STAT Courier’s level of quality services being offered. The QI Program pinpoints the operational strengths and weaknesses, allowing for proactive management rather than reactive.  KPI trends are reviewed to solve a problem before it manifests itself to our customers. The KPIs are evaluated to determine needs such as a revision or addition of protocols, new training and hiring of personnel, and/or development of customized programs for our clients. |

**Ordering**

The State’s preference is toward web-based ordering. Define the Respondents’ ability to accommodate this. What alternative ordering processes are offered by the Respondent?

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| STAT Courier prefers web-based ordering and maintains a web-based ordering system through our technology partner, Xcelerator. The Xcelerator system is described in the following sections. As an alternative to the online system, IDOHL can also contact STAT Courier’s customer service center, which is available 24/7/365 at 888-592-7828. |

Describe the functionality provided within your web-based ordering system.

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| Xcelerator - Courier Management SoftwareSTAT Courier partners with Xcelerator software solutions to enhance technology offerings to our clients. Xcelerator brings increased capabilities for tracking items and couriers and for reporting on individual pickups that occur in real time. This technology adds accountability to every phase of the delivery process.  IDOHL locations will have the ability to use Xcelerator to enter orders for on demand or surge courier services through our client portal which is accessible from any web browser. This functionality can be restricted to certain authorized staff, if desired. We can also customize the required fields based on your preference, but typically require the following:   * Pick-up information, including address, phone, email, instructions, and time * Drop-off information, including address, phone, email, instructions, and time * Package information, including any temperature requirements * Service type   Once an order is received, the system will automatically queue the order for routing and dispatch. In addition to the Client Portal, a request may be received via phone call, as well. |

Illustrate the timeline for entering a new client (site) into your web-based system. How quickly would a pickup, surge or otherwise, be available for this new client (site)?

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| STAT Courier has the ability to easily add additional sites to the Xcelerator system. Account Manager Tresa Agee is able to accommodate requests very quickly, typically on the same day as the request but always within two business days.    As our online system is web-based, there is no software installation required. The only step required for setup is for us to create an account for IDOHL, enter the authorized sites, and create the usernames and passwords for each authorized user. The portal already exists so no launch is required. A unique username and password can be generated instantly. Once an authorized user is set up, they can immediately place an order for a surge/emergent pickup as per the contract guidelines. |

Explain what equipment/devices you currently have available to handle the State’s needs, and your ability to procure any additional equipment/devices needed on an ongoing basis.

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| STAT Courier already has the Xcelerator platform in place, which is the primary software that will be used to manage order entry, tracking, reporting, and invoicing. Upon contract award, STAT Courier will create an IDOHL account in the system so that IDOHL is separate and trackable within the system. Xcelerator is a web-based system, so it can be accessed from any computer or device. Our drivers will access Xcelerator through their mobile phone. Regarding equipment, STAT Courier has an inventory of thermometers and coolers that can be used for IDOHL’s requirements. Should more equipment be needed, or if equipment must be replaced, it can be quickly ordered for delivery. |

**Timelines**

Respondent asked to explain strategy to ensure same day surge pickup/delivery occurs 24/7/365.

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| As noted previously, primary and backup drivers may be utilized for surge pickup/delivery 24/7/365. Surge orders would be entered into the STAT Courier client portal and immediately dispatched to any driver that can make the respective pickup. |

Define the respondent’s ability to provide regular pick-ups Monday through Friday, with same day or next business day morning delivery to the correctly identified location.

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| STAT Courier has created 10 routes that will cover all scheduled pickup locations Monday through Friday. The drivers will be dedicated to IDOHL’s needs, and the same drivers will pick up at the same locations each service day. This creates a level of familiarity and consistency that ensures reliable and timely delivery each service day, reflected in the timeliness KPIs noted previously. |

Lab hours are from 8:15am – 4:45pm Monday through Friday. Will you be able to drop off same day, or will you need to drop off next day?

