

#	QUESTION	Applicable to which section? (Solicitation Section Number and Paragraph)	<u>DEPARTMENT'S RESPONSE/ANSWER</u>
1	3.1.1 (a) Please clarify if the contractor is to be accredited by the AABB for relationship testing?	3.1.1 (a)	The contractor must ensure that each collection site is accredited by the AABB for relationship testing.
1.1	If the contractor is not required to be accredited by the AABB for relationship testing, then is it a requirement to have each collection site have a certificate of Training as described below and incur the associated expense?	3.1.1 (a)	The contractor must ensure that each collection site is accredited by the AABB for relationship testing.
2	How will the Department provide the Contractor with a schedule in advance of the collection appointment? The existing process involves a file being provided in advance with all of the necessary information related to the tested parties, it is critical that this information be provided in advance for the majority of the parties. If only a work order is provided and the client does not bring it this file is critical in order to confirm the tested party required information.	3.2.1 (a)	The Department will not have a schedule to provide to the contractor since the customer will be scheduling an appointment with the contractor. If a customer does not bring a copy of the work order, the Department will have a mechanism for collection sites to contact the Department and the Department will provide a copy of the work order.
3	Please confirm that this is not a mandatory requirement.	3.2.1 c	Addendum #01 will be issued making the requirement mandatory. The language will be amended to read "The Contractor must provide options for the customer to
4	How does the Department envision this process? How would the Department be notified of schedule changes?	3.2.1 c	Refer to previous question

5	What if the customer does not have the Work Order but knows they were scheduled on the specified date/time? Should they be refused? If they are collected, how should this be documented? What is the maximum number of appointment for clients?	3.2.1 (d)	The work order is provided to the customer along with the notification to contact the contractor to schedule an appointment. If the customer appears for collection, the customer should be collected once their identity is verified. If they do not have a copy of the work order, see answer to #2.
6	Is there a form the Department would want the Contractor to use?	3.2.1 e	There is no specific form or format required by the Department.
7	Would the actual collection site provide the form of the Contractor?	3.2.1 e	The customer confirmation is envisioned to be a document/notification provided to the customer at the time of or directly following collection, showing date of collection and individuals collected. Whether the collection site provides a copy to the contractor is an internal decision of the contractor.
8	Please explain how the Laboratory vendor would know how to match parties to cases if there is not a master schedule provided to the collection site vendor.	3.2.1 e	The information contained on the work order to be included on the chain of custody for sent to the Lab will include the following information: *Party drawn name and business partner id *Department case number *Department genetic testing authorization number This information is used by the Lab to match case and party information with the Department.
9	Please confirm if the collection vendor would be able to charge a scheduling rate in addition to a collection rate.		No. The collection rate bid includes functions related to scheduling.

10	<p>Will the individuals be provided with the Contractor name and number? What if the Contractor uses a network of sites? What is the timeframe notice that will be required in order to change or cancel an appointment? What is the required documentation if an appointment has been changed?</p>	3.22 m	<p>The customer will be provided contact information for the contractor in the notice sent to the customer by the Department. The contractor contact information provided by the Department will be based upon direction provided by the selected contractor and would address a situation where the contractor uses a network of sites.</p> <p>The customer is notified in the notice that they must contact the contractor and arrange for a collection appointment and be collected within a provided timeframe, estimated to be between 30 - 60 days from the date of the notice sent by the Department.</p> <p>There is no required documentation if an appointment is changed. The customer is to coordinate with the contractor to schedule or reschedule appointments as necessary for the customer to be collected within the timeframe requirement. If an appointment must be canceled and rescheduled due to changes of the collection site schedule, the contractor/collection site is responsible for notifying the customer timely. The contractor is not required to notify the Department of a scheduled appointment, only to provide information about collections that occur.</p>
11	<p>Please confirm the list of supplies required to be provided by the Laboratory vs. the supplies that are to be provided by the Collection Contractor. We believe it to be the following, please confirm this is correct:</p>	3.2.2 j and o	

