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

**Attachment F: Technical Proposal**

**Indiana Department of Administration**

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

**1.4.1 General Requirements and Definitions**

* + - 1. 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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| * As your current vendor partner, DISA has an active contract with the State of Indiana to provide Employment Alcohol and Drug Testing Services. Additionally, we have reviewed the Sample Contract and at this point have nothing to add. |

* + - 1. Please confirm you have carefully reviewed all requirements listed in the Attachment L – Scope of Work and Attachment F1 – Minimum Requirements. 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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| * DISA is currently providing the State of Indiana with employment alcohol and drug testing services. We have been in partnership for several years. Members of our team have been working with the State of Indiana for over 20 years when the initial partnership began with Midwest Toxicology and the Lebanon Indiana Service Center. |

**1.4.3 Federal Requirements and Test Types**

* + - 1. Please confirm your understanding of the Federally mandated rules for conducting drug and alcohol testing services as defined by 49 CFR Parts 40 and 382 and detailed in section 1.4.3.1 of the Attachment L – Scope of Work. Please detail how you will ensure compliance with these rules, and provide guidance to the State to ensure that it is in compliance with these rules, over the life of the contract.

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| * Yes, DISA confirms our understanding of the Federally mandated rules for conducting drug and alcohol testing services. As DOT oral fluid testing becomes a federally regulated methodology, DISA will be prepared to accommodate all accepted methodologies. DISA follows the procedures outlined in the Department of Transportation regulations 49 CFR (Part 40) for both DOT and non-DOT Drug Screening. On a monthly basis, DISA conducts collection site audits to ensure that both DISA owned and operated service centers, as well as third-party collection sites, follow DOT guidelines. |

* + - 1. Please provide a list of all drug and alcohol test types your company currently provides, including the methods of collection and the substances that are targeted. If you do not currently provide oral fluid testing, please provide a plan detailing how you will incorporate this form of testing within one year of contract execution.

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| * DISA’s drug and alcohol testing services are comprehensive and include complete Chain of Custody management and an understanding of the client’s specific needs related to data reporting and billing. * The entire program is managed through our proprietary platform, enabling complete program management, including onboarding, random selection, status updates, and previous employer checks. Clients can access and track performance on a real-time basis. * DISA’s Drug and Alcohol testing program services include:  1. Urine, hair, and alternative (instant/saliva) testing - all panels 2. Breath alcohol testing 3. Expansive Collection Site Network and Provider Management 4. In-house Medical Review Officer 5. SAMHSA Certified Laboratories and expert laboratory analysis 6. 24/7 Post-Accident Testing Assistance 7. Mobile On-site collection 8. Random pool selection and management 9. Multi-lingual Medical Review Officer (MRO) services 10. Compliance & audit assistance 11. Detailed Statistical Data Reporting 12. E-Reg Capabilities (electronic COC form)  * We have provided a list of specimen types as well as testing reasons below:   Specimen Types:  Urine  Blood  Breath  Hair  Oral Fluids  DOT Testing Reasons:  Post Accident  Pre-Employment/Pre-Access  Post Accident Fatal  Reasonable Suspicion/Cause  Random  Return to Duty  DOT Follow-Up  Non-DOT Testing Reasons:  Other  Post Accident  Pre-Employment/Pre-Access  Post Accident Fatal  Non-DOT Follow-Up  Periodic Testing  Reasonable Suspicion/Cause  Random  Return to Duty  EAP Unannounced Test  Random 2 Component  Unit Sweep   * As listed within Attachment L – 1.4.3.2 - DISA currently provides the following testing types for the State of Indiana:   1. Breath Alcohol Tests   2. 5-Panel Urine + Extended Opioids Test   3. 10-Panel Urine Tests + Extended Opioids   4. Full Anabolic Steroid Tests   We can easily add 5-Panel Oral Tests + Extended Opioids and 10-Panel Oral + Extended Opioids to your program through online registration in DISA’s portal. |

* + - 1. Please describe your company’s procedures regarding planning and conducting random drug tests.

