

# Allegheny County

## Department of Human Services

### REQUEST FOR PROPOSALS

#### DRUG & ALCOHOL TESTING SERVICES

<b>RFP ISSUED</b>	<b>June 10, 2015</b>
<b>QUESTIONS AND REQUESTS FOR CLARIFICATION ACCEPTED VIA EMAIL</b>	<b>Until 5 Business Days Before Proposal Due Date</b>
<b>RESPONSES (Q &amp; A) POSTED ON WEBPAGE</b>	<b>Ongoing- Final Q&amp;A Posted 1 Business Day Before Proposal Due Date</b>
<b>PROPOSALS DUE</b>	<b>July 10, 2015</b>
<b>AWARD DECISION / NOTIFICATION</b>	<b>September, 2015</b>
<b>ESTIMATED START DATE</b>	<b>November, 2015</b>

## GLOSSARY

Agreement: The contract negotiated between the County and the Successful Proposer to provide the Contract Services.

Contract Services: The specific services which the Successful Proposer agrees to provide to the County in response to this RFP as more particularly described in the Scope of Services in the Agreement.

DHS: [Allegheny County] Department of Human Services.

Proposal: The response submitted by a Proposer to this Request for Proposals.

Proposer(s): the entity or entities submitting a Proposal to the County in response to the RFP in an effort to become the Successful Proposer.

RFP: Request for Proposals

Successful Proposer: The Proposer selected by the County to provide the Contract Services.

## GENERAL INSTRUCTIONS AND INFORMATION

### Purpose

Allegheny County is soliciting proposals from qualified proposers to provide drug and alcohol testing services to clients involved with the child welfare system. Allegheny County's child welfare services are provided by the Office of Children, Youth and Families in the Department of Human Services (DHS). DHS would like to improve the convenience of the testing process by increasing the number of testing locations as well as evening and weekend hours at some locations. The County, on behalf of DHS, intends to enter into an Agreement with one Successful Proposer for approximately \$175,000 per year for a term of three years. If the Proposer anticipates that the cost to provide the Contract Services will exceed this amount, justification for higher costs should be provided in the Proposal.

### General Information about a Request for Proposal

Allegheny County issues Requests for Proposals (RFPs) to identify entities with the ability to meet the identified needs and quality standards within specified program and funding guidelines. Evaluation criteria are included in an RFP to measure how well a Proposal meets these criteria. The County may request additional information and/or a presentation from the Proposer during the Proposal evaluation period. Following the evaluation period, an Agreement to provide the Contract Services may be awarded to the most qualified Proposer(s), that is, the Successful Proposer(s).

***The issuance of this RFP does not obligate the County to enter into an Agreement with any Proposers.***

### Communication about this RFP

DHS is the "Issuing Office" for this RFP and is the sole point of contact for all questions and communication regarding this RFP. All communication about the RFP, including requests for additional information or clarification, should be submitted via email to:

[DHSProposals@allegheycounty.us](mailto:DHSProposals@allegheycounty.us).

All questions and/or requests for clarification concerning this RFP must be submitted no later than five business days prior to the proposal due date in order to guarantee a response on the website.

All information about the RFP, including changes, clarifications and responses to Proposer questions, will be posted on the RFP website at: <http://www.allegheycounty.us/dhs/solicitations.aspx>

#### Eligibility

Entities eligible to respond to this RFP include non-profit organizations and for-profit organizations or businesses licensed by the Pennsylvania Department of Health, Bureau of Laboratories to operate a clinical laboratory.

In order to be considered under this RFP, Proposers must meet all of the Allegheny County contractual requirements (available at: <http://www.allegheycounty.us/dhs/contracting.aspx>).

