

FSSolutions
Quality Service Since 1989

30
YEARS

fssolutions.com

U.S. DOT Drug and Alcohol Testing

RFP1420645063

Presented to:

Iowa Department of Administrative Services (DAS)

Technical Proposal



May 29, 2020

Prepared By:

FSSolutions

100 Highpoint Drive, Suite 102

Chalfont, PA 18914

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EXHIBIT 1 – TRANSMITTAL LETTER

05/29/2020

Kelli Sizenbach
State Issuing Officer
Iowa Department of Administrative Services (DAS)
Hoover State Office Building, Level 3
1305 East Walnut Street
Des Moines, IA 50319-0105

Dear Ms. Sizenbach,

First Hospital Laboratories, Inc., d/b/a FSSolutions, is a recognized industry leader in compliance and employer-based occupational management services, and the current provider of these services for the State of Iowa. We value the opportunity to continue working with the Department of Administrative Services.

Founded in 1989, FSSolutions is one of the largest privately held Third Party Administrator (TPA) of drug and alcohol testing programs and in-depth background screening services in the country while also providing regulated and non-regulated occupational health services. FSSolutions provides continuously evolving services to meet the needs of our diverse client base, which includes Fortune 50 companies, Transit Agencies, the Regional Airline Association, DOT Regulated organizations (FMCSA, FTA, FAA, FRA, PHMSA, and USCG), law enforcement agencies, state and municipal governments, staffing companies, and treatment facilities.

FSSolutions delivers a comprehensive package that includes: collection site selection and monitoring, Department of Health and Human Services (DHHS) laboratory testing, adaptable and seamless client management technology, nationally certified MROs, consultation with industry experts, and most importantly, personalized customer care from your dedicated Account Representative team and our detail-oriented Onboarding Department, to ensure a smooth and seamless transition.

We are a customer-centric, compliance and service-focused organization that relies on the partnerships we build with our clients to maintain the highest level of confidence in our processes and service offerings. It is our mission to have the most compliant and satisfied customers in the industry, and we look forward to the opportunity to continue to provide our industry-leading services to the State of Iowa.

Sincerely,



Michael Koffler

President and CEO

EXHIBIT 2 - EXECUTIVE SUMMARY

FSSolutions has read and understands the terms and conditions of the RFP, including the contract provisions in Section 6.

FSSolutions has thirty years of experience providing clients with Drug & Alcohol testing services and ensuring their compliance with the rules and regulations for the US Department of Transportation (DOT) and Federal Motor Carrier Safety Administration (FMCSA). FSSolutions is a Substance Abuse Program Administrator Association (SAPAA) certified Third-Party Administrator (TPA); we have distinguished ourselves from our competitors by our dedication to customized service. We provide the services included in this RFP for the State of Iowa since 2014 and look forward to continuing our relationship.

FSSolutions' designed our system for providing Drug & Alcohol testing services to focus on the mission and objectives of our clients. Our plan to help the State of Iowa meet their testing requirements is to provide a full-service TPA solution that coordinates and manages the entire Drug & Alcohol testing process from start to finish. FSSolutions has developed our service over thirty years and has spent the past six customizing it to meet the State of Iowa's needs. Our service plan includes:

- **Customer Service** - FSSolutions' team of dedicated Account Representatives closely monitor daily account activity. Our team is trained on all DOT Regulations and has a working knowledge of the unique operational requirements for each client. The Account Rep Team is responsible for the day-to-day management of each program, including scheduling and resolving billing and service issues. Our Client Relations team assesses the satisfaction of each client and works cooperatively with all internal stakeholders to address Client concerns and create a corrective action plan, ensuring that all Client expectations are met.
- **Compliance Services** – FSSolutions' in-house MRO Team are licensed physicians and meet the qualifications and training standards of the Department of Transportation (DOT) and Department of Health and Human Services (DHHS) with extensive experience in workplace drug testing programs. Our General Manager of Compliance Services Regina Doural is a Certified Substance Abuse Program Administrator, with 20 years of experience in the field.
- **In-House IT Team** - FSSolutions' in-house IT team is continually working to provide our clients with a solution that works for them. We can adjust and improve our solution as your needs grow and evolve.
- **Results Retrieval and Data Compliance Team** – Our Results Retrieval Team works with clinics and collection sites daily to retrieve screening and test results as quickly and accurately as possible. Our Data Compliance team, whose role is to scan all documents and results for Quality Assurance purposes to ensure 100% accurate completion before final upload.