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| * Random pool management is an automated process handled through DISA’s platform. Typically, random lists are produced from the client’s active employee rosters, which are downloaded into our platform during the account implementation process. Random lists can be generated monthly, quarterly, or according to individual company policy protocol. Each selection is generated using an independent, documented, and verifiable algorithm. System users with access to the random selection list will receive an email notification when new selections have been generated and are available in our system. * Our process for random test scheduling leverages our system technology to make the process highly efficient. After random selections, the system will send out an initial email notification. Users can click the link in that email to log in to the DISA system and view their selections. * The user will access Quest ESP to create a QPassport for anyone needing to report to a collection site for a Random drug test. This process is not necessary when collections are conducted by the mobile unit. * Once the testing is complete, the clinic will ship the sample to the laboratory and send any Alcohol Testing Form to DISA. After testing, the laboratory will send the result and documentation to our MRO electronically. Our MRO will complete their review and transmit the results electronically to DISA. Upon receipt, DISA will process the results automatically or route them to our test result processing team. When specimens are collected at a collection site and the results reported in DISA, our platform will automatically remove the random from the open random list. For the Tests collected by the Mobile Unit, those tests results will be tracked manually to make sure the necessary numbers are met for DOT compliance. |

**1.4.4 Staffing Requirements and Expectations**

* + - 1. What are your company’s training procedures for your employees, including collectors, Substance Abuse Professionals (SAP), and Medical Review Officers (MRO)?

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| * DISA’s industry experts are thoroughly trained on each of our client’s programs and protocols, ensuring that services are performed correctly according to federal law and company protocols. * DISA’s training has evolved into a complete program focused on the individual and overall quality of service. DISA has developed an ongoing and robust training program that follows the employees throughout their employment. Additionally, employees frequently attend formal training programs provided by professional organizations such as DATIA and NRCME. * DISA partners only with SAMSHA-certified laboratories, and our MRO is certified by the AAMRO. All DISA collectors and in-network collectors are DOT-certified and follow all SAMSHA collection standards. |

* + - 1. Please provide additional information on your company’s team of Medical Review Officers, including names, contact information, and resumes where possible, and list of duties.

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| * Our MRO team is part of DISA Global Solutions, Inc. We have a professional staff of the highest quality. Our team of Board-Certified Medical Specialists is unmatched in any other comparable organization. Each physician MRO is a diplomate of at least one recognized specialty board. Several of our MROs have additional advanced credentials. They are all experienced in MRO work, having handled numerous interactions with positive donors, across the various types of testing required in DOT and non-DOT programs. The State of Indiana has worked with our MRO Team for years as we are your current vendor partner. * DISA’s MRO Services include: * In-house Medical Review Officers * Medical review of all results * Storage and documentation of non-negative test results * Follows all applicable MRO / DOT requirements * Reports necessary violations to the FMCSA Clearinghouse * Available to customers via 24/7 phone service * MRO works closely with DISA’s Return-to-Duty team to ensure SAP compliance |

**1.4.5 Collection Sites and Requirements**

* + - 1. Please describe your company’s ability to utilize mobile collection units to provide on-site service as requested by State agencies and other governmental bodies in line with what is described in Section 1.4.5 of the Attachment L – Scope of Work. Please describe your scheduling process in detail.

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| * Yes, DISA is your current provider of this service, and we have set up your mobile program following your exact parameters. With each new quarterly random draw, the Lebanon Service Center will reach out to the various locations with dates and times. Each location confirms if the date and time will work, and which donors will be tested. * Customers can also call our dedicated customer service and scheduling teams to assist with mobile drug and alcohol screening. |

* + - 1. Please describe your company’s ability to provide on-site drug and alcohol testing services in line with what is described in Section 1.4.5 of the Attachment L – Scope of Work.

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| * Yes, DISA currently provides on-site drug and alcohol testing in line with Section 1.4.5. Your program has been created to match your exact parameters. |

* + - 1. Please describe how your company will ensure 24 hours / 7 days a week coverage across the State. Please include details for how you will conduct testing outside regular business hours (defined as 8:00am - 5:00pm EST on weekdays).

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| * Yes, DISA currently provides 24/7/365 coverage for your facilities. Below - we have outlined testing scenarios outside regular business hours:  1. **Drug/Alcohol test needed outside business hours:**  * The DER should search for a collection site on the Quest ESP system that provides services during the needed hours and within an acceptable distance. * There will be no upcharge for collections made under these circumstances.  1. **Drug/Alcohol test needed outside business hours AND no collection site is available:**  * The DER should contact the Lebanon DISA Service Center (317-292-0299) to schedule an onsite mobile unit collection at least 48 hours prior to the test being needed. * If the collection time is between 6am and 6 pm, there will be no upcharge. * If the collection is between 6pm and 6am, drug tests will be $350 and alcohol tests will be $300. * If the Lebanon DISA Service Center is unable provide the onsite service when needed, they will assist the DER in finding a 3rd party vendor (collection site) that is able to provide the needed onsite collection service at the same rate ($350 per drug test and $300 per alcohol test).  1. **In the event of an emergency situation**:  * The DER should contact the after-hours Lebanon DISA Service Center and onsite staff will respond within two (2) hours of the notice plus travel time to location to perform after hours drug test/alcohol test or assist in finding an alternative, including a 3rd party vendor. * Same rates will apply ($350 per drug test and $300 per alcohol test). * The above process has been updated to match your changing needs from your current program with DISA. We have conducted a cost analysis to provide the State of Indiana with the most comprehensive extended hours coverage at a discounted rate for your drug testing needs. |