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| STAT Courier plans to deliver all specimens to IDOHL the same day, before 10:00pm. |

**Tracking**

Provide all applicable detail pertaining to the tracking platform that will be used, with specifics referencing the statements in 1.4 Summary Scope of Work section 1.4.9.

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| STAT Courier will use Xcelerator for our tracking platform. Upon arriving at each pick-up location, the driver will use his/her smartphone to enter the types and number of items picked up (including if there are none). As an example, should there be five boxes or specimen bags for pickup - three refrigerated and two room temperature - the driver will enter this exact information into the Xcelerator system which is uploaded in real time. The parameters of the items being picked up - frozen specimens, refrigerated specimens, room temperature specimens, supply boxes, etc. - can be fully customized to IDOHL’s requirements and needs and can be tracked each day. We acknowledge that electronic tracking does not eliminate the need for chain of custody documentation.  Upon entering the above information, this will create a geo stamp of the pick-up location and the time of the pickup, which is immediately uploaded into our Xcelerator system and can be viewed in real time. IDOHL staff can view this information in real time as well. This functionality is described in the following section.  A regularly scheduled pickup may from time to time not have any items to pick up. In this instance, our drivers will still document the attempted pickup in our Xcelerator system. If there are no items needing pickup during a scheduled stop, the driver will enter ‘0’ in the drop-down menu to ensure the stop is still recorded in the system for service confirmation and timeliness monitoring. If desired, real-time status updates and notifications can be pushed via email, although most of our current clients prefer to use the portal instead, pulling information only as needed (see below for more information).  Upon delivery, the driver ‘closes’ the trip by again geo stamping the delivery of each item which will again notate the location and time of the delivery. This information is uploaded into Xcelerator. This information will be available to IDOHL in real time through our website for tracking, reporting, and invoicing purposes.  Operationally, the STAT Courier team has complete visibility to the real-time events that occur in the field through a critical tool called Event Monitor. Event Monitor arms STAT Courier with custom alerts designed for clients and facilities. These alerts can be reported on, validated, and emailed to individuals who are required to receive critical updates.  With AVL and GPS tracking of all vehicles, IDOHL can automatically verify the effectiveness and timeliness of routes and drivers. Potentially late or missed stops are flagged and reported so they may be immediately addressed by STAT Courier.  Graphical user interface, application  Description automatically generated  ***Barcode Scanning/Signature Capture***  Our Xcelerator system has capabilities for barcode scanning which allows for tracking of individual items from pickup sites to the IDOHL laboratory or vice versa.  In addition to scanning the barcode, the courier may also obtain a signature from the facility representative via the smartphone’s touch screen, acknowledging the information is accurate and that the courier has taken custody of all items.  We understand that the digital signature capture may not serve as a replacement for the paper Chain of Custody document where required. |

Detail the State’s access to tracking information. What information would be available to the State within two minutes of inquiry?

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| Through our online portal, IDOHL staff will have the ability to review the status of pickups or routes at any time as well as how many specific items were picked up at any given location on any given service day. The summary will include the timeliness of the pickup/delivery and the number and types of items that were included within the pickup or delivery. Users will be assigned a login and password to enter the secure site, which is shown below. Reports can also be generated on demand through our web portal. Reports are available in Microsoft Excel format.  Graphical user interface, application  Description automatically generated  Graphical user interface, table  Description automatically generated  The Xcelerator program also allows IDOHL staff to track the status of drivers in a visual way as shown below. GPS enabled functionality within the smartphone application monitors drivers’ progress minute-by-minute as they complete their routes. STAT Courier staff and IDOHL staff can log in at any time and watch their courier’s movement in real time on the map.  Graphical user interface, application  Description automatically generated  Because drivers can be monitored on the screen in real time, this technology will not only result in enhanced reporting and data collection, but also guarantees courier performance and timeliness. By viewing the location of the STAT Courier driver, IDOHL can estimate the driver’s ETA to their specific location. In this way, we can ensure all drivers are providing the service IDOHL staff expect, verify performance against delivery and pick-up commitments, confirm the chain of custody, and provide proof of delivery.  Additionally, if staff at participating facilities prefer to check the status of a pickup or delivery via telephone, that option is available as well. Our toll-free customer service line is staffed 24/7/365, and representatives are able to provide the status of any package, at any time. The number is 888-592-7828. |

Elaborate on the accuracy of the tracking data that will be made available to the State, including the resolution of any discrepancies.

