**RFP 23-74828**

**TECHNICAL PROPOSAL**

**ATTACHMENT F**

***Technical Proposal***

**Instructions: Please supply all requested information in the areas shaded yellow and indicate any attachments that have been included. If a question does not apply to the solution being proposed please answer the question N/A. Document all attachments and which Section and question they pertain to in Attachment F. DCS is expecting creative cost saving solutions from all of the Respondents in an effort to distinguish the best partner(s) to select. All Service Level Requirements are listed within Attachment K. Pages 8-19.**

1. Respondent will provide AABB accreditation for past two years.

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1. Respondent will affirm agreement to offer equal level of services in every county and briefly describe how large, medium, and small counties’ sample collection needs will be met.

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1. Describe steps the Respondent will take to ensure the larger counties have weekly scheduled times available for collecting samples, and how much advance notice Respondent requires to cancel collection appearance if no parties are scheduled for testing that week.

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1. Describe the factors that are involved in site selection; identify who maintains county list of sites and who obtains a new site if previous site is no longer available; if an existing Vendor, attach current collection sites in counties where services are currently provided.

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1. Describe steps Respondent takes to ensure the safety of the parties, those waiting for collection, and the collector.

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1. Describe steps Respondent takes to ensure the confidentiality of the parties during sample collection and release of the test results.

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1. Describe how the Respondent plans to ensure that non-Vendor collectors will have sufficient supplies of postage-prepaid sample- collection kits and how the samples will be sent to the appropriate testing facility.

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1. Respondent will provide: 1) a copy of a training curriculum currently used to teach collectors sampling protocols; and, 2) a copy of a training curriculum used to teach child support workers, attorneys, or judges about genetic testing and the theories behind genetic testing. Affirm Respondent’s agreement to provide the required training.

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1. Affirm that persons hired to collect samples will be properly trained and certified by the Respondent as qualified collectors, and briefly describe the selection, training, and certification steps.

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1. Describe: 1) how Respondent’s collectors will coordinate scheduling with the county offices to ensure timely collection; 2) the Respondent’s rescheduling approach; 3) the Respondent’s approach to collecting samples in other states and other countries with reciprocal agreements with the United States or Indiana; and, 4) the Respondent’s approach to collecting samples from servicemembers who are stationed on a base without civilian access; affirm that the Respondent will work with DCS and the counties to implement and use electronic appointment scheduling if and where available.

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1. Affirm that Respondent’s staff and subcontractors will be trained to identify and avoid potential conflicts of interest and offer an alternative collector in those cases. The Respondent should describe the process it proposes for identifying, avoiding, and resolving conflict of interest situations and agree that any costs associated with identifying, resolving, or avoiding conflicts of interest will be fully assumed by the vendor.

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1. Describe the Respondent’s protocols for ensuring that the person from whom the sample is collected is the person who is to provide the sample, and the documentation used. Affirm that the Respondent will obtain a recognizable photograph and thumbprint of each sample donor and provide the necessary tools to document the donor’s identity.

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1. Describe Respondent’s buccal swab protocol and when and how alternative samples are collected. Also describe the training and qualifications of the Respondent’s employees or subcontractors who will be collecting samples.

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1. Describe the circumstances when you would use alternative collection such as collecting at another site (such as a jail) or testing another relative when the party is unavailable, or in the event of other special circumstances (e.g., an abandoned baby).

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1. Describe Respondent’s protocols for partial draw follow-ups.

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1. Describe Respondent’s plans to ensure that sample collections can be properly made in any IV-D jurisdiction at a location reasonably convenient to the person being tested.

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1. Describe the Respondent’s plans to meet these service level requirements.

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1. Describe the Respondent’s chain of custody protocol and refer to Respondent’s training section in the collector training curriculum.

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1. describe the Respondent’s handling, shipping, and mailing protocols.

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1. Attach Respondent’s PCR genetic testing protocols.

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1. Describe when other testing would be warranted and used. Also, please approximate how often Additional Testing is needed.

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1. Refer to testing protocol or briefly describe when retesting is necessary and the methodology used to reach exclusion or 99.9% probability of inclusion.

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1. Affirm the Respondent will meet the service level requirements and briefly describe the protocols used to meet the turnaround time and to handle exceptional cases.

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1. Affirm that the report will include the data requested in these service level requirements in an easy-to-read format; attach a redacted copy (to preserve confidentiality) of a genetic test report.

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1. Affirm that the report data is convertible from paper to electronic form and vice versa, signed electronically or in pen by the appropriate laboratory representative, and that the data will be transmitted electronically if any county or DCS at the state level prefers electronic transmission at some point during the contract’s term. Also, identify whether reports are accessible through a secure website if a county Prosecutor selects that option. Respondents should affirm their agreement to mail copies of the results report to the parties tested at the county Prosecutor’s request.

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1. Describe how an expert witness is chosen and how the expert witness prepares for trial; describe how the Respondent will assist with the preparation of discovery responses and affirm that the Respondent will pay for all costs associated with the expert witness and assistance in the preparation of discovery responses.

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1. Describe Respondent’s protocols for rapidly responding to county or DCS inquiries, tracking and escalation of issues, and providing information in writing as appropriate; briefly describe who is responsible for these responses.

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1. Attach Respondent’s Customer Service Plan that includes the service level requirements and any other provisions concerning customer service. The Respondent should describe the process they will follow when counties have issues with the services provided, or not provided. The Respondent should describe the method by which customer service issues or disputes are reported by the county and to whom, and the Respondent should agree it will respond to customer service issues or disputes, in writing, within three (3) business days with a proposed resolution.

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1. Attach a sample invoice; affirm compliance with service level requirements and cooperation with DCS regarding electronic invoicing.

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1. Attach the Respondent’s plan or outline of a plan and affirm that the Respondent will follow the service level requirement.

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1. Affirm that Respondent will continuously monitor its own performance and take proactive steps to ensure issues are appropriately addressed.

Affirm that Respondent will cooperate with the state in monitoring and tracking its activities, provide reports and records of its performance as requested by the state, and allow access to and inspection of its facilities if requested.

Briefly highlight examples of Respondent’s monitoring capabilities.

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