* + - 1. If applicable, please disclose any deficiencies in meeting the State’s desired testing coverage as described in Section 1.4.5 of Attachment L – Scope of Work and recorded in Attachment M1 – Collection Site Location form. Please provide a solution for the provision of services to the affected area(s), such as the utilization of mobile units or dispatching of collector technicians.

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| * Of the 133 locations listed in the provided Attachment M1 that require collection site matches, only three (3) of your locations have collection sites outside of the 25-mile requested radius due to their remote location. * Collection sites are being updated in the Quest ESP system twice a week. New sites are always being added. We also have additional resources within the DISA platform if additional collection sites are needed. In the event that there is no viable collection site option, our Lebanon DISA Service Center is available for onsite services. The DER should contact the Lebanon DISA office and schedule the onsite service with a minimum 48-hour notice. |

* + - 1. Please detail how your company will provide the State with an up-to-date list of collection sites that provides each site’s hours of operation and service offerings. Please include in this description how this list will be made available (e.g., through the Respondent’s website) and steps that will be taken to ensure accurate information will be provided on at least a quarterly basis.

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| * DISA has processes in place to evaluate and update our in-network clinic list daily. * Auditing the clinic network is a daily effort at DISA to ensure compliance for our clients.  We establish service level metrics and hold our clinic partners accountable to those measurements. The goal is to make sure every service is being done adequately following the applicable guidelines and regulations along with company specific protocols.  We implement quality assurance programs tailored specifically to the products or service lines in question. We measure turn-around times, customer service satisfaction surveys, response times, call times and other metrics to ensure we always perform and are delivering top-tier services to our clients. We often review these metrics during quarterly business reviews maintaining full transparency and accountability with clients. * In addition, the Clinic network viewable in Quest ESP is updated bi-weekly. The 10 closest sites to any given zip code can be found every time a QPassport is created. We find this to be a more efficient process than maintaining a typed hard copy. Complete contact information is provided along with hours of operation. |

**1.4.6 Specimen Collection Services, Storage, and Retention**

* + - 1. Please describe your current process to ensure proper and compliant specimen collection, testing, and confirmation, including the utilized personnel and monitoring, in line with Section 1.4.6.1 of the Attachment L – Scope of Work.

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| * Yes, DISA ensures proper and compliant specimen collection, testing, and confirmation, including the utilized personnel and monitoring, in line with Section 1.4.6.1. |

* + - 1. Please describe your company’s procedures regarding the generation of chain of custody forms from beginning to end of the testing process. Please include in this description the information that is collected at each stage of the process, and whether these forms are physical, electronic, or both.

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| * DISA’s system is designed to leverage eCCF testing in all situations possible. We have direct integrations with several electronic chain of custody solutions, which allows us to provide our clients with better overall clinic coverage and the ability to achieve higher utilization percentages of eCCF’s for all testing. We have several clients that operate well above 95% eCCF utilization across their programs. * The user experience from the DISA system to utilize eCCF's is seamless. When a user searches for a clinic for testing, the system will display those with eCCF capabilities and when selected, the system will automatically transmit all applicable information via API to the collection facility selected in real-time. DISA will display status updates such as "Collected" or "At Lab In Testing" throughout the lifecycle of the testing. We have eCCF capabilities for DOT and Non- DOT testing as well as ePhysicals for DOT. * In addition to the DISA system, all users will have access to Quest ESP for eCCF ordering (creating QPassports). This system also provides a seamless experience with a status available up to and including when the specimen is released to the MRO. * If an eCCF is not available at a collection site, DISA’s system will notify the client/donor that a paper CCF will be required. * When the collection involves our Mobile Units, paper forms will likely be used and provided by the Lebanon Service Center. |

* + - 1. Please describe your company’s procedures regarding quality control testing. Please confirm your understanding that the State may require that blind samples are sent to an independent source to ensure compliance and accuracy.

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| * Quality control of our drug testing procedures is a high priority for DISA. We understand that the State may require blind samples be sent to an independent source to ensure compliance and accuracy. |

* + - 1. Please describe your company’s procedures regarding the storage and retention of specimens, including plans to retain specimens for extended periods of time should the State request this.