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| As described above, each time the driver picks up or drops off an item, Xcelerator creates a geo stamp in real time of the pick-up location and the time of the pickup, which is immediately uploaded into our Xcelerator system and can be viewed in real time. Geo stamps are automatically generated by the system, ensuring high accuracy and reliability. STAT Courier understands that cellular coverage or Wi-Fi is not always available inside large facilities or while driving in rural areas. To maintain system integrity, the Xcelerator app features an out-of-service data sync system which ensures information is captured and later updated in the event the driver enters a ‘no signal’ or Wi-Fi zone such as the basement of a hospital. STAT Courier will make this information and these features available to IDOHL. In the unlikely event of a discrepancy, this can be reviewed with the dispatch team and can be investigated with the respective driver for resolution. |

**Fleet**

Describe the proposed fleet, drivers, and vehicles to fulfill the State’s Laboratory Courier Services needs. Please specify the type of fleet you currently have and what you will be willing to purchase, should there be a need.

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| STAT Courier intends to work with approximately 10 dedicated primary drivers to ensure continuous service. As per existing protocols with current State PHL courier contracts, upon contract award, we will post available opportunities through third-party recruiting websites, local and regional job service agencies, and driver co-op organizations. Once we have identified qualified candidates, we conduct interviews, perform background checks, and initiate orientations. Extensive background checks, screenings, and careful recruitment by STAT Courier management will ensure all drivers and staff have clean driving and no criminal records.  Regarding vehicles, a variety of vehicle types will be considered for credentialing, and we anticipate using sedans, SUVs, and minivans depending on the needs of each route. All STAT Courier vehicles have the capacity to store and transport laboratory samples and specimens within a closed environment and have working air conditioning and heating to avoid any temperature extremes. We do not allow transport of specimens in an open bed pick-up truck or any other vehicle that would expose them to precipitation or extremes in temperature. Each vehicle will be thoroughly inspected prior to implementation to ensure road worthiness, and maintenance logs and vehicle repair history will be reviewed to determine whether vehicles may be used in this IDOHL contract. Only roadworthy and reliable vehicles will be used for this program.  Prior to commencing service for IDOHL, drivers must provide proof of correct registration, insurance, and licensing for the vehicles they operate to ensure they meet all state minimum requirements. These details are all kept on file and are updated annually. |

In the event of a vehicle malfunction, define the process to ensure specimen integrity.

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| STAT Courier has contingency plans in place that align with the requirements in the RFP and ensure a back-up driver is dispatched in the event of an emergency or primary driver’s absence. Our courier network will include back-up drivers who will be fully trained and experienced in operating IDOHL’s routes. These individuals will provide coverage in the instances of vacations, sicknesses, vehicle breakdowns, and inclement weather. Each driver will have a primary and at least one back-up vehicle to prevent interruptions due to vehicle breakdowns. In the event a driver experiences a delay, a back-up driver can be dispatched to complete the route and ensure specimen integrity. Even when a logistical challenge occurs, service remains consistent and reliable, allowing for timely delivery of samples. All specimens will always remain in their respective coolers, and temperatures will remain at the respective temperature levels ensuring specimen integrity is maintained.  Account Manager Tresa Agee works with our Dispatch team and Customer Service Representatives, and she is responsible for overseeing communication with facilities and drivers and for updating or rescheduling routes when necessary. |

Clarify how the Respondent maintains the vehicles to ensure services are rendered in the expected manner.