#### Minority, Women or Disadvantaged Business Enterprise (M/W/DBE) Requirements

This RFP contains requirements for Proposers to assist Allegheny County in meeting its M/W/DBE goal (all contracts and other business activities entered into by Allegheny County having overall goals of 13% for MBEs and 2% for WBEs). A listing of M/W/DBEs certified by Allegheny County and the Pennsylvania Unified Certification Program can be found at [www.county.allegheycounty.pa.us/mwdb](http://www.county.allegheycounty.pa.us/mwdb)

For more information about M/W/DBEs, please review the following. An M/W/DBE Participation Statement or Waiver Statement is **REQUIRED** with Proposal submission.

[MWDBE Contract Specifications Manual](#)

[MWDBE Participation Statement form](#)

[MWDBE Waiver Statement form](#)

#### Proposal Preparation Costs

The Proposer is responsible for all costs related to the preparation and submission of a Proposal. Allegheny County is not obligated, in any way, to pay any costs incurred in the preparation and submission of a Proposal.

## BACKGROUND

### About DHS

DHS was created in 1997 to consolidate the provision of human services across Allegheny County. It is the largest department within Allegheny County government. In addition to its Executive Office, DHS encompasses five program offices (Behavioral Health; Children, Youth and Families; Community Services; Intellectual Disability; and the Area Agency on Aging) and three support offices (Administrative and Information Management Services; Community Relations; and Data Analysis, Research and Evaluation). Last year, DHS served more than 210,000 individuals (approximately one in six County residents) through an array of 1,700 distinct services.

DHS is responsible for providing and administering publicly-funded human services to Allegheny County residents and is dedicated to meeting these human service needs, particularly for the County's most

vulnerable populations, through information exchange, prevention, early intervention, case management, crisis intervention and after-care services.

DHS provides a wide range of services, including: services for older adults; mental health and drug and alcohol services (includes 24-hour crisis counseling); child protective services; at-risk child development and education; hunger services; emergency shelters and housing for the homeless; non-emergency medical transportation; job training and placement for public assistance recipients and older adults; and services for individuals with intellectual and/or developmental disabilities.

DHS provides services to eligible individuals without regard to race, color, sex, gender identity or expression, sexual orientation, age, religion, national origin, political affiliation, disability, familial status, military service, or religious, community or social affiliations.

#### Drug & Alcohol Testing in Allegheny County

In child welfare cases where there are allegations of substance use (on the part of the adults and/or children), testing is used to determine usage and/or maintenance of sobriety. If a case is court-active (open dependency cases in Court of Commons Pleas of Allegheny County, Family Division “Family Court”), the Court may order random drug and alcohol testing. In these cases, random screens continue until a new order is entered by the Court, giving permission to discontinue screens, or until the case is closed.

Prior to 2002, drug and alcohol testing services were provided by the Allegheny County Health Department (ACHD) office located on Forbes Avenue in Pittsburgh’s Oakland neighborhood. This arrangement worked well when Juvenile Court was also located on Forbes Avenue in Oakland because in cases in which there were allegations of drug and/or alcohol use that were brought before the Court, clients would be referred to the conveniently-located ACHD for testing.

However, when Juvenile Court moved to its current location – the Family Law Center in Downtown Pittsburgh – in November 2000, it became inconvenient to send clients from the new Downtown court facility to the ACHD Oakland facility. In an effort to improve convenience and compliance, an agreement was entered into by DHS, ACHD and Family Court, for an in-house drug and alcohol laboratory located at the same site as Family Court. That laboratory has been operating since 2002 and serves clients Monday through Friday from 9:00 a.m. – 5:00 p.m. A second drug and alcohol testing location was opened in 2005 at the Wander Building in McKeesport, to more conveniently serve clients from the Mon-Valley, Duquesne and Clairton areas. The McKeesport site screens clients Monday through Friday from 3:00 p.m. – 7:00 p.m. Currently, both sites provide a 12-panel urine drug test and a saliva alcohol test.

Approximately 840 clients are referred monthly to the two testing centers. However, almost half of these clients do not follow through with the referral. DHS believes that convenience is an issue and that compliance rates will increase with the addition of more locations and with expanded evening and weekend hours.