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| * The MRO retains negative test result records for 3 full calendar years plus the current year. Currently, the MRO retains non-negative test result records indefinitely. However, this may be modified to 7 full calendar years plus the current year in the near future. Of course, if we receive a request to retain the records for a specific test result for an additional period of time (e.g., for the purpose of preserving evidence for litigation or a safety investigation) we would do so. * Specimen retention and storage is controlled by the laboratory and is done so in compliance with Federal regulations. Any specimen and its split, which is a non-negative, will be kept in long term, secured, frozen storage for a period of one year. This time can be extended if requested in writing. * A negative DOT specimen is retained by the lab for 7 days. A request can be made for the lab to retain a specimen longer if done so in writing and within the 7-day period for DOT. |

**1.4.7 Laboratory Services and Standards**

* + - 1. Please confirm your understanding that all laboratories utilized by your company must be SAMHSA certified. Please detail your company’s relationship with each laboratory, including number of years affiliated with each other and level of communication.

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| * Yes. All laboratories utilized by DISA for urinalysis testing are approved by the Department of Health & Human Services (DHHS) and only use GC/MS processes for specimen analysis. Additionally, they are all dual certified by the Substance Abuse and Mental Health Services Administration (SAMHSA) and College of American Pathologists (CAP). To ensure the performance and reliability of the laboratory process, DISA follows DOT regulations and routinely submits blind specimens. |

* + - 1. Please provide the average turnaround time from sample delivery to reporting results to the MRO for the laboratories your company utilizes.

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| * Negative specimens are reported out of the lab within 14 hours to the MRO. * Non-negative specimens are to report out within 96 hours to the MRO. There can be cases where additional time is needed by the laboratory to ensure that accurate and precise test results are reported to the MRO following DOT guidelines. |

**1.4.8 Results Reporting Requirements**

* + - 1. Please describe your ability to manage testing pool database(s) in line with what is described in Attachment L - 1.4.8.2

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| * Yes, DISA is currently managing your testing pool based on the parameters outlined. * DISA’s system can ensure computerized random selection of employees based on population type. Our system provides full visibility into random compliance both during a selection period as well as overall compliance with the annual requirements. One unique feature built into our random selection process is the automated performance adjustment. If the system selects 1,000 randoms in the previous month and only 950 actually end up testing, during the next selection period the system is going to take into account that previous performance short fall and automatically calculate and add an over selection ratio to the selection to ensure by year end, the client meets their percentage requirement. This automation learns from the client’s testing performance and automatically makes the necessary adjustments. The system is precise and aims to achieve the necessary percentage required without having to over select and over test. * For FMCSA policies, the random selection process for agencies is managed by your dedicated Account Manager and Premier Representative to ensure accurate numbers are selected and reported. * Beyond the technology, our team manages the randoms each selection period and works with the supervisors to ensure testing is completed. The managed care approach ensures testing is moving along smoothly and on schedule. Between the system technology and managed care support, clients can truly turn their random compliance over to DISA and know they will always meet their compliance requirements. * Our online portal provides full visibility to all open and outstanding randoms. Our portal solution provides program administrators full visibility over the entire program as well as direct supervisors information related to their random selections. Random collections made by the Mobile Unit may not be reflected in the DISA portal but are tracked manually by the account manager and account representative and scheduling assistant. We can set our system reminders to send notices out to supervisors for randoms not completed at a regular cadence to ensure continuous follow up throughout the selection period. Our system will generate notifications upon selection, at a set first time follow up interval and then moving forward throughout the selection period at a regular cadence. Any random that is not taken due to a valid DOT reason, the reason is logged electronically and timestamped for record retention. These records can be reviewed by program administrators to confirm validity. * Notifications are sent via email to those designated with access to receive them. We generate the initial random selection notice, a first follow up notification, and then continue sending follow up notifications at a set cadence moving forward throughout the selection period. These time periods are entirely configurable and can be set to what works best for the State of Indiana. |

* + - 1. Please detail your planned timeline for the provision of results, from specimen collection to laboratory testing, to MRO review, to State delivery. Please include how the need for confirmation testing will affect the timeline.

