September 1, 2021

Transmittal Letter

September 1, 2021

**IDEM/OLQ**

Indiana Department of Environmental Management

Office of Land Quality

100 North Senate Avenue, Room

Indianapolis, Indiana

1-800-451-6027

SUBJECT: Pace Analytical Services

Proposal for Analytical Testing IDEM/OWQ Request for Proposal (RFP) #21-67824

Pace Analytical Services, Inc. (Pace Analytical) appreciates the opportunity to provide this proposal for analytical testing services. This proposal includes information regarding our capabilities, capacity, and our history. This proposal reflects our best estimate of the testing protocols requested by the Indiana Department of Environmental Management (IDEM) under the guidance of the Office of Land Quality (OLQ). Additionally, it addresses the required topics detailed in the RFP.

**Background Information**

To become a strong business, Pace Analytical laboratories have consistently worked to increase efficiencies, hire and nurture strong analysts, maintain high quality services and utilize the most modern instrumentation and systems available. As a service provider, our bottom-line has been to assist our customers in meeting their business objectives. With this goal in mind, we work with our clients to develop sound solutions by utilizing our skills, technical experience, and modern instrumentation. Today, Pace Analytical has evolved from “just” a network of environmental laboratories into a company of solution providers.

We believe that completing a successful environmental testing project requires a partnership between the client and the testing company. Our focus will be on the interaction of administration, production, maintenance, and schedule commitments to ensure that all project objectives are met for you and your client.

**Analytical Testing Capabilities**

Pace Analytical offers extensive capacity for organic and inorganic analysis as well as a broad range of specialty services, which allows us to meet the environmental analytical needs of our customers. In addition, our investments in consistency and standardization provide us with the ability to maximize the capabilities and capacity of all the laboratories, providing extra assurance that client turn-around times are met. Pace Analytical provides services through an integrated system of modern, fully equipped laboratories that can analyze a variety of sample matrices ranging from air, soil and water, to hazardous wastes. In addition to the more routine environmental testing parameters listed on your fee schedule, Pace Analytical offers the following specialty testing:

Pace Analytical’s Environmental Division currently consists of 50 laboratories and multiple service centers around the country. All of our laboratories operate on the same

Laboratory Information Management System (LIMS) allowing work to be shared seamlessly between labs when necessary. Pace Analytical carries redundant state certifications at various locations to extend our capacity and capabilities for our clients. All of our full service laboratories, including Indianapolis, are accredited with numerous certifications. The current Indiana Drinking Water certification is shown as Attachment A as well the NELAP certification through the State of Kansas for the Indianapolis lab.

**Primary Facility Information**

Pace-Indianapolis is being proposed as the primary facility to support the work. Provided below are details associated with the Pace Indianapolis Facility:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Indianapolis, IN** | Indianapolis Laboratory | | **Address:**  7726 Moller Road  Indianapolis, IN 46268 | | **Tel:** (317) 228-3100  **Fax:** (317) 872-6189 |
| **General Manager:**  Steve Sayer | | **Sales Contact:**  Joshua Richards | | **Quality Manager:**  Beth Schrage | |
| **Personnel Overview:**  Number of Personnel 90  Technical Personnel 63  Support Personnel 36  BS / BA 57 | | | * Well-equipped 31,000 ft2 laboratory, providing: * Organic and inorganic analyses * Ohio VAP certification * Hazardous waste * NELAC accredited for non-potable water and hazardous waste | | |
| **Major Instrumentation:**  20 GC/MS Systems  20 Gas Chromatographs  3 ICP  3 ICP/MS  2 Mercury Analyzers  2 low level Mercury Analyzer | | | 2 UV/VIS Spectrophotometer  3 Lachat Automated Analyzers  3 Ion Chromatographs  1 TOC Analyzer  2 Oil & Grease Analyzers  2 Microwave Extractors | | |
| **History:**  The Indianapolis laboratory became a part of the PACE laboratory network in 1988. PACE, acquired the ATC Associates Laboratory (IN) and the Core Laboratory (IN) from Core Labs. In 1995, the Indianapolis lab was included in the purchase of labs that formed Pace Analytical Services, Inc. Additionally in 2013, Pace acquired the Heritage Laboratory located in Indianapolis. These three operations have been combined into the current facility and provide full analytical services as well as specialty analyses with regional coverage for Indianapolis, Ohio, Kentucky and Eastern Illinois. | | | | | |

**Service Qualities offered by Pace**

**Service / Delivery Quality**

*Automatic Sample Receipt Notification*

Pace has implemented a company policy that Sample Acknowledgement Forms (SAFs) be automatically system generated and delivered to people designated on the Chain of Custody or set up within the client project profile. The SAF will confirm the receipt of the samples, detail the laboratories understanding of requested analysis, and highlight any receipt issues (i.e., broken containers, temperature exceedance, etc.)

*Fast Delivery of Data*

* **Final Report** – Through Pace’s high quality LIMs system there are many quality checks and reviews that are built in to provide the data review and project management an efficient process to complete and finalize the data. Through this process we can provide final reports electronically as fast as the data can be reviewed. Additionally, final reports as well as draft data can be accessed through our online data access system “PacePort” which is discussed below.
* **EDD** – As detailed in the RFP requirements, Pace is able to meet the current demands of IDEM/OWQ for electronic delivery of data. Any changes that IDEM/OWQ would like made to the current EDD should be made through a request to the Pace PM.
* **PacePort** – In addition to providing all reports electronically via email, we provide our clients with on-line, real-time data access via PacePort. With the convenience of PacePort, clients can retrieve their final reports, check status, review work orders, review invoices, view hits-only reports, generate special EDDs, and much more.