## **SCOPE OF SERVICES REQUESTED**

Allegheny County is soliciting proposals from interested and qualified proposers to provide drug and alcohol testing services to clients involved in the child welfare system. DHS would like to improve the convenience of the testing process by increasing the number and convenience of testing locations, including sites which offer

evening and weekend hours. Referral sources will be Family Court Judges, CYF caseworkers and CYF casework supervisors.

The Successful Proposer must:

- Be certified, by the Pennsylvania Department of Health, Bureau of Laboratories, to conduct drug testing. Maintenance of such certification is essential to performance. Successful participation in an approved proficiency testing program is also required to assure continued proficiency in drug and alcohol testing. Urine drug testing must utilize standard and approved methodologies to determine the presence or absence of the specified drugs and/or alcohol.
- Provide a 12-panel urine drug screening assay classified as a Clinical Laboratory Improvement Amendments (CLIA) test of moderate complexity. The test should cover cocaine, barbiturates, tetrahydrocannabinol (THC), oxycodone, amphetamines, benzodiazepine, phencyclidine (PCP), opiates, propoxaphene and methamphetamine.
- Provide the Alco saliva alcohol test, a CLIA-waived test.
- Operate licensed testing centers in several communities within Allegheny County, at least some of which offer evening and weekend hours.
- Have a rigorous process for verifying the identity of clients and work with DHS to establish a protocol in those instances when a client does not have a valid form of identification.
- Use an external positive and an external negative control test at least once daily at each site prior to performing the assay with client specimens.
- Provide clients with information related to drug and alcohol testing and the results of the screening. If the screen is positive, the Successful Proposer should ask the client to complete the drug use acknowledgement form, and, if the client disputes the substance use, refer the specimen to a reference laboratory to conduct the confirmatory testing.
- Ensure that the client provides appropriate disclosure of all medications that are being taken at the time of screening.
- Provide drug and alcohol testing services that are inclusive of all genders, family structures and levels of ability.
- Provide direct observation of urine collection and match the client and screener by sex.
- Treat all clients with respect and ensure that clients are monitored by a staff member with whom they feel comfortable.
- Send results to the appropriate entities in a timely and secure manner. The Successful Proposer's process for these activities, as well as record maintenance, must comply with HIPAA and other applicable privacy and confidentiality standards.

- Process payments from multiple stakeholders and establish a process to ensure that DHS is the payee of last resort.
- Maintain quality control records for the external controls used in urine drug screening for at least two years.
- Provide monthly and quarterly reports of testing activities and results to DHS.
- Have a plan for quality assurance, including a plan for participation in proficiency testing and corrective action in the event of a deficiency in such testing.

### Budget

Funding is approximately \$175,000 per year for a term of three years with the option to renew. Based on previous experience, we anticipate that approximately 3,500 individuals will utilize this drug and alcohol testing service in community settings annually.

Proposers are responsible for the full cost of all licensing, certification, proficiency testing, evaluation and administration in connection with the provision of the drug and alcohol testing services; all costs must be reflected in the Proposal.

## **PROPOSAL INSTRUCTIONS AND FORMAT**

A complete Proposal must include all of the components listed below, submitted as a word document or PDF (budget may be submitted in Excel). Use 1-inch margins, 12 point font and numbered pages. Single spacing is permissible. Please adhere to page limitations indicated below; other than required attachments, no additional attachments will be accepted (attachments may be included as a link).

### Organizational Experience

- Provide an overview of your organization, the range of services offered, current contracts and geographic area covered.
- Describe your organization's experience conducting drug and alcohol testing.
- Describe your experience working with the target population and the court system or another referral source for drug and/or alcohol testing.
- Provide the number and date of your license to operate a clinical laboratory from the Pennsylvania Department of Health, Bureau of Laboratories.

