**RFP 21-67284**

**TECHNICAL PROPOSAL**

**ATTACHMENT F**

**Instructions: Please provide a response in the yellow shaded areas to all questions. Please indicate any attachments that have been included to support your responses. A complete Technical Proposal must be submitted for each proposal the Respondent is bidding on.**

**2.4.1 Mandatory Requirements**

The Mandatory Requirements indicate the basic requirements that all Respondents must adhere to in order to be considered as a responsive Respondent. Please answer “yes” or “no.” to questions 2.4.1.1 – 2.4.1.4. If any question under section 2.4.1 is answered “No”, evaluation of the proposal will end and the proposal will no longer be considered for award. Failure to respond to the questions below will be grounds for disqualification from further consideration.

**2.4.1.1** Does the Respondent have the ability and desire to perform the work as described in this RFP?

|  |
| --- |
| Yes |

**2.4.1.2** Does the Respondent have the means to submit all data and reports in the format specified in Attachment J, Technical Specifications, Section V, Reporting Requirements electronically?

|  |
| --- |
| Yes |

**2.4.1.3** Will the Respondent provide as part of its proposal, a detailed drawing of the laboratory as described in Attachment J, Technical Specifications, Section XI., General Technical Requirements, C. Facilities?

|  |
| --- |
| Yes – Attachment E |

**2.4.1.4** Should the Respondent be awarded the contract, does the Respondent agree to perform a Demonstration of Capability, as detailed in Attachment J, Technical Specifications, Section XI., General Technical Requirements, D. Demonstration of Capability, before work on the contract commences, if requested?

|  |
| --- |
| Yes |

**2.4.2 Evaluation Questions**

**2.4.2.1** **General Overview of Services**

Please provide a general overview of the services and analytical methods your laboratory can provide. Please include a statement specifying which of the Protocols your bid encompasses. Please indicate if your laboratory can provide any Special Analytical or Additional Services. Also note any substitutions or modifications of any of the analytical methods specified in Attachment J, Technical Specifications.

|  |
| --- |
| Pace is a full capacity analytical laboratory with over 50 locations nationwide. Although not bid on this RFP, Pace has extensive specialty services available on the commercial market. Pace is however, bidding on the SW-846 Aqueous- non Aqueous, EPA Drinking water, and Air protocols.  Modifications/ exceptions/ etc are listed in the transmittal letter and edits are made on Att J Tech Specs with comments |

**2.4.2.2 Subcontractors**

Does your laboratory intend to use any subcontractors or other laboratories in your corporate structure to meet the technical requirements? If so, can they meet the same technical requirements listed above?

|  |
| --- |
| Yes; Yes |

**2.4.2.3** **Key Staff and Personnel**

Please describe in detail your company’s proposed key personnel who will be responsible for the implementation of the contract. Key personnel are as designated in Attachment J, Technical Specifications, Section X., Personnel Requirements, B. Specific Requirements for Key Personnel. Where possible, please include names, contact information, resumes, and services each individual will perform.

|  |
| --- |
| See Attachment D |

**2.4.2.4** **Control Criteria**

Please note which analytes historically exceed the control criteria as described in Attachment J, Technical Specifications, Section XII., Analytical and QA/QC Requirements for SW-846 Protocol and the US EPA Drinking Water and Air Protocols.

|  |
| --- |
| None of the analytes “historically” exceed the control criteria. Exceedances can come from a variety of internal and external issues. We can run a report per compound/ analysis detailing the issues, if any, upon request. |

**2.4.2.5** **Quality Assurance/Quality Control (QA/QC) Program**

Please provide the Respondent’s Quality Assurance/Quality Control (QA/QC) Program capable of demonstrating that data has a specified degree of reliability. Contractors must be able to validate each method used and each analysis performed by that method using the QA/QC specified by the method.

|  |
| --- |
| See attached Quality Manual Attachment C |

**2.4.2.6** **Documentation and Data**

Please explain how the Respondent will maintain all documentation and data for the use of IDEM/OLQ for five (5) years after the expiration date of this Contract.

|  |
| --- |
| All records compiled by Pace are maintained legible and retrievable and stored secured in a suitable environment to prevent loss, damage, or deterioration by fire, flood, vermin, theft, and/or environmental deterioration. Records are retained for a minimum of five years unless superseded by federal, state, contractual, and/or accreditation requirements. These records may include, but are not limited to, customer data reports, calibration and maintenance of equipment, raw data from instrumentation, quality control documents, observations, calculations, and logbooks. These records are retained in order to provide for possible historical reconstruction including sampling, receipt, preparation, analysis, and personnel involved. TNI-related records will be made readily available to accrediting authorities. Access to archived data is documented and controlled by the SQM/QM or a  designated Data Archivist.  Records that are computer generated have either a hard copy or electronic write protected  backup copy. Hardware and software necessary for the retrieval of electronic data is maintained with the applicable records. Archived electronic records are stored protected against electronic and/or magnetic sources. |

**2.4.2.7** **Customer Service**

Please describe your company’s standard process for problem resolution and escalation, including standard response times.

|  |
| --- |
| Pace has a 24 hr response time, but are much quicker during the workday (8am-5pm) M-F. For problem resolution, it is best to start with the PM as we have a system to find root cause of issue and provide feedback to the client. |