



October 2020

A Proposal for **Diagnostic Lab Services** from
Quest Diagnostics

Iowa Department of Administrative Services

Technical Proposal

October 28, 2020

Department of Administrative Services
Ken Discher, Purchasing Agent 3
Hoover Building - Level 3
Des Moines, IA 50319

Dear Mr. Discher & Members of Iowa Department of Administrative Services (DAS):

Quest Diagnostics greatly appreciates the opportunity to respond to the Iowa Department of Administrative Services RFP1221005003 for Diagnostic Lab Services. As the world's leading provider of diagnostic testing information services and a current provider of testing to the State of Iowa's Department of Administrative Services, Quest Diagnostics is uniquely positioned to meet your needs and is proud to submit this proposal.

The requested information is provided below with this letter.

- **Servicing Laboratory:**

Quest Diagnostics LLC ("Quest Diagnostics")
1355 Mittel Boulevard
Wood Dale, IL 60191
Phone: 630.595.3888
Fax: 630.595.6024

- **Parent Company:**

Quest Diagnostics Incorporated
500 Plaza Drive
Secaucus, NJ 07094
Website: www.QuestDiagnostics.com

- **Point-of-Contact:**

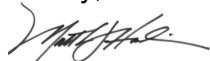
Tory Dvorak, Territory Account Executive
Phone: 563.349.5655
Email: Victoria.J.Dvorak@QuestDiagnostics.com

Amy Volz, Physician Account Manager
Phone: 319.721.4050

Email: Amy.E.Volz@QuestDiagnostics.com

Thank you again for the opportunity to provide a proposal in response to the Iowa Department of Administrative Services (DAS) RFP1221005003 for Diagnostic Lab Services. I look forward to hearing from you.

Sincerely,

A handwritten signature in black ink, appearing to read 'Matthew Hamlin'.

Matthew Hamlin, Vice President & General Manager, Great Midwest Region
Phone: 630.475.4651
Email: Matthew.J.Hamlin@QuestDiagnostics.com

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EXECUTIVE SUMMARY

Inspiring Action through Insight

Quest Diagnostics is grateful for the opportunity to respond to Iowa Department of Administrative Services (DAS). Our response will demonstrate that we will provide DAS with the greatest overall value through a combination of competitive pricing, a range of value-added solutions, and our commitment to serving DAS, your patients and your communities.

As DAS's current and primary reference laboratory partner, we are uniquely positioned to support DAS and your mission *to provide high-quality, affordable infrastructure products and services to Iowa state government customers in a manner that empower them to provide better service to the citizens of Iowa in achieving economic growth*. We are a capable and committed partner, one who can support DAS to deliver the best possible medical care to your patients.

Quest Diagnostics has read, understands and agrees with the terms and conditions associated with the RFP.

We have been providing reference testing services to DAS for over 13 years. Our local service is complimented by our position of being the nation's leading provider of diagnostic testing information and services. Our solutions include but are not limited to:

Availability & Menu Breadth. Quest Diagnostics operates 24 hours a day, 7 days a week, 365 days a year providing our customers with a comprehensive menu of more than 3,500 routine and specialty laboratory tests and services. Our regional laboratory in Wood Dale, IL can offer unsurpassed convenience in utilizing one laboratory for all your testing needs.

Local Dedicated Support. DAS will continue to be supported by local sales and service representatives who are already very knowledgeable about your specific testing and service needs.

Clinical Expertise. We continually collaborate with leading academic institutions to drive diagnostic discovery, offer clinical decision support through a library of web-based algorithms and direct access to over 650 medical experts, and help providers continue their medical education. Additionally, we provide access to our industry-leading team of MDs and PhDs across clinical, anatomic, and genomic specialties for live consultation.

Data Drive Insights. Quest Lab Stewardship is a cloud-based solution that enables health care facilities to help improve patient care through laboratory utilization. This solution provides self-service, customizable, web-based dashboards and reports to help control expenses, order the right tests, prevent improper testing, and improve quality metrics and financial performance.

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SECTION 3: FORM AND CONTENT OF PROPOSAL

3.2.4 Mandatory Specifications and Scored Technical Specifications

The Vendor shall answer whether or not it will comply with each specification in Section 4 of the RFP. Where the context requires more than a yes or no answer or the specific specification so indicates, Vendor shall explain how it will comply with the specification. Merely repeating the Section 4 specifications may be considered non-responsive and result in the rejection of the Proposal. Proposals must identify any deviations from the specifications of the RFP or specifications the Vendor cannot satisfy. If the Vendor deviates from or cannot satisfy the specification(s) of this section, the Agency may reject the Proposal.

Quest Diagnostics acknowledges the information set forth above.

3.2.5 Vendor Background Information

The Vendor shall provide the following general background information:

3.2.5.1 Does your state have a preference for instate vendors? Yes or No. (Example: Providing to an in-state vendor a % advantage/discount off their cost proposal.) If yes, please include the details of the preference.

No.

As a current provider of testing to DAS, Quest Diagnostics can best meet your reference testing needs through our laboratory in Wood Dale, IL.

3.2.5.2 Name, address, telephone number, fax number and e-mail address of the Vendor including all d/b/a's or assumed names or other operating names of the Vendor and any local addresses and phone numbers.

As previously stated, DAS's reference testing needs can best be met through our laboratory in Wood Dale, IL. However, Quest Diagnostics is a national network of 23 full-service laboratories, including regional labs, bicoastal Nichols Institute testing centers, and facilities such as Athena Diagnostics and Quest Diagnostics Infectious Disease (QDID) that offer specialized testing in areas such as neurology, cardiology, and infectious diseases.

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Laboratory Legal Name	Address	City	State	Zip	Phone Number
Quest Diagnostics LLC*	1355 Mittel Boulevard	Wood Dale	IL	60191	630.595.3888
Quest Diagnostics Clinical Laboratories, Inc.	1777 Montreal Circle	Tucker	GA	30084	866.709.0772
Quest Diagnostics Incorporated	1901 Sulphur Springs Road	Baltimore	MD	21227	410.247.8800
LabOne of Ohio, Inc. d/b/a Quest Diagnostics	6700 Steger Drive	Cincinnati	OH	45237	513.353.6000
Quest Diagnostics Clinical Laboratories, Inc.	4770 Regent Boulevard	Irving	TX	75063	972.916.3200
MetWest Inc. d/b/a Quest Diagnostics	695 South Broadway	Denver	CO	80209	303.899.6000
Quest Diagnostics Clinical Laboratories, Inc.	900 Business Center Drive	Horsham	PA	19044	800.272.3600
Quest Diagnostics Clinical Laboratories, Inc.	5850 Rogerdale Road	Houston	TX	77072	713.877.6000
Quest Diagnostics Incorporated	4230 Burnham Avenue	Las Vegas	NV	89119	702.733.7866
LabOne, LLC d/b/a Quest Diagnostics	10101 Renner Boulevard	Lenexa	KS	66219	913.888.1770
Quest Diagnostics Incorporated (Corporate Address)	500 Plaza Drive	Secaucus	NJ	07094	913.520.2700
Quest Diagnostics LLC	200 Forest Street	Marlborough	MA	01752	617.547.8900
Quest Diagnostics Clinical Laboratories, Inc.	10200 Commerce Parkway	Miramar	FL	33025	954.378.5000