### Approach

- Describe the licensed locations where testing will be available, including address/community and hours of operation of each location.
- Describe your strategy for staffing each location, including plans for staff recruitment, training and retention (CVs and/or job descriptions may be attached and do not count against the page limit).
- Describe your plan for staff supervision and performance management.
- Describe your drug testing methodology, including verification of client identification and obtaining disclosure of medications actively used.
- Describe your plan for dissemination of results and maintenance of records, including compliance with HIPAA and other applicable privacy and confidentiality standards.
- Describe your experience processing payments from multiple stakeholders and plans for ensuring that

DHS is the payee of last resort.

- Describe your plan for quality assurance, including a plan for participation in proficiency testing and corrective action in the event of a deficiency in such testing.

### **Budget**

Include your organization's financial statements and describe how they reflect your organization's financial stability. If your organization is for-profit and this information is not publically available, please indicate this in your budget narrative.

- Provide a detailed two-year budget that clearly supports the proposed model and the implementation plan, including budgets and proposed fee schedule for the 12-panel urine drug test and alcohol screening test.
- Please clearly delineate your proposed fee(s) to provide the drug and alcohol testing.

### **Proposal Contents**

- Executive Summary (1 page)
- Proposal Narrative (8 pages)
- Budget and Budget Narrative
- References (1 page): Include name, affiliation and contact information [include email address and telephone number] for three references who are able to address relevant experience with your organization.
- Required Attachments:
  - Cover Page
  - MWDBE Participation Statement form
  - W9
  - Vendor Creation Form
  - Current license issued by the Pennsylvania Department of Health, Bureau of Laboratories to operate a clinical laboratory
  - Accreditations from external organizations
  - Personnel Policies and Affirmative Action Plan
  - Job Descriptions for all positions in the proposal (current and proposed), including minimum job qualifications, responsibilities and supervision
  - Resumes of Key Personnel, including, at a minimum, the chief administrator, chief financial officer and laboratory director

## **SCORING AND SELECTION PROCESS**

### **Scoring Criteria**

The narrative and budget sections will be evaluated on a scale of 100 points as detailed below.

Proposal Narrative (**8 pages/75 points total**)

- Organizational Experience
- Approach

Budget and Budget Narrative (**25 points**)

### Selection Process

DHS will use a formal evaluation process to select the Successful Proposer, including review of the Proposal and additional information/presentation as requested. DHS may contact individuals or entities with whom the Proposer has had dealings in the past, regardless of whether or not they are included as references in the Proposal.

**DHS will perform an initial screening of all Proposals received. For a Proposal to be eligible for evaluation, the Proposal must be:**

- **Received from the Proposer by the due date/time**
- **Properly signed by the Proposer**
- **Properly formatted and include required forms and sections**

**Proposals that do not meet the initial screening are subject to rejection without further evaluation.**

After the initial screening has occurred, the evaluation process for Proposals is as follows:

- DHS will designate an evaluation committee to review and evaluate all Proposals submitted in response to this RFP. The evaluation committee may consist of some or all of the following individuals:
  - County employees/contractors
  - Representatives of foundations, educational institutions, community and civic organizations, businesses and/or non-profit agencies
  - Individuals selected for subject matter/content expertise or experience, or by virtue of other relevant experience/knowledge
- The evaluation committee will evaluate the Proposals based upon the Scoring Criteria listed above.
- The County shall have exclusive discretion to shortlist a small number of Proposals receiving the highest or most satisfactory evaluations for more extensive review.
- If determined necessary, DHS may contact the Proposer for the purpose of clarifying any ambiguities in the Proposal, requesting Proposal modifications, or discussing Budget modifications.

### Oral Presentations and Site Visits

DHS may create a short-list of Proposers who will be invited to give an oral presentation and demonstration of their tool(s). In that case, selected Proposers will be notified of the time and location, and will be provided with an agenda or topics for discussion. Questions asked during oral presentations or site visits will be for the purpose of clarifying the scope and content of the written Proposal.

