

RFP 25-80854: Employment Alcohol and Drug Testing Services
Attachment H: Reference Check Form
Indiana Department of Administration (IDOA)

Response Due Date on or before:
September 27, 2024, at 3:00 PM EDT

INSTRUCTIONS: You have been asked by the vendor listed below to provide a reference as they are responding the current solicitation with the State of Indiana. This is a standard form created by the state of Indiana and your input is very much appreciated. During this competitive process, a representative from the state of Indiana, may contact you directly for more detail. If you have any questions, please contact the state of Indiana contact listed in the box in the top left side of the form.

Please provide the information requested below and submit this reference check form to:
idoareferences@idoa.in.gov (Subject line: "RFP 25-80854 Reference – [INSERT COMPANY NAME]") or addressed to:

Christina Garcia
Procurement Division
402 West Washington Street, Room W468
Indianapolis, IN 46204

VENDOR NAME

DISA Global Solutions, Inc. (DISA)

REFERENCE CONTACT INFORMATION

Reference Company Name	City Of Bedford
Contact Name	Denise Henderson
Contact Title	Director of Administrative Services
Company Mailing Address	1102 16th Street
Company City, State, Zip	Bedford, Indiana 47421
Company Website Address	www.bedford.in.us
Contact Telephone Number	812-275-1635
Contact Fax Number	812-275-1610
Contact Email	dhenderson@bedford.in.gov
Industry of Company	Municipality

QUESTIONS: Please provide a response to each of the questions listed below regarding the vendor listed above.

1. If you decline to provide a reference, please indicate that below and provide any comments you would be willing to share regarding the reason.

2. Does the vendor currently provide or has provided your company with Alcohol and Drug Testing Services? Please explain. If the vendor doesn't currently provide you with these services, have they in the past? If so, when? Describe, in brief, the scope of your existing or most recent agreement with the vendor.

Yes the vendor currently provides services for us and has been since they acquired Midwest Toxicology.

3. Does the vendor currently provide or has provided your company with Name-Based Background Check Services? Please explain. If the vendor doesn't currently provide you with these services, have they in the past? If so, when? If the vendor provided these services, have they ever been subject to any requests for corrective action to cure performance issues? If you are able to, please describe the issue briefly, and any corrective actions required.

No, we do not utilize this service through this Vendor

4. Did the vendor help your company transition from a previous program to their program? If so, please describe the quality of the transition services provided by the vendor.

Yes, DISA acquired Midwest Toxicology and we transitioned in 2019/2020 I believe. It was a good transition, fairly seamless.

5. How long did you/have you and/or members of your team worked with the vendor? Please provide the specific dates of service.

Since 2019/2020 to present. I am unsure of the exact specific dates.

6. Has the vendor been cited for any financial audit issues? If you are able to, please describe the issue briefly, and any corrective actions required. Did the vendor ultimately address the issue(s) in a satisfactory manner?

Not to my knowledge

7. How has the vendor performed on Service Level Agreements? Has the vendor been subject to any requests for corrective action to cure performance issues? If you are able to, please describe the issue

briefly, and any corrective actions required. Did the vendor ultimately address the issue(s) in a satisfactory manner?

We have not had any issues with Service Level Agreements with this vendor.

8. Would you rate your experience with the quality of services/work provided by vendor as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating.

Satisfactory at this time. Early on, it was more towards superior because we were able to get in-person training without issue and I also felt the employees in the mobile unit were trying hard to get employees in and out as quick as possible. Lately we have to go through a "team" for training questions and most of the time the response is "there's a video option online". Also it has been very difficult to get employees in and out of the mobile unit as it seems to take 15 minutes to complete 1 employee and sometimes they can only work on 1 employee at a time regardless if there is 1 or 2 DISA testers. Also, DISA keeps increasing fees but taking away things they can do for us.

9. Would you rate the vendor's knowledge of your business as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating.

Satisfactory - I believe DISA is knowledgeable about our business but is unable to help with some of our needs and I am looking at having to seek outside options.

10. Would you rate the overall quality of the vendor's staff as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating.

Superior – My DISA Team Lead, Amy Ingram, is extremely helpful and responsive. Also, Paula Zimmerman, Account Manager, has conducted a few in-person D&A Awareness for Supervisor trainings and she is wonderful and so knowledgeable. Unfortunately, the fees have doubled for this training since the last one we had 2 years ago.

11. Would you describe the quality of the vendor's engagement and communication with stakeholders (internal and external) throughout the project as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating.

Superior – Again, I feel the DISA staff I work with (including Ruth who always confirms mobile units) is very responsive, kind and helpful. I don't think the mobile unit staff is concerned about moving employees through the lines and some employees stand in line for over an hour or more. HOWEVER, the mobile staff has been generally nice.

12. Would you rate the vendor's ability to provide appropriate staff and resources for the project, as needed, at all times as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating.

Satisfactory – Most times the mobile unit will send 2 DISA staff but last time we had 1. However, no matter the number of DISA staff on site, it always seems that they cannot do more than 1 employee at a time and it takes 10-15 minutes. I don't know if they aren't allowed to work on 2 employees at once or not. But this seems to be getting worse as far as employees waiting in line.

13. Would you rate the vendor's performance regarding cost and/or schedule overruns on the project as poor, satisfactory, or superior? Please elaborate on why you are giving the vendor this rating.

Poor to satisfactory. I completely understand inflation, etc. But fees keep increasing and DISA has rules as far as times they can come so we are having to look at other options for our third shift police officers to be tested. Fees increase but DISA no longer offers some of the services for us as when they first started with us.

14. Are there any other topics you believe Indiana should consider during its reference evaluation or comments you would like to share?

I just think all D&A testing agencies are probably in the same boat. I just don't feel like I have as many options with DISA these days.

15. Would your overall rating of the vendor be poor, satisfactory, or superior?

Satisfactory