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Quest Diagnostics Clinical Laboratories, Inc.	525 Mainstream Drive	Nashville	TN	37228	615.687.2000
Quest Diagnostics of Pennsylvania Inc.	875 Greentree Road	Pittsburgh	PA	15220	412.920.7600
Quest Diagnostics Clinical Laboratories, Inc.	5220 NE 122 nd Avenue	Portland	OR	97230	503.306.1000
Unilab Corporation d/b/a Quest Diagnostics	3714 Northgate Boulevard	Sacramento	CA	95834	855.298.8285
Quest Diagnostics Clinical Laboratories, Inc.	1737 Airport Way South	Seattle	WA	98134	800.877.0052
Quest Diagnostics Clinical Laboratories, Inc.	4225 East Fowler Avenue	Tampa	FL	33617	813.972.7100
Quest Diagnostics Incorporated	One Malcolm Avenue	Teterboro	NJ	07608	201.393.5000
Quest Diagnostics LLC	3 Sterling Drive	Wallingford	CT	06492	203.949.5500
Unilab Corporation d/b/a Quest Diagnostics	8401 Fallbrook Avenue	West Hills	CA	91304	818.737.6000
Athena Diagnostics, Inc.	200 Forest Street	Marlborough	MA	01752	800.394.4493
Quest Diagnostics Infectious Disease	33608 Ortega Highway	San Juan Capistrano	CA	92675	800.445.0185
Quest Diagnostics Nichols Institute, Inc.	14225 Newbrook Drive	Chantilly	VA	20151	800.336.3718
Quest Diagnostics Nichols Institute	33608 Ortega Highway	San Juan Capistrano	CA	92675	949.728.4000
Specialty Laboratories Inc. d/b/a Quest Diagnostics Nichols Institute of Valencia, Inc.	27027 Tourney Road	Valencia	CA	91355	661.799.6543

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* This location is the local servicing laboratory for DAS.

Applicable fax number and email addresses for the servicing laboratory in Wood Dale, IL have been provided within the Transmittal Letter and additional information can be provided by your local account management team.

3.2.5.3 Form of business entity, e.g., corporation, partnership, proprietorship, limited liability company.

Quest Diagnostics Incorporated (parent company of Quest Diagnostics LLC, in Wood Dale, IL) was incorporated in 1990; predecessor companies dates back to 1967.

3.2.5.4 State of incorporation, state of formation, or state of organization.

Quest Diagnostics was incorporated in Delaware.

3.2.5.5 The location(s) including address and telephone numbers of the offices and other facilities that relate to the Vendor's performance under the terms of this RFP.

Based on the tests included with this RFP, DAS' reference testing needs can best be met through our regional laboratory in Wood Dale, IL. The requested information has been provided below.

Servicing Laboratory: Quest Diagnostics LLC

Address: 1355 Mittel Boulevard, Wood Dale, IL 60191

Phone: 630.595.3888

Should a test need to be forwarded to one of our 23 full-service laboratories within the Quest Diagnostics national network, location information of each of those facilities has been provided on pages 6 and 7.

3.2.5.6 Number of employees.

Quest Diagnostics employs approximately 45,000 people, including approximately 1,250 employees in our servicing laboratory in Wood Dale, IL.

3.2.5.7 Type of business.

Quest Diagnostics is a national clinical laboratory offering a wide range of products and services that benefit patients, healthcare providers, and other organizations such as pharmaceutical medical device companies, life insurance companies, and employers.

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3.2.5.8 Name, address and telephone number of the Vendor's representative to contact regarding all contractual and technical matters concerning the Proposal.

Contact information has been provided below for all contractual and technical matters concerning the Proposal.

Contact Name: Victoria (Tory) Dvorak

Address: 1355 Mittel Boulevard, Wood Dale, IL 60191

Phone: 563.349.5655

Email: Victoria.J.Dvorak@QuestDiagnostics.com

3.2.5.9 Name, address and telephone number of the Vendor's representative to contact regarding scheduling and other arrangements.

DAS will continue to be supported by local sales and service representatives. This team of highly trained account representatives is already very knowledgeable about your specific testing and service needs.

They will:

- Provide regular on-site visits as needed or requested
- Effectively share up-to-date information
- Ensure all processes are running smoothly for testing referred to Quest Diagnostics

Our account management teams also include local specialty representatives with expertise in areas such as Cardiology, Neurology, Women's Health, Infectious Disease, Oncology, and Prescription Drug Monitoring.

Quest Diagnostics is pleased to present the following key team members who are ready to support the needs of DAS:

Contact Name	Job Title	Email Address
Tory Dvorak	Territory Account Executive	Victoria.J.Dvorak@QuestDiagnostics.com
Amy Volz	Physician Account Manager	Amy.E.Volz@QuestDiagnostics.com
Jim Grider	Sales Director	James.X.Grider@QuestDiagnostics.com

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Specialty Representatives servicing your location include:

Contact Name	Job Title	Email Address
Mike Weatherly	Cardio Metabolic Specialist	Michael.J.Weatherly@QuestDiagnostics.com
Alex Panagos	Neurology Account Executive	Alexander.X.Panagos@QuestDiagnostics.com
Nancy Swanson	Women's Health Account Executive	Nancy.L.Swanson@QuestDiagnostics.com
Don Brady	Infectious Disease & Immunology Account Executive	Donald.K.Brady@QuestDiagnostics.com
Michael Rodgers	Oncology Account Executive	Michael.S.Rodgers@QuestDiagnostics.com
Marsha Montague	Prescription Drug Monitoring Account Executive	Marsha.X.Montague@QuestDiagnostics.com

3.2.5.10 Name, contact information and qualifications of any subcontractors who will be involved with this project the Vendor proposes to use and the nature of the goods and/or services the subcontractor would perform.

As a current provider of testing to DAS and based on the services included with this proposal, Quest Diagnostics does not anticipate any subcontractors that will be involved with this project.

3.2.5.11 Vendor's accounting firm.

Price Waterhouse Coopers LLP.

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3.2.5.12 The successful Vendor will be required to register to do business in Iowa before payments can be made. For vendor registration documents, go to: <https://das.iowa.gov/procurement/vendors/how-do-business>

Quest Diagnostics acknowledges and will comply with the foregoing.

3.2.6 Termination, Litigation, Debarment

The Vendor must provide the following information for the past five (5) years:

3.2.6.1 Has the Vendor had a contract for goods and/or services terminated for any reason? If so, provide full details regarding the termination.

In the interest of protecting the confidentiality of our customers, Quest Diagnostics is unable to disclose specific information about our customer base

3.2.6.2 Describe any damages or penalties assessed against or dispute resolution settlements entered into by Vendor under any existing or past contracts for goods and/or services. Provide full details regarding the circumstances, including dollar amount of damages, penalties and settlement payments.

Quest Diagnostics believes that there are no past or present litigation matters that would threaten the viability of the company. There are no pending claims against Quest Diagnostics that would affect its ability to continue to perform services. It is Quest Diagnostics' policy not to discuss matters in litigation or claims that have been settled, however any material litigation which is pending against the company is described in our most recent public Annual Report, which can be found under Investor Relations at www.questdiagnostics.com, or in other public filings.