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| * Planned timeline for a typical test with no complications:   Day 0 – specimen is collected. Most specimens collected by 4:00 pm will be shipped to the lab on this day. Otherwise, the specimen will be shipped to the lab the following business day.  Day 1 – specimen is received by the laboratory sometime between 5:00 am and 8:00 am (EST). Specimen goes through accessioning (paperwork scanned, test entered into laboratory system). Specimen then is prepared for screening testing. If screening results are negative, the negative results are reported to the MRO. (If the screening results are positive, the specimen goes on to confirmation testing.)  Day 1-2 – MRO assistant will match up negative screening results to the MRO copy of the custody and control form (CCF). If the MRO assistant is missing the MRO copy, they will contact the collection site to request this paperwork. Once the MRO assistant verifies there are no issues/discrepancies between the lab results and the MRO copy of the CCF, the MRO assistant reports the results within the DISA portal and test result links are emailed to the DER (Designated Employer Representative). All test results are also viewable in the DISA portal for those given specific permission.  For non-negative test results (positives, invalid, adulterated, substituted), the laboratory can take 4-6 business days to complete confirmation testing. There can be cases where additional time is needed by the laboratory to ensure that accurate and precise test results are reported to the MRO following DOT guidelines. Once the laboratory has released the result to the MRO, the MRO will follow DOT guidelines for interviewing the employee. It typically takes the MRO 1-2 days to complete the interview process before they will be able to report the verified results to DISA. If specified, the DER will receive a phone call from the MRO on positive, adulterated, substituted, and refusal to test cases. The DER will then receive an “Urgent Review Needed” email with the link to the test result in the DISA portal. |

* + - 1. Please describe your company’s procedures regarding split sample testing.

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| * Should there be a non-negative, the donor will notify the MRO during the interview process that they would like the second specimen to be tested. At that point, the MRO will contact the applicable laboratory and the split sample from the original test will be sent to a different lab for retesting. Based on the results from the second lab, the MRO will provide the final test results to the donor and the client. |

**1.4.9 Records Management and Retention**

* + - 1. What are the standard reports that your company provides to your customers? Please provide a list of your company's standard reports, including examples, as an attachment to your RFP response. Please note which reports are available online.

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| * As DISA’s client base falls significantly in heavily regulated industries, our system was designed to support complex organizations with demanding data requirements. Our reporting capabilities allow users to see everything from what is currently open / in-progress to historical data as far back as needed. Authorized client users can access and tailor their reporting through the use of a wide range of reports which have granular filtering capabilities in addition to the ability to quickly export to Excel or PDF. Reports can be generated to search by a number of variables, including but not limited to, service, result, compliance requirement, or statistical significance. * DISA’s system seamlessly allows authorized users to access information as it pertains to onboarding, post-employment, and ongoing requirements. In addition, statistical reporting is available which tracks all testing performance for all testing pools. This provides full visibility throughout the selection period and annual period ensuring our clients always know where they stand with their requirements. |

* + - 1. Please detail your company’s ability to coordinate with individual State agencies to provide customized and flexible invoicing frequencies.

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| * Yes, DISA has the ability to coordinate with individual State agencies to provide customized and flexible invoicing frequencies. * DISA supports a high degree of invoice customization. Clients have the option of centralized or decentralized invoicing, and billing can be broken out per client specifications. This is accomplished using client and location fields in the DISA platform. Invoices can be sent to a central business office, an individual location, or both. Location codes also can be used in the invoicing process to define different physical locations, client’s internal divisions or departments, or any other combination. This simplifies cost allocation for your accounting department. Billing can also be broken out per client specifications using client-specific fields on our platform and configured to meet your needs. |

* + - 1. Please describe your company's ability to provide periodic usage reporting, including, but not limited to, reports that include the following fields: individual testing date and location, test type, test purpose, requesting agency, test results, price charged, payment type, as well as monthly and annual totals of positive and negative tests.

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| * Yes, DISA currently provides the usage reporting as described above to the State of Indiana as part of your normal program. |

**1.4.10 Online Results and Data Security**

* + - 1. Please confirm your understanding that the State requires Respondents to provide an online portal accessible by authorized State personnel for the purpose of reporting test results.

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| * Yes, DISA has a secure online portal that is accessible to authorized State personnel for the purpose of reviewing test results. The State of Indiana is currently utilizing our system, and we have configured our portal to match the desired parameters of your program. * DISA’s MRO service is directly connected to our laboratory partners, so drug testing results are accurately and efficiently communicated.  Our MRO is directly connected to our platform, and upon completion of review, results are posted directly to our system. * Within our responses throughout this document, we have outlined how our online system is utilized to provide the services requested. Your authorized personal view your results via secure password enabled access to the online results reporting system. * Currently, DISA has not been requested to utilize Access Indiana with your program; however, we would be open to discussing this option and integrating so your personnel can utilize the single sign-on authentication mechanism and Identity Provider for online applications. |

* + - 1. Please confirm your company’s understanding of the Indiana Office of Technology's Information Security Framework (ISF) and provide a plan for your online results reporting system to meet IOT’s standards.