### Final Award Process

Following the evaluation process, which may include oral presentations and/or negotiations, the evaluation team will tabulate and submit an award recommendation to the DHS Director (the County reserves the right to recommend that none of the Proposals be selected). The DHS Director will then issue a recommendation to the County Manager who will make the final determination concerning award of an Agreement.

**NOTHING HEREIN SHALL BE CONSTRUED OR INTERPRETED IN ANY WAY AS OBLIGATING THE COUNTY TO ENTER INTO AN AGREEMENT WITH ANY PROPOSER. THE COUNTY RESERVES THE RIGHT AT ALL TIMES NOT TO AWARD OR ENTER INTO AN AGREEMENT FOR THE SCOPE OF SERVICES FOR ANY REASON WHATSOEVER.**



## SUBMISSION INFORMATION

Proposals must be submitted by email to [DHSProposals@allegHENYcounty.us](mailto:DHSProposals@allegHENYcounty.us), no later than 3:00 p.m. EST on **July 10, 2015**. Proposals received after this time will not be accepted. The County reserves the right to extend or postpone the date and time for RFP activities; in the event of a change, the information will be posted on the website at <http://www.allegHENYcounty.us/dhs/solicitations.aspx>.

If necessary, attachments may be sent via U.S. Mail, Courier or hand-delivery, by the date/time above, to:

Maria Wallace  
Allegheny County Department of Human Services  
One Smithfield Street – Suite 400  
Pittsburgh, PA 15222-2221

**You will receive an email confirmation of receipt of your Proposal. Please contact us (via email or by calling Maria Wallace at 412-350-7144) if you do not receive an email confirmation.**

To be considered, the Proposal must include all of the specified information. DHS may request additional information and/or conduct investigation as necessary to determine the Proposer's ability to provide the requested service. This additional information may become part of the County's final award decision-making process.

All Proposals are the property of the County and may become part of any subsequent Agreement.

## CONTRACT TERMS AND CONDITIONS

### Agreement Terms and Conditions

The Successful Proposer will enter into an Agreement with the County of Allegheny, on behalf of DHS, for performance of the Scope of Services specified in this RFP and set forth in the Proposal. The Scope of Services specified in the RFP and Proposal shall become the Contracted Services. Information about contracting with the County to provide services to DHS and the standard County terms and conditions for County contracts for services for DHS which will be included in the Agreement can be found on the DHS website at:

<http://www.allegHENYcounty.us/dhs/contracting.aspx>  
[HIPAA compliance](#)

DHS is a "covered entity" under the Health Information Portability and Accountability Act (HIPAA). The Successful Proposer must describe how it will comply with HIPAA requirements.

### CYBER Security

A significant portion of DHS business activities and related billing carried out under this RFP are done through information management systems or tools, including email. Proposers should meet the minimum computer specifications beginning on page 14 of the [DHS Contract Specifications Manual](#) which can be found on the Allegheny County DHS website and should make sure their computers, laptops and other electronic devices have sufficient security software and settings to minimize the risk of a breach of information. In addition, the Proposer should have policies and procedures in place to assure that their electronic devices are physically secure when not in use (e.g., locked in a vehicle trunk, password protected, etc.).

Conflict of Interest

By submitting a Proposal, the Proposer certifies and represents to the County that the Proposer has not offered, conferred or agreed to confer any pecuniary benefit or other thing of value for the receipt of special treatment, advantaged information, recipient's decision, opinion, recommendation, vote or any other exercise of discretion concerning this RFP.

Equal Employment Opportunity/Non-Discrimination

Proposer agrees to not discriminate against any employee, applicant for employment, independent contractor, consumer or any other person on the basis of race, color, religion, national origin or ancestry, sex, gender identity or expression,; sexual orientation, disability, marital status, familial status, age (40 or over), or use of a guide or support animal because of blindness, deafness or physical disability of any individual or independent contractor or because of the disability of an individual with whom the person is known to have an association or on any other basis prohibited by federal, state or local law.