3.2.6.3 Describe any order, judgment or decree of any Federal or State authority barring, suspending or otherwise limiting the right of the Vendor to engage in any business, practice or activity.

It is Quest Diagnostics' policy not to discuss matters in litigation or claims that have been settled, and prior matters litigated by the company have not had an adverse impact on its ability to do business.

Additionally, Quest Diagnostics laboratories have never experienced a final denial revocation, limitation, suspension, probation or voluntary relinquishing of a license, certification or accreditation. Quest Diagnostics has, from time to time, been cited by environmental, safety or other regulatory agencies.

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Any material litigation which is pending against the company is described in our most recent public Annual Report which can be found under Investor Relations at www.questdiagnostics.com, or in other public filings.

3.2.6.4 A list and summary of all litigation or threatened litigation, administrative or regulatory proceedings, or similar matters to which the Vendor or its officers have been a party.

Quest Diagnostics operates as a public corporation and is in good standing. Quest Diagnostics believes that there are no past or present litigation matters that would threaten the viability of the company. There are no pending claims against Quest Diagnostics that would affect its ability to continue to perform services. It is Quest Diagnostics' policy not to discuss matters in litigation or claims that have been settled, however any material litigation which is pending against the company is described in our most recent public Annual Report, which can be found under Investor Relations at www.questdiagnostics.com, or in other public filings.

3.2.6.5 Any irregularities discovered in any of the accounts maintained by the Vendor on behalf of others. Describe the circumstances and disposition of the irregularities. Failure to disclose these matters may result in rejection of the Proposal or termination of any subsequent Contract. The above disclosures are a continuing requirement of the Vendor. Vendor shall provide written notification to the Agency of any such matter commencing or occurring after submission of a Proposal, and with respect to the successful Vendor, following execution of the Contract.

Respectfully, Quest Diagnostics is unable to disclose specific information related to our customer base as it is considered confidential.

3.2.7 Criminal History and Background Investigation

The Vendor hereby explicitly authorizes the Agency to conduct criminal history and/or other background investigation(s) of the Vendor, its officers, directors, shareholders, partners and managerial and supervisory personnel who will be involved in the performance of the Contract.

Yes.

Background screening is performed on every person hired at Quest Diagnostics. Consent for background screening is given as part of the employment application and the standard background screening includes: Social Security trace, county criminal search, state criminal search, federal criminal search, national background directory search, FACIS search, DOJ sex offender, employment verification, and education verification. Additional screenings are conducted if required for the position and/or location (these screenings are not standard for all candidates): professional license, driver's record, HHS/OIG list of excluded individuals, and global terrorist watch list (OFAC).

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Each applicant is also subjected to pre-employment drug testing and all offers are contingent on successfully passing the screening process. Additional and random drug testing is performed on employees that fall under the Department of Transportation guidelines.

In the event DAS nevertheless requests to run its own background check on a Quest Diagnostics employee, the employee would need to provide written consent to the check in writing. We would be happy to provide a copy of the form that we would request employees to sign upon request.

3.2.8 Acceptance of Terms and Conditions

By submitting a Proposal, Vendor acknowledges its acceptance of the terms and conditions of the RFP and the General Terms and Conditions without change except as otherwise expressly stated in its Proposal, including any End User License Agreements or other such Terms and Conditions document Vendor may seek to propose as additional or substitute terms and conditions. If the Vendor takes exception to a provision, it must identify it by page and section number, state the reason for the exception, and set forth in its Proposal the specific RFP or General Terms and Conditions language it proposes to include in place of the provision. If Vendor's exceptions or responses materially alter the RFP, or if the Vendor submits its own terms and conditions or otherwise fails to follow the process described herein, the Agency may reject the Proposal, in its sole discretion.

Quest Diagnostics acknowledges the information set forth above and will comply with the General Terms and Conditions associated with this RFP.

3.2.9 Certification Letter

The Vendor shall sign and submit with the Proposal, the document included as Attachment #1 (Certification Letter) in which the Vendor shall make the certifications included in Attachment #1.

Quest Diagnostics has completed the document included as Attachment #1 (Certification Letter) as requested.

3.2.10 Authorization to Release Information

The Vendor shall sign and submit with the Proposal the document included as Attachment #2 (Authorization to Release Information Letter) in which the Vendor authorizes the release of information to the Agency.

Quest Diagnostics has completed the document included as Attachment #2 (Authorization to Release Information Letter) as requested.

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3.2.11 Firm Proposal Terms

The Vendor shall guarantee in writing the goods and/or services offered in the Proposal are currently available and that all Proposal terms, including price, will remain firm for the number days indicated on the RFP cover sheet following the deadline for submitting Proposals.

Quest Diagnostics acknowledges the information set forth above and agrees that all Proposal terms, including price, will remain firm for 180 days as indicated on the RFP cover sheet.

3.2.12 Request for Confidentiality

The Vendor must sign and submit with the Proposal the document included as Attachment #3 Form 22 – Request for Confidentiality.

Quest Diagnostics has completed the document included as Attachment #3 Form 22 - Request for Confidentiality) as requested.

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SECTION 4: SPECIFICATIONS

Overview

The successful Vendor shall provide the goods and/or services to the State using the Contract in accordance with the specifications as provided in this Section. The Vendor shall address each specification in this Section and indicate whether or not it will comply with the specification. If the context requires more than a yes or no answer or the section specifically indicates, Vendor shall explain how it will comply with the specification. Proposals must address each specification. Merely repeating the specifications may be considered non-responsive and may disqualify the Vendor. Proposals must identify any deviations from the specifications of this RFP or specifications the Vendor cannot satisfy. If the Vendor deviates from or cannot satisfy the specification(s) of this section, the Agency may reject the Proposal.

4.1 Mandatory (Pass/Fail) Specifications

All items listed in this section are Mandatory (Pass/Fail) Specifications. Vendors must mark either “yes” or “no” to each specification in their Proposals. By indicating “yes” a Vendor agrees that it shall comply with that specification throughout the full term of the Contract, if the Vendor is successful. In addition, if specified by the specifications or if the context otherwise requires, the Vendor shall provide references and/or supportive materials to verify the Vendor’s compliance with the specification. The Agency shall have the right to determine whether the supportive information and materials submitted by the Vendor demonstrate the Vendor will be able to comply with the Mandatory Specifications. If the Agency determines the responses and supportive materials do not demonstrate the Vendor will be able to comply with the Mandatory Specifications, the Agency may reject the Proposal. Vendors may partner with other companies in order to meet these mandatory specifications. Vendors that decide to partner shall provide information about each such company including background, experience and expertise which helps meet the mandatory specifications. Vendors are responsible to assure that all work done by a partner company meets the requirements of the RFP and the resulting agreement with the State. Vendor must be able to meet the specifications of EACH Mandatory Specification in this section or the Lead Agency may reject the Proposal.

Yes.

Quest Diagnostics acknowledges the information set forth above.

4.1.1 Vendor must be CLIA accredited and maintain accreditation. Lab must be compliant and certified by the Center for Medicare and Medicaid Services (CMS), FDA, and DOT.

Yes (to the extent applicable).