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| * DISA is your current vendor partner for the services requested. To date, we have not been asked to utilize Access Indiana for your program; however, we would be open to discussing this option. During the April RFP, we completed the NDA process to view the ISF information and then that RFP was canceled. When we attempted to continue our review of the ISF framework for your rebid, we realized that we were unable to access the information. Upon notification that your team would like us to proceed with moving forward with the Access Indiana integration, our team will resubmit the NDA and review the framework. The DISA IT team will then meet with the State of Indiana IT staff to outline specifications, parameters, and timelines for completion of this project. * DISA will always work toward technological alignment with our clients, and we look forward to continuing this discussion. It should be noted that DISA maintains a robust security program that, in addition to its SOC2 Type II report, leverages the full CIS v8 control set. We feel confident that there will be full alignment with the Access Indiana security standard. * It is critical to note that DISA is committed to protecting confidential information and has numerous processes in place to ensure the security of our platform. 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. Please confirm whether your not your company’s proposed solution is able to integrate with the State’s single sign-on (SSO) service, Access Indiana. If your solution can integrate with the State’s SSO, please provide recommendations/possibilities for implementing Access Indiana for the various areas of the solution with explanations for each. Additionally, please detail any issues your solution may encounter with utilizing Access Indiana. If your solution cannot integrate with the State’s SSO, write “N/A.”

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| * Yes, DISA’s platform can integrate with Access Indiana. The State of Indiana is currently not utilizing this process for the completion of the listed services with DISA; however, we would be happy to discuss moving this direction when requested. Members of DISA’s IT Team will schedule a call with the applicable State of Indiana personnel to review the exact specifications and parameters required to add the SSO service to your current solution with DISA. |

* + - 1. If your proposed solution cannot currently accommodate Access Indiana, what action and accompanying timelines would be to be completed for integration?

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| * Not applicable. Please refer to 1.4.10.3 above. |

* + - 1. Respondents are required to review and respond to the questions included in Attachment N - Cloud Questionnaire if the proposed solution is not hosted on the State’s infrastructure or managed cloud solutions. Supplemental documentation may be requested. Additional information regarding the Cloud Questionnaire can be found in Section 1.4.10.1 of Attachment L - Scope of Work. Please indicate, in your response below, the Cloud Questionnaire is complete.

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| * Yes, DISA has completed Attachment N – Cloud Questionnaire. |

**1.4.11 Customer Service and Account Management**

* + - 1. Please describe in detail your company’s proposed account management team structure including names, contact information, resumes where possible, and the services each individual or group will perform.

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| * DISA is known for our high-quality customer care. We have designed an account management / customer care model to proactively address our clients’ needs while providing consistent service and availability. The State of Indiana has known consistent care with DISA, as many members of your dedicated team have worked with your personnel for years. DISA’s Account Manager and Liaison for your current program is Paula Zimmerman; she has been working with your team since 2007. Paula oversees every aspect of the State of Indiana agencies’ rosters, random selections, and all testing. She is also responsible for any training needs and communications, and serves as your escalation contact for any issue not responded to in a timely manner. Your team has Paula’s cell phone number which is answered 24 hours a day. * In addition to your Account Manager, the State of Indiana has access to your Premier Representative, Chasity Granko, who is available for all day-to-day questions, issues regarding results and/or rosters, as well as any quick items. * Your designated team also consists of additional DISA personnel to assist with scheduling all Mobile Unit collections. This team is based out of our Lebanon Service Center. This location has been managing your account for over 20 years. |

* + - 1. Please describe your company’s plan to provide the State of Indiana and all participating agencies, schools, and governmental bodies with a coordinated and consistent customer service program in line with what is described in Section 1.4.11 of the Attachment L – Scope of Work.

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| * DISA’s team has been providing the requested services to the State of Indiana for several years. Each of our Account Managers, Client Representatives, and Scheduling assistants are cross-trained and are well-versed regarding the parameters and requirements of your accounts. In addition, our team has a number of individuals that can assist with your account, if/when needed. Please note that the Account Manager and Premier Rep coordinate their availability whenever one of them is going to be out to ensure proper coverage for your staff. |

* + - 1. Please describe your company's standard process for problem resolution and escalation, including standard response times.

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| * DISA has a robust customer service team that allows us to provide support and proactive care to address any possible issues prior to their occurrence. If/when a problem does occur, initial contact resolution is our number one priority. Currently, the State of Indiana is receiving initial email and voicemail communication within the same day. If a situation requires additional research and guidance, updates are provided as soon as possible. If the item cannot be resolved within 48 hours, it is escalated to management and the client will be updated and provided with Corrective Action Plans and statuses until resolution. * Initial calls will always start directly with your Premier Representative or Account Manager. Your team is well trained on proper protocol and will involve the applicable department leaders and/or SMEs to research and resolve the issue. Most client issues are resolved quickly without having to escalate as we have empowered our staff at every level with the tools and access to SME's to quickly resolve issues for our clients. |

* + - 1. Please describe your plan to ensure the continuity of the Account Management team if a member should depart.

