**RFP 25-80854: Employment Alcohol and Drug Testing Services**

**Attachment E: Business Proposal**

**Indiana Department of Administration**

**Instructions:** Please provide answers in the shaded areas to all questions. Reference all attachments in the shaded area.

* + 1. **General -** Please introduce or summarize any information the Respondent deems relevant or important to the State’s successful acquisition of the products and/or services requested in this RFP.

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| * DISA Global Solutions has been a leading innovator for regulated industries for 38 years. We have the largest safety-sensitive customer base in the industry and have been voted the #1 most recognized TPA brand in a nationwide survey. We are actively involved in discussions pertaining to regulatory requirements and any changes that could or may be made. DISA has worked in partnership with the State of Indiana for several years as your current provider of your Employment Alcohol and Drug Testing Services. We have created a program matching your needs as well as enhanced your workflow through additional efficiencies throughout our partnership. |

* + 1. **Respondent’s Company Structure** - Please include in this section the legal form of the Respondent’s business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization. If the organization includes more than one (1) product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization. Please enter your response below and indicate if any attachments are included.

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| * DISA Global Solutions, Inc. is a privately owned corporation. * DISA is incorporated in the state of Delaware. We have provided a copy of our Certificate of Formation as an attachment, as requested. * DISA’s core areas of expertise revolve around all areas of safety and compliance services for our clients’ workforce. We provide the full spectrum of service solutions as a leading CRA and a TPA. * DISA’s service portfolio was built on administering specific compliance programs, including support for pre and post hires. We are leader in all categories:   A) Drug & Alcohol Testing  B) Occupational Healthcare  C) Background Screening  D) Driver Qualification File Management  E) Fleet Management & Reporting  E) Post-hire solutions  F) and more….   * In addition, we provide our comprehensive range of solutions through our proprietary platform that assists our clients in streamlining and automating their workflows. |

* + 1. **Respondent’s Diversity, Equity and Inclusion Information -** With the Cabinet appointment of a Chief Equity, Inclusion and Opportunity Officer, on February 1, 2021, the State of Indiana sought to highlight the importance of this issue to the state. Please share leadership plans or efforts to measure and prioritize diversity, equity, and inclusion. Also, what is the demographic compositions of Respondents’ Executive Staff and Board Members, if applicable.

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| * At DISA, we value diversity in our workforce and foster an inclusive environment for all employees. Our commitment to creating a diverse and inclusive workplace reflects our dedication to social responsibility and the importance of supporting underrepresented groups in the workplace. * Our leadership team includes individuals from diverse genders, ethnic backgrounds, and national origins. DISA’s company-wide workforce consists of 48% women and 40% of employees that identify themselves in a minority group. |

* + 1. **Company Financial Information** - This section must include documents to demonstrate the Respondent’s financial stability. Examples of acceptable documents include most recent Dunn & Bradstreet Business Report (preferred) or audited financial statements for the two (2) most recently completed fiscal years. If neither of these can be provided, explain why, and include an income statement and balance sheet, for each of the two most recently completed fiscal years.

If the documents being provided by the Respondent are those of a parent or holding company, additional information should be provided for the entity/organization directly responding to this RFP. That additional information **should explain the business relationship between the entities and demonstrate the financial stability of the entity/organization which is directly responding to this RFP.**

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| * As a privately owned corporation, DISA Global Solutions’ financial information and financial statements are considered confidential. However, we would be happy to schedule a call with a member of our Finance Team, who can speak directly to you and address our financial strength and growth profile. Our financial statements are audited annually. |

* + 1. **Integrity of Company Structure and Financial Reporting** - This section must include a statement indicating that the CEO and/or CFO, of the responding entity/organization, has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

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| * Yes, Chris Blood, DISA’s Vice President, FP&A, takes personal responsibility for the thoroughness and correctness of any/all financial information provided by our company. * Yes, DISA has a separate auditing firm who has audited our financial statements and internal control environment for three years. |

* + 1. **Contract Terms/Clauses** - Please provide the requested information in RFP Section 2.3.6.

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| * DISA has reviewed the provided sample contract, and no additional language is requested.  Please note that DISA is your current vendor for the requested services, and we have a contract in place. |

* + 1. **References** - Reference information is captured on **Attachment H** Respondent should complete the reference information portion of the **Attachment H** which includes the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information if the State elects to do so. The rest of **Attachment H** should be completed by the reference and **emailed DIRECTLY** to the State. The State should receive three (3) **Attachment Hs** from clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. **Attachment H** should be submitted to [idoareferences@idoa.in.gov](mailto:idoareferences@idoa.in.gov). **Attachment H** should be submitted no more than ten (10) business days after the proposal submission due date listed in Section 1.24 of the RFP. Please provide the customer information for each reference.