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Every Quest Diagnostics testing location is appropriately licensed and certified under the Clinical Laboratory Improvement Amendments of 1988 (CLIA) and as required by certain state laboratory licensure programs. Additionally, Quest Diagnostics' regional and esoteric reference laboratories are accredited by the College of American Pathologists (CAP). Please see Exhibit 01 for documentation of the foregoing (state licensure is not required in Placeholder).

FDA accreditation is not required for testing performed in our regional laboratory in Wood Dale, IL. However, Quest Diagnostics does hold FDA accreditation in the applicable laboratory (Chantilly, VA) that performs donor testing.

Further, Quest Diagnostics complies with all applicable legal requirements for the transport of specimens. This includes the applicable laws and regulations of the Department of Transportation (DOT) governing the transport of diagnostic specimens, the International Air Transport Association (IATA), and OSHA. Further, we have issued to our employees internal policies and Standard Operating Procedures (SOPs) for the proper and safe transport of diagnostic specimens. These documents apply to specimens we transport by courier and to specimens we have transported by commercial ground or air carriers. Our policies include requirements to meet regulatory standards for "hazardous materials" training and all of our couriers have received the hazardous materials training required by the regulatory bodies.

4.1.2 Vendor must agree to abide by HIPAA laws and standards.

Yes.

Quest Diagnostics has undertaken significant steps to ensure compliance with HIPAA regulatory requirements because protecting our patients' privacy and maintaining the security of their health information has always been a high priority for our business.

Robust policies and procedures related to HIPAA and other regulatory requirements have been implemented in every Quest Diagnostics laboratory and all corporate functions. Integral components of our HIPAA compliance activities are employee training and the implementation of minimum necessary access to protected health information to reduce the risk of inappropriate exposure of protected health information. All 45,000+ employees have been trained on HIPAA and data privacy, and also have signed an Integrity Commitment promising to protect the privacy of all patient health information. Our general patient information privacy policy requires that all employees must obtain, maintain, use, and disclose patient protected health information in a manner that protects patient privacy and complies with all state and federal laws.

In addition, Quest Diagnostics has entered into Business Associate agreements with vendors who provide certain services to us (where they will have access to protected health information on our behalf) in which the vendors agree to meet the privacy requirements of a HIPAA-covered entity. Further, our information technology department security experts, in consultation with outside experts, have developed and implemented technical standards to help ensure the security of protected health information.

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4.1.3 Vendor must agree to and be able to return test results electronically within 24 hours.

The data transfer must be in the HL7 Version 3 to enable download to electronic medical record's software (ICON Medical), with an option to print via website, and phone calls to facility for urgent or extreme abnormality results from a test. (Any costs associated with developing and successfully implementing a satisfactory interchange of their software to the ICON Medical systems will be the SOLE responsibility of the prospective Vendor. For additional information about the specifications and requirements that may be needed for such an interchange Vendors may contact ATG, the vendor that provides the ICON Medical system. Any contact with ATG must be limited to information ONLY about the interchanges and should not involve discussion about any other aspect of ATG's services to the State including anything else related to this RFP. ATG contacts: Kate.Kempers@a-t-g.com; Mike.Last@a-t-g.com)

Yes (to the extent applicable).

Quest Diagnostics did reach out to the ATG contacts as indicated above, but unfortunately the email addresses are not valid and we were unable to gain some of the specifications related to the ICON Medical system.

Interface Capability

Quest Diagnostics is an industry leader in Laboratory Information System (LIS)/Electronic Medical Record (EMR) interface technology. We have built more than 80,000 primary EMR and LIS interfaces across the nation which is comprised of 170,000 provider locations. We have certified interfaces with over 750 EMR/LIS vendor software programs as well as many customer's proprietary systems. Quest Diagnostics is willing to work with ICON Medical Systems to develop a certified interface to meet all applicable state and CLIA guidelines.

The interface supports both order entry and result delivery in real-time.

- Order Entry: Where there is vendor capability, an interface will enable staff to enter orders directly into their EMR/LIS. Orders placed via the interface will be received by Quest Diagnostics via a VPN connection or a state-of-the-art web services connection.
- Result Transmission: Quest Diagnostics' LIS automatically releases results as tests are completed and is delivered to the EMR/LIS via the same method of connectivity mentioned in the Order Entry section. Typically, results delivery will not require manual intervention by either Quest Diagnostics or DAS's staff.

Quantum™ Connectivity Solutions

Quest Diagnostics also provides web-based and mobile lab test ordering and resulting for hospitals and health systems through our Quantum™ connectivity solutions. Access to Quantum will be provided at no additional charge.

- While Quantum can be the primary ordering tool, it often supplements an existing EMR or LIS interface because it can be used for ordering tests that have not been built in the interface or for order entry while the interface is still under development. Quest eLabs users can:

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- Order lab tests, receive results, and access patient and test information electronically any time through any computer with internet access; free mobile apps are also available for most smartphones and tablets.
- Use customizable screens when placing standing order or submitting requisitions for frequently ordered tests
- Utilize advanced reporting features, such as cumulative graphing and the ability to retrieve and print test results by patient date, test, or abnormal result
- Order supplies
- Access data related to test not performed (TNPs) and tests in question (TIQs)
- Protect patient information and adhere to privacy regulations; Quantum eLabs meets all proposed Health Insurance Portability and Accountability Act (HIPAA) standards and protects patient information with DigiCert, a provider of identity, authentication, and encryption solutions, and RSA 2048 bit certificate with a SHA256 signature.

Turnaround Time

Quest Diagnostics' published turnaround times are measured from time of accessioning in our laboratories to time of final result report and are based on setup days and times. Production schedules (i.e. frequency of testing) have been carefully determined to optimize efficiencies in our laboratory and minimize turnaround time. Many routine assays are run multiple times per day.

Tests that have a one-day turnaround time will be available within 24 hours.

Expected turnaround times are available in our online Test Directory. Please visit: <https://testdirectory.questdiagnostics.com/test/home>.

4.1.4 Security Requirements:

4.1.4.1 Compliance: The Vendor must, at a minimum, comply where applicable with the following security and privacy requirements/standards: i. Iowa Code 715c. <https://www.legis.iowa.gov/law/iowaCode/sections?codeChapter=715C&year=2020>

Yes.

Quest Diagnostics acknowledges this requirement and will comply with the foregoing.

ii. State of Iowa Enterprise Information Security Standards: <https://iso.iowa.gov/laws-rules-standards>

Yes, in general Quest Diagnostics can comply to the State of Iowa Enterprise Information Security Standards with the exception of the following standards that have been provided below in how they differ and in which we will follow:

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Laptop Data Protection – This standard requires all laptops to have full disk encryption implemented. Quest Diagnostics is a mix of technology today; we have full disk implemented via BitLocker and file level encryption via Dell Mobile Guardian. We are moving towards full disk on all deployed devices.

Enterprise Authentication Security Standard – Quest Diagnostics password policy is the same for general and privileged users, Iowa requires eight (8) characters for general users and 10 for privileged users. Quest Diagnostics requires eight (8) characters for both. Our privileged users are also required to use CyberArk to access to operating systems and databases.