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| * All Account Managers have assigned backup individuals who are familiar with the needs of their clients. If an Account Manager leaves the team, the next assigned AM will be fully up to speed with what each State Agency needs. |

* + - 1. Please define and describe your customer service quality assurance program, including details on internal metrics.

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| * DISA has several quality assurance programs, each tailored specifically to the products or service lines that we provide. We measure turnaround times across all service lines, customer service satisfaction, response times, call times and a wide range of other metrics to ensure we are always performing and delivering top-tier products and services to our clients. We often review these metrics during quarterly business reviews maintaining full transparency and accountability. * For the State of Indiana’s program, the amount of time to answer an email and time on calls are closely monitored. General Surveys are sent to DERs every 90 days. In addition to the general internal monitoring, Paula Zimmerman, your dedicated Account Manager, sends out quarterly surveys to all agency representatives in an attempt to obtain their feedback on all services provided by DISA. During your Quarterly Business reviews, Paula systematically walks through each aspect of your current program as well as detailed statistical data and survey responses. Here is a list of the metrics reviewed for your program: * Pricing accuracy * Delivery of results response time * Ability to service all locations * Emergency Testing * Response Time * Report Turnaround * Ad Hoc Report Turnaround * Problem Resolution Time * Result Accuracy * Invoice Correction Turnaround * Closures * System up time * Mobile Unit No-shows * Test Completion   The QBR’s are an open forum to discuss your program and make any needed adjustments and/or enhancements to confirm that we are always fulfilling the objectives of your program. |

* + - 1. Please confirm your company’s ability to maintain a 24 hour / 7 days a week emergency phone line for immediate issue resolution. Please describe how your company will ensure that it responds to all State inquiries within a 24-48-hour time window, regardless of staff vacation, illness, or turnover.

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| * Yes, DISA provides 24/7/365 for afterhours emergency and non-emergency issues. Our afterhours 1-800 phone number goes directly to an answering service who will diagnose the call and then notify the applicable DISA representative to provide immediate service. In addition, the State of Indiana is also able to contact your Account Manager, Paula Zimmerman, via her cell phone 24 hours a day. * DISA ensures that our clients receive a response within the designated time window, regardless of vacation, illness, or turnover. Every month there is a team of 8 individuals assigned to handle any situation that arises after normal business hours. |

* + - 1. Please describe your methods to collect customer feedback and measure customer satisfaction in line with what is described in Section 1.4.11 of the Attachment L – Scope of Work. Please provide any examples of such methods.

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| * DISA measures customer satisfaction across a variety of metrics, including phone surveys as well as online surveys to obtain feedback. For the State of Indiana, quarterly surveys are sent out to all Agency Contacts to get feedback on various topics such as: response time, communication, customer service, knowledge, reports, organization, management of labs, training, professionalism, IT and programing, and billing and invoicing. Paula and the rest of your designated customer care team review the results to determine if anything needs addressed. During quarterly business reviews with your team, Paula walks through the results and any steps that have been taken to resolve any possible items. * Customer retention is also one of the ways that DISA tracks customer satisfaction. Whether a customer continues to work with DISA is the biggest indicator of customer satisfaction, and we are proud to report we have an annual retention rate of 98% across all customers. This industry-leading metric helps reaffirm that our customer-first focus is resonating with our audience and has led to longer relationships and happier customers. |

**1.4.12 Implementation and Training**

* + - 1. Please detail your company's proposed timeline for implementation, including key milestones and the expected timing of each step of the plan.

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| * DISA is the State of Indiana’s current employment alcohol and drug testing partner. Members of our team have been involved with your account for over 20 years. Your program is well-established within our platform; we have established a program that has not only met your objectives throughout our relationship, but we have also enhanced processes to streamline your workflow. |

* + - 1. Please give an example of a recent post-implementation success where your company serviced an account similar to the State, as described in Section 1.4.12.1 of Attachment L – Scope of Work.

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| * DISA is your current strategic partner for the requested scope of services. |

* + - 1. Please describe the training sessions and materials that your company will provide to the State in line with what is described in section 1.4.12.2 of Attachment L – Scope of Work. Include in your description the proposed regularity of trainings, the format in which these trainings will be held, and any additional training and materials that will be provided as part of initial program implementation.