*Pre-Printed Chains-of-Custody / Sample Container Labels*

We have several years of experience working with large environmental projects such as the work for current IDEM Contracts (Office of Land Quality (Contract ID #24533) and Office of Water Quality (Contract ID #18620)). Our experiences in providing easy to use and ready to sample bottle kits will help save your staff time reduce the potential for errors in the field. Bottle orders can be as simple as bulk stock containers stored onsite to complex kits, which are pre-packaged by sample location, contained in labeled coolers, including preprinted labels and COCs. We specialize in customizing bottle kits for your specific program.

*Courier Services*

Pace continues to build our courier coverage across the United States. We provide a value-added courier service within 75 miles of the Indianapolis laboratory at no additional cost to the client. We would be able to provide IDEM/OWQ onsite courier pickup with advance notice at the site at no additional charge within the Indianapolis metropolitan area, however, other locations may require use of FedEx shipping.

*Sample Receipt Hours*

**Indianapolis Laboratory** – Sample receipt hours are Monday – Friday 7:30 am to 6:00 pm and on Saturday from 8 am – 2 pm. Project Manager is contacted during business hours or General Manager is generally contacted by emergency response group for work outside normal operations.

**Evaluation of the IDEM/OWQ RFP#21-67824**

**Agreement with Requirement listed in Section 1 of RFP**

Pace’s Response

Pace has evaluated the RFP for clarity of request, ability to provide high quality-fair value analytical testing, and timely reporting. As per the transmittal letter requirements, this section of the transmittal letter details the abilities of the Pace Indianapolis laboratory.

Pace is able to complete all of the tasks listed with the exception of;

* Provision of assistance of sampling,
* Provision of proper sampling equipment, and;
* Provision of proper safety equipment.

Pace is unable to supply a sampling team/ equipment and/or safety equipment adequate for the level needed for the work potential detailed within the IDEM/OWQ RFP, therefore we cannot commit to providing these services listed.

Additionally, Pace would like to clarify its abilities on the following tasks;

* The only instance when Pace would be able to provide ice for sample coolers is, if and when, the courier is making a pickup of samples for the IDEM (or staff representing IDEM) staff after sampling has been completed.
* Pace’s ability to handle pickup/shipment/ organization of samples is solely dependent on the timing of the communication of the IDEM/OWQ PM and the PM at Pace. For this to work efficiently and reduce the potential for some analysis to go beyond hold times, Pace would need adequate time to organize sample pickup/ shipment. Additionally, Pace incurs no liability if IDEM/OWQ’s sample team does not communicate delivery of samples for weekend receipt. Pace’s capabilities to handle sample receiving in all scenarios is qualified, but communication is of the utmost importance in execution of this project.

**Summary of ability and desire to supply the required products or services**

Pace’s Response

Pace has demonstrated its ability to handle large scale jobs successfully over the past 20 years. The best example of our ability to handle a project of this scope and size is the current IDEM contracts (Office of Land Quality (Contract ID #24533) and Office of Water Quality (Contract ID #18620)) being conducted at the Indianapolis laboratory. Pace Indianapolis has handled over $300,000 in sample analysis generated by these two contracts. The desire to handle these projects is to assist in the protection of the environment within the State of Indiana and to continue to have a strong working relationship with IDEM and its associated offices.

**Signature of Authorized Representative**

The person authorized to commit the Respondent to this proposal is listed at the end of this Transmittal letter. The authorization of the signatory is uploaded with the Business Template.

**Confidential Information**

Pace’s Response

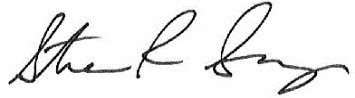
Pace requests the following files remain confidential under the statutory exception of APRA;

* Pace Analytical Services – Quality Assurance Manuals:
  + ENV-MAN-IND1-0001 Rev 3 – 16 MAR 2021
* Pace would like to claim Trade Secrets as the statutory exception from APRA. The Quality Assurance Manual details specifically how internal controls are used to enhance a higher level of quality than our competition can maintain. Release of this information would allow similar industry entities to model our program, potentially copy text and methods without the experience and capacity to complete correctly, and lower the quality potentially risking future governmental projects and funding.

**Clarification, Assumptions, and Additional Costs, if Needed**

1. Prices quoted for each sample include conventional sample containers (jars), preservatives, coolers, and disposal for those samples being returned to the lab for analysis. Pace will include extra containers to account for container damage or loss during filed sampling process.
2. Please provide several days’ notice for placing your bottle order. Charges may be incurred for overnight or expedited bottle orders.
3. Pace will provide all data as a Level II Package. If data needs to be reported to Level IV, additional costing is included with the shipping costs on the associated task sheets.
4. Pace can provide preprinted labels and prepared bottle kits, if needed. Pace will require site information from IDEM/OWQ to prepare the kits.
5. Please be aware that if sufficient hold time is not remaining on held samples or samples submitted with little hold time remaining, expedited analytical charges may be incurred.
6. There are numerous items on the Technical Specifications document that Pace is unable to accomplish. The major issues are listed below, but it is not the entire list.
   1. Reporting limits that cannot be met are highlighted in red.
   2. Pace does not run analysis by HPLC.
   3. Some methods have versions and Pace details the mthods the main lab, Pace Indianapolis, runs.
7. The TCLP analysis listed in the Cost Proposal has a price for the 48 hour TAT but is extremely difficult to complete in that time frame due to the labor and time involved to create the leachate to be analyzed.
8. All the costs listed are based on samples being handled under normal operating conditions and hours. Pace does have emergency response capabilities, but the pricing for ER is vastly different than what has been submitted.

Respectfully Submitted,



Steve Sayer

General Manager – Authorized Representative

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