Inactivity timeout requirement is 15 and 20 minutes for web applications. Quest Diagnostics timeouts are set at 15 minutes for network access and 30 minutes for application. The Quantum elabs solution can be configured for less than 30 minutes.

Web Application Security – Encrypted in transit, would prefer to clarify over public networks.

Authentication Section: Inactivity timeouts are set at 15 minutes for network access and 30 minutes for application. The Quantum elabs solution can be configured for less than 30 minutes.

Telework standard – As a result of the pandemic and sending non-essential administrative staff home, Quest Diagnostics does allow personal devices to be used by our employees. Any employee using a personal device (laptop/desktop) must connect using a Citrix Netscaler solution or Quest VDI – both require 2-factor authentication to connect.

Vulnerability Management – Iowa has very defined timeframes for remediating vulnerabilities – our taxonomy for such remediation differs.

Critical/High (Iowa, up to 10 days), (Quest Diagnostics 14/45)
Moderate (Iowa, 30 days, Quest Diagnostics 90 days)

Email – This link did not work as it went to a web application standard document.

iii. **Health Insurance Portability and Accountability Act (HIPAA) of 1996 (P.L.104-191): 45 CFR Part 160, 45 CFR Part 162, and 45 CFR Part 164.** iv. **Health Information Technology for Economic and Clinical Health Act (HITECH Act); Enacted under ARA (Pub.L. 111-5).**

Yes.

Quest Diagnostics agrees with the foregoing.

4.1.4.2 Data Transmission: The Vendor agrees that all electronic transmission or exchange of lab results data with the State of Iowa and/or any other parties over public networks must use a minimum of 256 bit encryption.

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Yes.

Quest Diagnostics agrees with the foregoing.

4.1.4.3 Data Location: The Vendor agrees that all State of Iowa lab results data shall remain in the continental United States at all times.

Yes.

Quest Diagnostics agrees with the foregoing.

4.1.4.4 Website: Vendor website(s) used to order lab tests or provide access to lab test results shall meet the requirements of the Enterprise Web Application Security Standard: https://ocio.iowa.gov/sites/default/files/standards/2015-05/20100607_web_application_security_standard.pdf

Yes (to the extent applicable).

Other than the authentication requirement differences, which are configurable on our side, Quest Diagnostics will comply with this standard.

4.1.4.5 Software: Vendor agrees to provide security updates to software needed to order lab tests or access lab test results to address security vulnerabilities identified in the software.

Yes.

Quest Diagnostics agrees with the foregoing.

4.1.4.6 Reporting: The Vendor shall notify the State of Iowa within twenty-four (24) hours after determination of a data breach involving State of Iowa lab test results data. The State shall be notified of the root cause and the appropriate corrective actions taken.

Yes (to the extent applicable).

Quest Diagnostics will agree to provide notification as required by applicable state and federal law.

4.1.4.7 Notification: The Vendor shall accept responsibility for all data breaches including notification of affected parties.

Yes.

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Quest Diagnostics agrees with the foregoing.

4.1.5 Equipment – identify necessary equipment to provide the proposed diagnostic lab services pursuant to the scope of work, i.e., centrifuge, all lab specimen supplies, biohazard containers, vacutainers, needles, etc.

Yes.

As a current provider of testing to DAS, Quest Diagnostics will continue to provide the necessary equipment to provide the proposed diagnostic lab services. At no additional charge, the supplies necessary for the proper collection, processing, handling, and transport of specimens to be tested by Quest Diagnostics will be provided to Department of Administrative Services (DAS). These supplies include but are not limited to:

- **Collection & Containers:** Adult and pediatric needle holders; needles; microtainers; vacutainers; biohazard containers, tissue bottles; cytology supplies such as slides; microbiology and virology bottles, probes, and swabs; cups and vials; urine containers and additives
- **Packaging & Transport:** Specimen bags in a variety of colors to visually identify required sample temperature; transport bags in a variety of colors and sizes; pathology kits; transport racks
- **Miscellaneous:** General, custom, or special requisitions; esoteric anatomic pathology tracking forms; special handling labels; centrifuge

At any point during the contract period, DAS will be able to order additional supplies in one of three ways: (1) by faxing a Supply Order Form to our laboratory; (2) by contacting Client Services; and (3) through Quantum™, our connectivity solution for web-based ordering and resulting. After Quest Diagnostics receives the order, supplies will be delivered via FedEx or our own couriers within 1-3 business days.

4.1.5.1 Provide a listing of vendor-supplied equipment.

Yes.

Equipment. Through our Quantum Lab Management program, we agree to install and maintain the following equipment at each DAS facility: monitor, CPU and modem, specimen label printer, laser printer, dedicated data transmission line, broadband internet connection, and router. Additionally, we can provide a centrifuge.

Additionally, we can provide an exterior lock box for specimens that have been placed in the appropriate temperature transport bag while awaiting courier pickup after hours.

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Supplies. As previously stated, at no additional charge, the supplies necessary for the proper collection, processing, handling, and transport of specimens to be tested by Quest Diagnostics will be provided to each participating DAS facility. These supplies include but are not limited to:

- Collection & Containers: Adult and pediatric needle holders; needles; microtainers; vacutainers; tissue bottles; cytology supplies such as slides; microbiology and virology bottles, probes, and swabs; cups and vials; urine containers and additives
- Packaging & Transport: Specimen bags in a variety of colors to visually identify required sample temperature; transport bags in a variety of colors and sizes; pathology kits; transport racks
- Miscellaneous: General, custom, or special requisitions; esoteric anatomic pathology tracking forms; special handling labels
- Bio-hazard Materials: Quest Diagnostics will provide and maintain biohazard waste boxes and the disposal of medical waste in the laboratory areas only if these items are used on-site by Quest Diagnostics personnel. All biohazard disposals would be in accordance with applicable local, state, federal, industry, and CAP standards and regulations.

At any point during the contract period, a participating DAS facility will be able to order additional supplies in one of three ways: (1) by faxing a Supply Order Form to our laboratory; (2) by contacting Client Services; and (3) through Quantum™®, our connectivity solution for web-based ordering and resulting. After Quest Diagnostics receives the order, supplies will be delivered via FedEx or our own couriers within 1-3 business days.

Please note: Due to government regulations, supplies will be provided in quantities related to the number of specimens Quest Diagnostics receives so that we and our customers will be in compliance with policies established by federal and state agencies. Additionally, supplies provided by Quest Diagnostics are to be used exclusively for collection/transportation of specimens referred to Quest Diagnostics for testing.

A Supply Order Form has been provided as Exhibit 02.

4.1.5.2 Provide a listing of equipment agency is expected to supply.

Yes.

Quest Diagnostics recommends that the agency provide a refrigerator and/or freezer to retain specimens at the proper temperature prior to courier pickup.

4.1.6 Consumables – identify necessary consumables to provide the proposed diagnostic lab services pursuant to the scope of work, i.e. supplies needed to draw, prepare, and ship lab test to vendor; to include but not limited to, paper, labels, transport bags, test tubes, culture tubes, PAP kits, needles, printer cartridges, requisition forms.

Yes.

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Please refer to 4.1.5.1 for a list of consumables provided by Quest Diagnostics and the Supply Order Form, Exhibit 02.

4.1.6.1 Provide a listing of vendor-supplied consumables.

Yes.