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| **Customer 1** |  |
| Legal Name of Company or Governmental Entity | Vermont Agency of Transportation |
| Company Mailing Address | 219 N. Main Street |
| Company City, State, Zip | Barre, VT 05641 |
| Company Website Address | <https://vtrans.vermont.gov/> |
| Contact Person | Liz Beebe |
| Contact Title | Occupational Safety and Health Manager |
| Company Telephone Number | (802) 595-6612 |
| Company Fax Number | N/A |
| Contact E-mail | [Liz.beebe@vermont.gov](mailto:Liz.beebe@vermont.gov) |
| Industry of Company | Transportation / State Government |
| **Customer 2** |  |
| Legal Name of Company or Governmental Entity | City of Bedford |
| Company Mailing Address | 1102 16th Street |
| Company City, State, Zip | Bedford, Indiana 47421 |
| Company Website Address | [www.bedford.in.us](http://www.bedford.in.us) |
| Contact Person | Denise Henderson |
| Contact Title | Health & Safety Officer |
| Company Telephone Number | (812) 275-1635 |
| Company Fax Number | N/A |
| Contact E-mail | [dhenderson@bedford.in.us](mailto:dhenderson@bedford.in.us) |
| Industry of Company | Municipality |
| **Customer 3** |  |
| Legal Name of Company or Governmental Entity | City of Boston |
| Company Mailing Address | One City Hall Square, Rm 612 |
| Company City, State, Zip | Boston, MA 02201-2017 |
| Company Website Address | Boston.gov |
| Contact Person | Pamela Lomax |
| Contact Title | Deputy Dir of People & Culture |
| Company Telephone Number | (617) 635-1038 |
| Company Fax Number | N/A |
| Contact E-mail | [Pamela.lomax@boston.gov](mailto:Pamela.lomax@boston.gov) |
| Industry of Company | Government |

**2.3.8 Registration to do Business** – Per RFP 2.3.8,Respondents providing the products and/or services required by this RFP must be registered to do business by the Indiana Secretary of State. The Secretary of State contact information may be found in Section 1.18 of the RFP. This process must be concluded prior to contract negotiations with the State. It is the successful Respondent’s responsibility to complete the required registration with the Secretary of State. Please indicate the status of registration, if applicable. Please clearly state if you are registered and if not provide an explanation.

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| * Yes, DISA is registered to do business in the State of Indiana. |

* + 1. **Authorizing Document -** Respondent personnel signing the Executive Summary of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement. Please enter your response below and indicate if any attachments are included.

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| * Yes, Chris Blood, Vice President, FP&A, is legally authorized to commit DISA contractually. We have provided a documentation letter confirming this statement, as requested. |

* + 1. **Diversity Subcontractor Agreements -** Per RFP Section 1.21, Minority & Women’s Business Enterprises (MBE/WBE), and 1.22 Indiana Veteran Owned Small Business Subcontractor (IVOSB), explain process followed to engage with potential MBE, WBE and IVOSB owned, Indiana certified businesses listed on Division of Supplier Diversity site. List the businesses invited to discuss the opportunity for potential partnership. If not proposing each MBE, WBE or IVOSB subcontractor partnership, explain the rationale for declining to do so. Complete this for each category not proposed.

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| * DISA understands the importance of utilizing MBE/WBE businesses for services and we do make every attempt to find partners that fit this requirement. With your current program, DISA has listed three possible companies (two WBE’s and one VBE) as part of our diversity effort. However, after review, the actual percentage is less than 1 % of Total Spend based on the scope of services requested by the State of Indiana. Therefore, we are in the process of reviewing additional options to meet this need. If/when we find possible matches, we will notify the State of Indiana and provide the applicable paperwork. |

* + 1. **Evidence of Financial Responsibility** - Removed.
    2. **General Information** - Each Respondent must enter your company’s general information including contact information.

