**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](mailto: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**

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| DISA Global Solutions, Inc. (DISA) |

**REFERENCE CONTACT INFORMATION**

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| **Reference Company Name** | Vermont Agency of Transportation |
| **Contact Name** | Liz Beebe |
| **Contact Title** | Occupational Safety and Health Manager |
| **Company Mailing Address** | 219 N. Main Street |
| **Company City, State, Zip** | Barre, VT 05641 |
| **Company Website Address** | <https://vtrans.vermont.gov/> |
| **Contact Telephone Number** | (802) 595-6612 |
| **Contact Fax Number** | N/A |
| **Contact Email** | [Liz.beebe@vermont.gov](mailto:Liz.beebe@vermont.gov) |
| **Industry of Company** | Transportation / State Government |

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.

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1. 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.

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| DISA currently provides all Controlled substance and Alcohol testing for the Vermont Agency of Transportation and has for many years. They have local employees and corporate employees who provide excellent customer service. They manage scheduling with our maintenance leadership, provide a virtual portal for management of results and testing, and report positive cases on our behalf to the clearinghouse. |

1. 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.

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| We do not utilize DISA for background checks only pre-employment testing and randoms. |

1. 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.

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| Any transition would have been before my time, 6+ years ago and no one in the department currently was around for that, so I can’t speak to it. I can say, that during my time working with DISA they went through a corporate transition of their own and communicated with us fairly well. We never saw a laps in service. |

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

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| I have been working with DISA for the last 3 years, in my role as the Vermont Agency of Transportation’s Occupational Safety and Health Manager however, DISA has been a vendor with the State of Vermont for at least 6+ years, to my knowledge and we anticipate continuing that relationship. |

1. 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?

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| They have not been cited to my knowledge. |

1. 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?

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| We have only had minor issues here and there, and DISA worked diligently to resolve the issues immediately. Overall, they are a solid business partner. And their customer service is excellent.  Ex. When they went through a corporate transition and shifted their invoice processing from New Hampshire based to Texas, our own internal processes sent the payment to the wrong location. The mailed invoice got lost in the mail, and resulted in delay of payment that essentially shut down our account. This issue was our organizations fault due to our processes.  On a corporate level, rules are rules, and they had to deny us access to the service portal. That being said, on a local level, we worked with our tester and the customer service rep to get around the account shut down and still received all testing services. The customer service rep was patient, knowledgeable and worked diligently to get us in a position to restore full services. |

1. 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.

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| Superior- I thoroughly enjoy working with our DISA representatives.  Our employees have developed respectful relationships with the testers, they respond to information requests quickly, the reps are knowledgeable about the standards and advise in a helpful and easy to understand way. They make management of this program easy for me. |

1. 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.

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| Satisfactory- I feel that they know us well as is appropriate. Being a smaller state, our local reps are people in our communities. They know what our workforce does, they have made an effort to get to know our people on a friendly basis, and we have shared our applicable program documents with them, so they know our internal policies around testing. |

1. 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.

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| Superior- I’ve never had a negative interaction, even when troubleshooting issues. DISA staff are helpful, pleasant, and knowledgeable. |

1. 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.

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| Superior- DISA recently had their local testing manager leave the organization. Our Folks really enjoyed working with her and it’s been a big lose. That being said, DISA communicated the exit of their employee, how it would affect our services, and gave us a path to continue testing. We’ve seen reasonable delays in services in this time, but due to their effective communication, we knew to expect this. Again, wonderful customer service.  They also send newsletters with useful information and offer webinars to keep up to date on the latest testing news. |

1. 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.

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| Satisfactory- They have had fluctuations in staff as all industries do, but they have ensured that we still have services in those times, even offering to bring in additional staff from out of state to meet our needs as a State Agency. |

1. 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.

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| Satisfactory- DISA has stayed true to agreed pricing and has only minorly adjusted pricing when we renewed our contract. |

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

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| The real success here are the local reps. If you haven’t talked to a local organization which uses them, I would.  As a State Agency, they have handled us professionally and securely. Would recommend. |

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

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| I would rate them as superior based on customer service and organizational process. They have made management of this program easy for me and cause very little stress in my day to day. I can’t say that about some other venders that we contract through. |