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| STAT Courier works to reduce mechanical/breakdown problems by only allowing carefully inspected and maintained, roadworthy vehicles to be used for courier services. Prior to commencing service with STAT Courier, each vehicle is thoroughly inspected. Vehicles are re-inspected on an annual basis thereafter. Vehicle inspections consist of an eight-point checklist designed to ensure the roadworthiness of each vehicle. This applies to all vehicles, including those belonging to independent contractors and any potential subcontractor. Vehicles must also meet or exceed all state and federal safety standards and display a current State Motor Vehicle Inspection Sticker. The above policies have worked well and enabled STAT Courier to only allow roadworthy vehicles to be used for deliveries, significantly reducing breakdowns, which translates into more consistent and reliable service, significantly benefiting our clients. |

Explain any space and/or weight limitations of the vehicles.

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| So long as supply transport remains within the scope of the contract (not a logistics or freight contract) STAT Courier does not foresee any possible space and/or weight limitations with the vehicles that are planned to be used. It is understood that the quantity of supplies as outlined in Answers to Question will fit in the proposed vehicles. |

**Reporting**

Demonstrate by attaching a sample report reflecting quantity of accurate deliveries, dates and times of request for service, quantity of chain of custody packages, and individual cost of transportation by pick up location.

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| STAT Courier has the capability of electronic summaries detailing invoice information; performance data such as timeliness, time in transit reporting and accuracy information; reports detailing costs such as average cost per location; and statistical reporting. IDOHL may request reports be generated and delivered on a desired schedule (weekly, monthly, quarterly, etc.). These reports will be submitted via email in Microsoft Excel or Word format or in another preferred format. As noted above, we also will provide IDOHL with regular reports and feedback, including an overview of all program activity, accomplishments, challenges, and any recommendations to improve the program.  STAT Courier also offers on demand reporting through our Xcelerator system. IDOHL will have access to run reports after receiving the Welcome Packet. The Welcome Packet includes a log in and password for access to reports, tracking, driver location, etc.  We have provided sample reports in **Appendix A1.** |

**Pricing**

Describe pricing changes that Respondent has requested from other clients in the last 5 years. Provide justification for the requests.

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| STAT Courier has not requested any pricing changes outside of standard yearly contract cycles or for any increases not explicitly outlined in the contract terms and conditions. Any price increases requested have been annual price adjustments allowable as per the contract terms and conditions and usually linked to a CPI/other cost of living benchmark. Fuel surcharge adjustments are also commonly included in contract terms and conditions. |

**Invoice and Payment**

Define how accuracy is ensured. Explain errors in invoicing over the course of past three (3) years along with description of how this was communicated and corrected.

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| STAT will create monthly invoices to meet IDOHL’s specific needs and requests. Invoices can be customized to include any additional fields captured by the Xcelerator system such as transit time. If a stop at a specific location is missed, the “trip” will be cancelled out of the system and will not show on the invoice for payment. A separate report will be generated for any missed deliveries identifying the date and reason.  Invoices are typically provided in PDF or Microsoft Excel format, depending on client preference. During implementation, we will work with the Program Administrator to determine the desired format for the invoice and reports. We have provided a sample invoice in **Appendix B1**.  As per protocol, before the initial invoice is submitted to a new client, it is reviewed internally to ensure accuracy and completeness. Any changes that are required can be made prior to the invoice being submitted to the customer. Over the past three years, omissions have occurred in initial billing which has resulted in the adoption of the aforementioned process. Any discrepancies were discussed with the client and adjustments made as needed prior to any payments being made.  Should IDOHL have questions regarding billing or claims, Senior Accountant Savannah Halbe will respond with the necessary information. Her contact information will be provided upon contract award. If an error is found on an invoice, a correction will be made immediately, and a corrected invoice sent for review. |