Please refer to 4.1.5.1 for a list of consumables provided by Quest Diagnostics and the Supply Order Form, Exhibit 02.

4.1.6.2 Provide a listing of consumables agency is expected to supply.

Yes.

For proper specimen collection, the agency must provide their own consumables including but not limited to the following:

- Personal protective equipment, also referred to as PPE (i.e. gloves)
- Alcohol swabs
- Hand sanitizer
- Tourniquets
- Gauze pads
- Adhesive bandage/tape

4.1.7 Vendor agrees to provide courier for daily pick up by vendor (M-Friday) for all facilities using the contract. This includes the (9) DOC facilities listed in the RFP Sec. 1.5.

Yes.

The Quest Diagnostics logistics system includes 3,600 vehicles that make approximately 77,000 daily stops as well as QuestAir, our private fleet of 23 aircraft. This extensive network allows us to provide transportation options that meet our customers' needs while optimizing the testing schedules in our laboratories. Daily pickups are available and there are no additional charges for routine (i.e. scheduled) specimen pickups and transportation.

As a current provider of testing to DAS, daily pickups are already in place at the nine (9) Department of Corrections (DOC) facilities listed in Section 1.5 of the RFP. Upon contract award, we will continue providing daily pickups with no disruption in service. Should a scheduled pickup time need to be adjusted or additional pickups need to be put in place, Quest Diagnostics would be happy to work with DAS to accommodate your logistics needs.

Key components of Quest Diagnostics' logistics program include:

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Electronic Specimen Tracking: Couriers use mobile tracking devices to scan bar-coded specimen bags at their respective pickup locations. The bags are also scanned at key points during transport and delivery.

Training for Couriers: Quest Diagnostics' couriers undergo training, competency assessments, and continuing education in relation to route preparation, documentation, customer relations, specimen handling, specimen transfer, specimen unloading, specimen containers, special handling for hospitals, and hospital-specific documentation and tracking.

Compliance with Laws & Regulations: Quest Diagnostics complies with all applicable legal requirements for the transport of specimens. This includes the applicable laws and regulations of the Department of Transportation (DOT) governing the transport of diagnostic specimens, the International Air Transport Association (IATA), and OSHA. Further, we have issued to our employees internal policies and Standard Operating Procedures (SOPs) for the proper and safe transport of diagnostic specimens. These documents apply to specimens we transport by courier and to specimens we have transported by commercial ground or air carriers. Our policies include requirements to meet regulatory standards for "hazardous materials" training and all of our couriers have received the hazardous materials training required by the regulatory bodies.

4.1.8 Vendor must agree to provide a toll-free number with 24-hour availability.

Yes.

DAS will have access to Quest Diagnostics' Client Services representatives 24 hours a day, 365 days a year by telephone at 866.MYQUEST (866.697.8378). Representatives will respond to inquiries in areas such as specimen requirements, general test information, turnaround time, test add-ons, and results. They will also channel calls to the appropriate individuals (including medical directors, scientific directors, and pathologists) for technical or medical interpretive information.

Additionally, Quest Diagnostics deploys sales and service representatives strategically across the country by geography and customer density to achieve the most effective combination of sales and services, and each customer is assigned as management team comprised of representatives from our organization of highly trained individuals.

As a current provider of testing to DAS, Quest Diagnostics has already assigned an account manager to DAS to serve as your primary point-of-contact. This individual is responsible for developing relationships with DAS personnel (including decision-makers and other key stakeholders as well as laboratory leaders); educating health system personnel on all processes and procedures related to ordering testing and receiving results from Quest Diagnostics; providing immediate support and resolution for service issues and escalating issues as needed; and presenting new or enhanced connectivity products and new test offerings. Our hiring practices ensure that all account managers have experience providing services to healthcare providers, an outstanding general knowledge of the reference laboratory business and healthcare industry (ex. esoteric testing and processes, payors, and regulations), and a first-rate track record of everyday excellence in client service delivery.

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4.2 Scored Technical Specifications

All items listed below are Scored Technical Specifications. All specifications will be evaluated and scored by the evaluation committee in accordance with Section 5. For each specification within Section 4.2, Vendors shall provide a short narrative and give examples pertaining to how they will meet the specification. Where helpful, Vendors are encouraged to include screen capture images, use case diagrams, swim lane diagrams, and business process diagrams to illustrate how the Vendor proposed solution meets a specific specification.

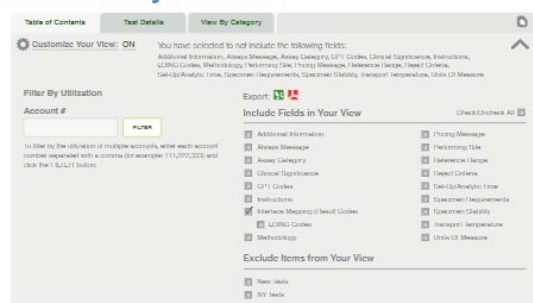
Quest Diagnostics acknowledges the foregoing.

4.2.1 Methodology of testing - Testing must result in similar test results of current patients. Explain Vendor's testing methodology.

As a current provider of testing to DAS for more than 13 years, Quest Diagnostics continues to utilize "Best Practice Teams", National Laboratory Operations and Corporate Procurement for major changes in methodologies across the enterprise of laboratories. This allows the consistency of reporting from all of our laboratories across the country.

DAS will have the opportunity to easily manage test and methodology changes that are most important to your system by using our IntelliTest® Manager tool. IntelliTest Manager is a flexible online solution providing best-in-class features for accessing new test information, test updates, and changes based on specific account utilization. Quest Diagnostics performs scheduled test database changes on a monthly basis and typically provides a minimum of 30 days notification for scheduled changes.

Customize your view



Users of IntelliTest Manager can view information online related to new tests, test changes, discontinued tests, CPT code updates, and other relevant test information based on their specific accounts.

Information is available for download as an Adobe PDF or in MS Excel to allow customers to view and sort information based on the type of change (test code, specimen collection, CPT code, etc.) for their own prioritization and work assignments.

Additionally, Quest Diagnostics' online Test Directory serves as our laboratory manual. The Test Directory offers tools and education to help DAS determine the right test for your patients and streamline access to relevant test information.

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Detailed information, guides and references are provided for many of our tests. This includes test and result codes, specimen collection requirements, specimen transport considerations, and methodology.

Test Guides published through the online Test Directory include:

- Testing algorithms and other information to assist in appropriate test selection
- Technology guides comparing multiple technologies provided for the same or similar analytes
- Clinical focus pages on specific diseases or conditions
- Test highlights and summaries offering a review of clinical use and background, methodology, specimen requirements, and test interpretation

The Test Directory includes the following information for each test when applicable:

- Test name
- Test code
- CPT code(s)
- LOINC code(s)
- Clinical significance
- Reference ranges
- Preferred and alternate specimens
- Minimum volume
- Specimen container
- Transport temperature
- Specimen stability
- Rejection criteria
- Methodology

The Test Directory has enhanced search options and a user-friendly design that works across mobile, tablet, and desktop platforms.

Please visit <https://testdirectory.questdiagnostics.com/test/home> to access Quest Diagnostics' Test Directory.