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| * Training has been and will continue to be provided to any and all State agencies when requested. Training will take place on site and will be recorded for later distribution. Training topics can include DER responsibilities, reasonable suspicion training, eCCF completion and DISA portal navigation. Primary materials will include but not be limited to providing the PowerPoint slide deck for reference and handouts. * In addition, DISA offers several different training and support materials electronically through our system, all of which are aimed at promoting compliance and ongoing education. We host several webinars with industry experts throughout the year that are made available to clients to attend in real-time or we also provide access to them in each system user’s “resource” page. Furthermore, our web portal has a news feed at the bottom of the main menu which allows opportunities for system users to review past webinars, industry news, expert writings and more. DISA also hosts an annual conference called “A Day With DISA” where we host industry experts related to drug testing, DOT compliance, background checks and occupational health for seminars and learning. Several of our larger clients have us host refresher training sessions throughout the year as well to cover system operations and industry updates. * In addition, our platform is equipped with a training tool, WalkMe, which is an on-demand, step-by-step training tool that shows users exactly how to complete their requests directly within our system. |

* + - 1. Please describe and provide an example of educational materials to be distributed to State employees in line with 49 CFR 382.601 (b) (11).

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| * DISA has a number of tools and resources available upon request, including a digital and hard copy booklet of information concerning the effects alcohol and controlled substances have on an individual’s health, work, and personal life for employees. DISA also has the same for signs and symptoms of an alcohol or a controlled substances problem (the driver's or a co-worker's); and available methods of intervening when an alcohol or a controlled substances problem is suspected, including confrontation, referral to any employee assistance program, and/or referral to management. |

**1.4.13 Billing and Invoicing**

* + - 1. Please confirm your ability and willingness to accept the following methods of payment: State credit card, Authorized Users’ personal credit cards, and pre-assigned billing accounts. Your company must also accept any handling fees associated with the use of any credit cards.

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| * Yes, DISA can and is willing to accept the listed methods of payment. Currently, the State of Indiana utilizes ACH for payment. * Yes, DISA will accept any handling fees associated with a credit card payment. |

* + - 1. Please confirm your company’s ability to provide invoices to the State on a monthly frequency, as well as the ability to provide an increased invoice frequency as requested by individual agencies or departments as described in Section 1.4.13 of the Attachment L - Scope of Work.

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| * Yes, DISA has the ability to customize invoice frequency. Currently, invoices are generated to each agency every 15th and end of every month. Invoices are also able to be divided within each agency according to location, if needed. |

* + - 1. Please describe your company’s ability to customize individual billing and invoice cycles in alignment with the needs of individual agencies or departments as described in Section 1.4.13 of the Attachment L - Scope of Work.

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| * Yes, DISA can customize individual billing and invoice cycles depending on specific factors such as location, PO/Job number, etc. If revisions are needed to your current program with DISA, we would be happy to discuss and make adjustments as needed. |

**1.4.14 Name-Based Background Check Services**

**1.4.14.1** If your company is capable of providing Name-Based Background Check Services, please detail your company’s offerings in this category. If not, please answer this question with “N/A”.

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| * Yes. DISA is a recognized leader in employment 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. * What sets DISA apart is the ability of our technology to create cohesive, cross-functional screening programs that span multiple service lines. We excel at tailoring solutions that meet our clients' unique needs while delivering the utmost quality and compliance. In today's ever-changing economic landscape, many organizations are seeking ways to streamline costs by consolidating their screening services under a single, reliable partner. DISA's position as a single-source provider for all workforce screening requirements positions us as an ideal choice.   Over the years, DISA has developed our solutions, service methodologies, and technological capabilities based on the valuable input and feedback from our clients. As a result, we have become a full-service provider with a diverse menu of products to accommodate evolving client demands. Our specialization in complex and highly regulated industries makes us a preferred partner for organizations in need of specialized services.  DISA stands out by offering a full-service solution, from Pre-employment and onboarding components to Monitoring solutions and DOT Management as well as ancillary services such as Social Media Screening and Fingerprinting, all on our proprietary technology platform. Our streamlined operations ensure efficient service delivery without compromising on quality. This allows us to provide some of the shortest turnaround times in the industry, meeting the needs of large enterprise organizations with complex requirements.  In addition to our standard offerings, we have the flexibility to manage special projects such as audits, customized reports, exit interviews, and on-site drug testing. We understand that each business is unique, and we are committed to accommodating special requests and evolving with our clients as their needs change. Whether you have immediate requirements, temporary services, or one-off projects, DISA is always ready to explore how we can best support our clients. We take pride in our ability to provide comprehensive, tailored solutions that enhance workforce screening while simplifying the process for our clients. |