11.1	The laboratory provides to the contractor for collection sites- chain of custody forms, swabs, packaging, tamper tape, prepaid mailers addressed to the laboratory. Is the contractor responsible to provide the laboratory pre paid airbills to ship these supplies?	3.2.2 j and o	Yes, as indicated in the Lab's existing contract.
11.2	The awarded collection contractor provides gloves, any needed PPE, film, cameras, pens, staples, etc.	3.2.2 j and o	Yes
12	The AABB accredited Laboratory performing the testing is responsible for ensuring proper sample collection and would need to approve the buccal swab collection procedure. Will the laboratory be required to provide the training tools to the chosen contractor?	3.2.3 a	It is anticipated that the Lab will provide the training tools to the collection contractor.
13	The following AABB standards apply to the testing laboratory related to the sample collection. AABB Standard 4.3.3 states there shall be written agreements between laboratories and third-party administrators that define Collection requirements. How does the DOR envision this coordination between the chosen collection contractor and the testing laboratory?	3.2.3 a	Arrangement of the required agreement between the Lab and the collection contractor will be facilitated by the Department upon contract award.
14	The following AABB standards apply to the testing laboratory related to the sample collection. AABB Standard 5.2.2.2 states the laboratory shall have policies processes, and procedures to ensure that collectors are trained. Will the chosen collection contractor be required to provide the documentation to the laboratory?	3.2.3 a	The selected contractor is required to be certified by the AABB and to follow the requirements of that certification.

15	What is the process for monitoring performance of the collection contractor.	3.4	<p>The Department will monitor performance as indicated in the performance measure section of the ITB. Additionally, the Department will monitor other quality areas, including but not limited to:</p> <ul style="list-style-type: none"> - ensuring contractor has sufficient collection sites and available operating times to meet the minimum number of appointment days per Department service site and that locations are within the required 35 miles of each Department service site. (3.1.1(d,e), Exhibit B) - incidences where the customer is unable to obtain an appointment timely due to limited availability of collection location and times - timely submission of samples to the lab. (3.2.2.f)
16	How would repeat or other collection errors be communicated to the Collection Contractor?	3.4	There should be a single point of contact with the contractor for the laboratory to correspond with related to any quality concerns or issues.

17	How would the DOR, Laboratory Vendor, or Collection Vendor know if there were samples collected, but did not make their way to the Laboratory vendor?	3.4	<p>There are several points in the process this would come to light:</p> <ol style="list-style-type: none"> 1. The Department takes action to close the case if the a collection record from the contractor is not received within the required timeframe from when the Department notifies the customer of the requirement to provide a genetic sample. The source of the missing collection would be identified as either: <ul style="list-style-type: none"> -the customer did not make an appointment within the required timeframe -the customer did not appear at the appointment -the collection contractor did not provide the Department with information regarding the collection via the required data exchange in Exhibit 4 2. When the collection vendor provides collection information, the Department begins new timeframe tracking for completion of the genetic test. If the test is not completed within the timeframe the case is researched which would identify missing information.
18	If there is missing or incomplete information during the collection process, does the Department expect the vendor to coordinate with the Lab to resolve?	3.4	Yes.
19	How does the Department plan for communication between the Collection vendor and Lab?	3.4	There should be a single point of contact with the contractor for the Lab to correspond with related to any quality concerns or issues.
20	What determines whether or not the Department requires or waives the requirement for fingerprints?	Section V	For the current contract (CGT15), the Program requested the contractor's criminal history record checks process to determine the level of security standards. In the current contract, the waiver was granted.

20.1	Where are the fingerprint services obtained?	Section V	The template contract provided in this ITB and CGT15 (current contract) states, "That the Contractor shall utilize the CHRC fingerprinting entity designated by the
20.2	Who pays for the cost of the fingerprinting service?	Section V	The template contract provided in this ITB and CGT15 (current contract) states, "The cost of performing the criminal history record checks shall be borne by the contractor. "