4.2.1.1 Provide methodology for viral load.

Viral load testing is performed with a Polymerase Chain Reaction (PCR) methodology on the Roche 6800 instrument.

4.2.2 Provide an explanation of plans for training of staff as needed by each facility, both for initial training as well as ongoing training.

Training

As DAS's current reference laboratory, Quest Diagnostics can continue providing services following contract award with no disruption in service and no need for a lengthy transition program. We have already provided comprehensive orientation, training, and education to members of DAS in areas including but not limited to key contacts, connectivity, logistics, supplies, Client Services support, send-out services, specimen processing, monitoring practices, and billing. Refresher training is always available upon request.

Additionally, there is a dedicated customer solutions specialist who can assist DAS with training related to electronic ordering and resulting and enhanced reporting. Quest Diagnostics also offers comprehensive training and support for all products and services that we provide, though the Laboratory Information System (LIS) vendor should be responsible for supplying user manuals and training that are specific to use of the LIS on your side of an interface.

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Additional Education & Support

The laboratory industry and overall U.S. healthcare system continue to evolve, and Quest Diagnostics is committed to sharing our knowledge and experience. Our primary delivery means for education support include:

Web-based Services. We encourage DAS to visit the Quest Diagnostics Education Center at <http://www.education.questdiagnostics.com/>. The Education Center provides healthcare professionals with on-demand access to the latest information in clinical and laboratory medicine.

- Live and archived webinars
- "Expert Insights" e-newsletters from leading experts in various fields
- Test selection and interpretation guides
- Guidelines and best practices
- FAQs about new and commonly ordered tests
- Registration for symposia and other live education events sponsored by Quest Diagnostics

Some of our live programs are certified for continuing education (CE) credit by ASCLS P.A.C.E and the on-demand versions of CE programs are also available for credit for up to six months following the initial live program.

Speaker Programs. Speaker programs can help DAS address educational needs. Our medical leaders regularly present topics, including but not limited to those listed below, to our hospital customers.

- Infectious Diseases
- Cardiovascular Disease
- Endocrinology
- Pain Management/Prescription Drug Monitoring
- Oncology

Newsletters. For more than 30 years, the Quest Diagnostics Drug Testing Index has been the go-to resource to track changing patterns of drug use across the United States. Based on more than 10 million drug screens annually, the report is used by public policy makers, drug enforcement agencies, and others to see changing patterns of drug use.

The Quest Diagnostics Health Trends reports cover a spectrum of medical conditions. Reports have been published in dozens of medical journals and widely covered by journalists and public media. Recent reports have included trends in hepatitis B and C, trends in HIV-1 drug mutation resistance, LDL cholesterol, Lyme disease and non-Lyme disease tick borne diseases, and non-alcoholic steatohepatitis.

Our goal for Health Trends is to identify and track health trends and make them available as a public service to help educate patients, health professionals, and policy-makers about the current status of the nation's health and to help them make decisions using our data.

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Please visit <http://www.questdiagnostics.com/home/physicians/health-trends.html> to learn more.

4.2.3 Explain your back-up method(s) for data transfers.

In the unlikely event of a result delivery failure via an interface, all results are available in our online internet portal product Quantum™. If there is a widespread problem that is also affecting the interface and Quantum connectivity solution, results can be provided via fax. Should all three proposed result options be unavailable, results can be printed and delivered via our courier service.

4.2.4 Provide Vendor's proposed plan and process to provide the diagnostic lab services needed (Execution of Contract Plan). Execution of service start date/time must be during the lowest operating time periods.

As a current provider of testing to DAS, upon contract award Quest Diagnostics can continue providing services with no disruption in service.

Refresher training is always available upon request.

4.2.5 Experience The Vendor should provide the following information regarding its experience:

4.2.5.1 Number of years in business.

Quest Diagnostics has been in business for 53 years.

4.2.5.2 Number of years of experience with providing the types of goods and/or services sought by the RFP.

Quest Diagnostics has been providing laboratory services for 53 years and our regional laboratory in Wood Dale, IL has been providing laboratory services to DAS for 13 years.

4.2.5.3 The level of technical experience in providing the types of goods and/or services sought by the RFP.

Each Quest Diagnostics employee is required to have the education, experience, and documented training that is appropriate for the type and complexity of work performed (i.e. consistent with that employee's specific job function). The competency of personnel who conduct pre-analytic, analytic, and post-analytic phases of testing is assessed at least semi-annually during the first year of employment and annually thereafter; depending on the employee's job function, this assessment may be made using methods such as direct observation of performance, review of test records and patient reports, test performance using

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previously analyzed samples, and quizzes in areas including problem-solving skills and knowledge of special situations. Additionally, Quest Diagnostics has a functional process for the continuing education of employees and supports access to programs that assist in satisfying certification renewal requirements.

Additionally, DAS will have access to Quest Diagnostics' national network of approximately 650 medical and scientific experts. Our board-certified medical doctors, genetic counselors, and laboratory directors are available 24 hours a day, 365 days a year to provide medical, technical, and interpretive consultation at no additional charge. They consider it part of their jobs to engage with ordering providers regarding:

- Test selection
- Test utilization
- Result report interpretation
- Rare and complex testing
- Variant analysis
- Unusual or unexpected findings

A list of key contacts will be provided to DAS following contract award so your ordering providers may contact our medical, technical, and scientific leaders directly. Requests for consultation may also be submitted to Quest Diagnostics via:

Email	MedConsultation@QuestDiagnostics.com
Telephone	Client Services: 866.MYQUEST (866.697.8378) Genetic Consultation Hotline: 866.GENE.INFO (866.436.3463) Prescription Drug Monitoring: 877.40.RX.TOX (877.407.9869)

4.2.5.4 A list of all goods and/or services similar to those sought by this RFP that the Vendor has provided to other businesses or governmental entities.

Quest Diagnostics is the world's leading provider of diagnostic testing and information services. We operate the most extensive network of clinical laboratories in the country and offer the largest test menu in the industry. But Quest Diagnostics provides more than just lab services. We transform knowledge into insights and insights into solutions that span the continuum of care, letting providers focus on what matters most – the health of their patients.

As demonstrated throughout this proposal, our advanced information technology solutions and support services are focused on illuminating answers, inspiring action, and advocating for better health. Our solutions and support services include but are not limited to:

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Logistics

Quest Diagnostics has an extensive network of 3,600 vehicles as well as QuestAir, our private fleet of 23 aircraft that allows transportation options that meet our customers' needs while optimizing the testing schedules in our laboratories.

Extensive Test Menu

We offer the broadest test menu in the industry with over 3,500 orderable tests. Testing specialties include but are not limited to allergy, anatomic pathology (AP), cardiovascular, coagulation, cytogenetics, cytopathology, endocrinology and metabolism, general and special chemistries, genetics, hematology and coagulation, histopathology, immunogenetics and human leukocyte antigens (HLA), immunology, infectious disease, microbiology, neuropathy, oncology, prenatal, serology, toxicology and prescription drug monitoring, and urology.

Connectivity

Quest Diagnostics is an industry leader in Laboratory Information System (LIS)/Electronic Medical Record (EMR) interface technology. We have built more than 80,000 primary EMR and LIS interfaces across the nation which is comprised of 170,000 provider locations. We have certified interfaces with over 750 EMR/LIS vendor software programs as well as many customer's proprietary systems. Quest Diagnostics is willing to work with ICON Medical Systems to develop a certified interface to meet all applicable state and CLIA guidelines.