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| **Business Information** |  |
| Legal Name of Company | DISA Global Solutions, Inc. |
| Contact Name | Paula Zimmerman |
| Contact Title | Account Manager, Client Success |
| Contact E-mail Address | [paula.zimmerman@disa.com](mailto:paula.zimmerman@disa.com) |
| Company Mailing Address | 11740 Katy Fwy., Ste. 900 |
| Company City, State, Zip | Houston, TX 77079 |
| Company Telephone Number | 281‑673‑2400 |
| Company Fax Number | N/A |
| Company Website Address | [www.disa.com](http://www.disa.com) |
| Federal Tax Identification Number (FTIN) | 76-0280549 |
| Number of Employees (company) | 1000+ |
| Years of Experience | 38 years |
| Number of U.S. Offices | Over 30 |
| Year Indiana Office Established (if applicable) | * 2017 – when DISA acquired Midwest Toxicology Services (MTS) * MTS was officially established in the late 1980’s |
| Parent Company (if applicable) | N/A |
| Revenues ($MM, previous year) | Confidential Information |
| Revenues ($MM, 2 years prior) | Confidential Information |
| % Of Revenue from Indiana customers | Confidential Information |

* 1. Does your Company have a formal disaster recovery plan? Please provide a yes/no response. If no, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.

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| * Yes, DISA has a formal disaster recovery plan. This information is confidential; however, we would be happy to schedule a call with a member of our Information Security Department to review our procedures. |

* 1. What is your company’s technology and process for securing any State information that is maintained within your company?

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| * DISA is committed to protecting confidential information. DISA utilizes an appropriate level of administrative, technical, and procedural controls to safeguard PII or Confidential Information. Controls and mechanisms in place at DISA can include (depending on the sensitivity of the data under control), but are not limited to: * data encryption for information both at rest and in motion * security and event log auditing and retention * layered firewalls * two-factor authentication * antivirus tracking and malware prevention * role-based access * intrusion prevention      * Access to all DISA business services (“DISA Services”) requires authorized credentials that are provided by DISA. DISA services and the related information are made available exclusively to the authorized employees and clients of DISA. * Finally, DISA maintains both accreditation with the Professional Background Screeners Association (PBSA) and meets or exceeds their security requirements. We also adhere to SOC-2 audits on a scheduled basis to ensure we meet or exceed all SOC-2 security requirements. |

* + 1. **Experience Serving State Governments -** Please provide a brief description of your company’s experience in serving state governments and/or quasi-governmental accounts.

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| * Yes, DISA has experience providing services to state governments, and we are currently the State of Indiana’s partner for your Employment Alcohol and Drug Testing Services. * As a leading provider of drug and alcohol testing, background screening, post-hire solutions, compliance and more, DISA understands the needs of large, complex organizations. The core industries we serve include: * Government, Public & Social Support * Financial & Professional Services * Diversified Industrials (e.g., Refining, Chemical, Power Generation) * Multi-Modal Transportation (DOT) * Exploration & Production * Infrastructure Services * Media & Entertainment * Healthcare * Industrial Contractors * Hospitality & Gaming |

* + 1. **Experience Serving Similar Clients -** Please describe your company’s experience in serving customers of a similar size to the State with similar scope. Please provide specific clients and detailed examples.

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| * DISA’s customer base’s industry classification is diverse and includes some of the largest companies in the world. DISA currently serves more than 55,000 clients, including 30% of companies listed in the Fortune 500. We are a recognized leader in employee screening solutions, serving as a trusted HR technology and services provider since 1986. Our comprehensive range of services includes regulated and non-regulated background screening, drug and alcohol testing, clinical services, driver qualification file management, fingerprinting, reporting, program management solutions, Form I-9, and electronic forms. * DISA’s client information is confidential; however, we have outlined the State of Indiana’s experience with our company within our Executive Summary. |

* + 1. **Payment -** Please provide the requested information in RFP Section 2.3.15.

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| * Please note that Item 2.3.15 within the RFP is noted as Indiana Preferences. In reviewing the information as noted in 2.3.15, DISA does not fall under the listed categories for “Buy Indiana.” * Regarding 2.3.16 “Payment” – Yes, DISA accepts credit card payments as well as other forms of payment. DISA is your vendor partner for the services requested, and the State of Indiana’s current payments are made by ACH. If the State of Indiana would like to pay via credit card in the future, DISA will waive the credit card-user handling fees. |

* + 1. **Extending Pricing to Other Governmental Bodies** – Indicate your willingness to extend prices of awarded products and/or services to other governmental bodies per RFP section 2.3.17.

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| * Yes, DISA is willing to extend our prices to other government bodies. |