In addition to our interface capabilities, we also offer Quantum™ connectivity solution, our web-based and mobile lab test ordering and resulting.

24/7 Customer Service

DAS will continue to have access to Quest Diagnostics' Client Services representatives 24 hours a day, 365 days a year by telephone at 866.MYQUEST (866.697.8378). Representatives will respond to inquiries in areas such as specimen requirements, general test information, turnaround time, test add-ons, and results.

Clinical Expertise & Medical Consultation

DAS will have access to Quest Diagnostics' national network of approximately 650 medical and scientific experts. Our board-certified medical doctors, genetic counselors, and laboratory directors are available 24 hours a day, 365 days a year to provide medical, technical, and interpretive consultation at no additional charge.

Dedicated Local Account Team

As a current provider of testing to DAS, following contract award DAS will continue to be supported by local sales and service representatives. This team of highly trained account representatives is already very knowledgeable about your specific testing and service needs. Our account management teams also include local specialty representatives with expertise in areas such as

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Cardiology, Neurology, Women's Health, Infectious Disease, Oncology, and Prescription Drug Monitoring.

Quest Lab Stewardship

Laboratory testing is healthcare's single highest-volume activity. Yet despite its importance in guiding clinical decisions, inappropriate^a testing can lead to prolonged patient care and more frequent patient encounters, without adding clinical value.

Quest Diagnostics knows how to support the operational and quality strategies of a healthcare facility like DAS with a lab stewardship offering that can help manage lab costs, standardize laboratory services, and reduce clinical variation.

Quest Lab Stewardship

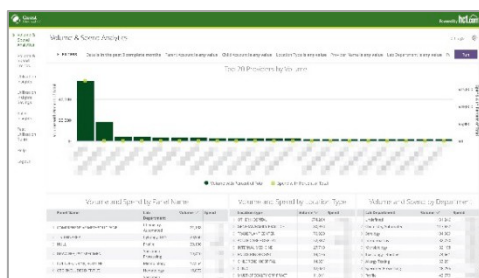
Powered by 

Quest Lab Stewardship provides dashboards and insights to help:

MONITOR high-volume and high-cost testing from every location with access to near real-time data that is simplified and normalized

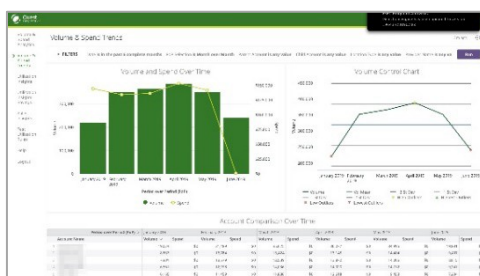
ASSESS highlighted trends impacting the cost and quality of patient care, such as spikes in high-cost or too-frequent repeat testing

RECOMMEND the most appropriate^b tests through test selection guidance with the help of medical laboratory guidelines



Organization of laboratory data

Normalize and combine similarly named tests into unique, filterable, standard names so that medical leadership has a straightforward view of their entire test compendium



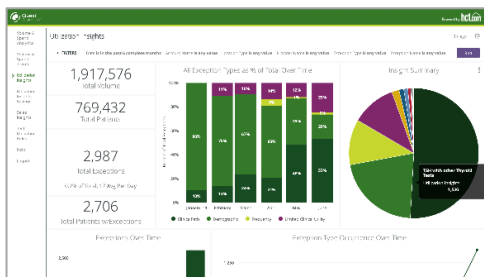
Real-time monitoring

Visualize test ordering trends by criteria such as location and physician to empower proactive interventions and improve lab utilization

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Medical laboratory guidelines

Apply evidence-based guidelines to identify clinical variation and drive targeted change to help improve patient care and physician experience while reducing lab spend

^a The term "inappropriate" refers to testing that is inconsistent with applicable third-party guidelines. Quest's identification of potential inappropriate testing is intended as a guide to assist providers in identifying potentially problematic ordering patterns and is not intended to replace a treating provider's medical judgement, based upon evaluation of the patient.

^b The term "appropriate" refers to testing that is consistent with applicable third-party guidelines. Quest's identification of potential appropriate testing is intended as a guide to assist providers in identifying ordering patterns recommended by applicable third-party guidelines and is not intended to replace a treating provider's medical judgement, based upon evaluation of the patient.

4.2.5.5 Contact information from three (3) or more previous customers or clients knowledgeable of the Vendor's performance in providing services similar to the services described in this RFP. Include contact name, address, phone, and email address & a brief description of the work Vendor did for the reference. State expects to contact references.

Quest Diagnostics is the world's leading provider of diagnostic testing information services. We serve approximately half of the hospitals and half of the physicians in the United States, perform one-third of the U.S. adult population annually, and operate the most extensive network of clinical laboratories in the country.

Federal Bureau of Prisons	
Customer Location & Point of Contact	<p>Bureau of Prisons 3301 Leestown Road Lexington, KY 40511</p> <p>Contact: David Hamilton, MT (ASCP), LCDR, USPHS, National Lab Administrator Phone: 606.584.0575 Email: dhamilton@bop.gov</p>
Brief Description of Services	<p>Reference Laboratory Services that include but are not limited to:</p> <ul style="list-style-type: none"> • Specimen preparation and storage • Transportation of clinical laboratory specimens • Microbiology cultures, and stocks • Performance of analytical test results • Consultative services

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Veterans Integrated Service Network 23	
Customer Location & Point of Contact	<p>Veterans Integrated Service Network 23 2501 West 22nd Street Sioux Falls, SD 57117</p> <p>Contact: Jill Johnson, Health Systems Specialist Phone: 605.310.0671 Email: jill.johnson2@va.gov</p>
Brief Description of Services	<p>Reference Laboratory Services that include but are not limited to:</p> <ul style="list-style-type: none"> • Reference testing for 11 hospitals within a five-state territory • Access to the largest test menu in the industry • Local account management • 24/7 access to our Client Service representatives • 24/7 access to medical, technical, and scientific consultation from our network of over 650 MDs and PhDs.

Georgia Correctional Health Care	
Customer Location & Point of Contact	<p>Georgia Correctional Health Care 699 Broad Street OR6000 Augusta, GA 30901</p> <p>Contact: Carol Johnson, Contract Manager GCHC Phone: 706.721.4481 Email: cjohnso@augusta.edu</p>
Brief Description of Services	<p>Reference Laboratory Services that include but are not limited to:</p> <ul style="list-style-type: none"> • Comprehensive lab management program designed to support approximately 55,000 state inmates housed in correctional facilities throughout the state and 1,400 youth offenders housed in juvenile campuses throughout the state • Providing reference lab services to GA facilities for more than 15 years

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ACKNOWLEDGEMENT OF AMENDMENTS

Quest Diagnostics acknowledges receipt of the following amendments for RFP1221005003:

- Amendment One – received October 15, 2020
- Amendment Two – received October 20, 2020

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LIST OF SUPPORTING EXHIBITS

1. Licensure & Accreditation
2. Supply Order Form