EXHIBIT 3 - FIRM PROPOSAL TERMS

FSSolutions certifies that the services offered in this Proposal are currently available and that all Proposal terms, including price, will remain firm for 120 days following the deadline for submitting proposals. .

EXHIBIT 4 - RESPONDENT BACKGROUND INFORMATION

- **Does your state have a preference for instate Contractors? Yes or No. If yes, please include the details of the preference.**

Yes, the State of Pennsylvania has a preference for small procurements in-state contractors. Although this does not apply to our services, FSSolutions is a preferred and approved vendor of Drug & Alcohol testing services in Pennsylvania. Please see below for Pennsylvania's language on instate or resident bidders.

Preference for resident bidders or offerors.--When a contract for construction or supplies exceeding the amount established by the department for small procurements under section 514 is to be awarded, a resident bidder or offeror shall be granted a preference as against a nonresident bidder or offeror from any state that gives or requires a preference to bidders or offerors from that state. The amount of the preference shall be equal to the amount of the preference applied by the state of the nonresident bidder or offeror.

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

First Hospital Laboratories, dba FSSolutions
100 Highpoint Drive, Suite 102, Chalfont, PA 18914
(800)-732-3784

Stacy Williams – swilliams@fssolutions.com

- **Form of business entity, e.g., corporation, partnership, proprietorship, or LLC.**

FSSolutions is a corporation.

- **Copy of W-9.**

Please see a copy of our W-9 here:



W-9 Form -
FSSolutions.pdf

- **State of incorporation, state of formation, or state of organization.**

Virginia.

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

Corporate Office

100 Highpoint Drive, Suite 102
Chalfont, PA 18914
P 800.732.3784 / F 215.396.5609
E info@fssolutions.com

Green Bay Office

1192 Hansen Road
Green Bay, WI 54304
P 855.610.9373

Additionally, please see all collection sites for this contract provided in RFP Attachment 5.

- **Number of employees.**

FSSolutions has 156 total employees.

- **Type of business.**

FSSolutions is a corporation.

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

Please contact Stacy Williams, Chief Operating Officer and Executive Vice President.

Office: 800.732.3784

Email: swilliams@fssolutions.com

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

FSSolutions will not be utilizing any subcontractors for this contract.

- **Respondent's accounting firm.**

FSSolutions has an in-house finance department that handles accounts receivable and payable. Our finance department also conducts internal audits.

For external audits we engage with an independent accounting firm that conducts our annual financial audit, in addition to a separate firm that performs our income tax filings.

The names of the accounting firms are:

EisnerAmper LLP

Wall, Einhorn, & Chernitzer, P.C.

EXHIBIT 5 – EXPERIENCE

- **Number of years in business.**

FSSolutions has been in business for 30 years. FSSolutions was founded in 1989.

- **Number of years of experience with providing the types of services sought by the RFP.**

FSSolutions has 30 years of technical experience providing the drug and alcohol testing services required by this RFP.

- **The level of technical experience in providing the types of services sought by the RFP.**

FSSolutions is a Third-Party Administrator of drug and alcohol testing programs with over 30 years of experience in helping employers design and manage their testing programs. Specimen collections are performed by a national network of over 15,000 sites that have been approved by FSSolutions and meet all of the criteria established by the US Department of Transportation. FSSolutions' staff continues to monitor these sites throughout the life of your contract.

All specimen testing is performed by a laboratory certified by the Substance Abuse and Mental Health Services Administration (SAMHSA); SAMHSA certification being the current gold standard for both regulated and non-regulated testing.

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

FSSolutions provides the following services:

- Drug and Alcohol Testing Administration
- MRO Services
- FMCSA Clearinghouse Services
- Lab and Clinic Management
- Commercial Driver Medical Exams
- Medical Services
 - Titrers
 - Vaccinations
 - OSHA Respirator Exams
 - Basic Medical Examinations
- Background Screening
- Mock Audits
- Previous Employer Violation Checks
- Recovery Management Services
- Training
- D&A Policy Review

- **Letters of reference from three (3) previous or current customers or clients.**

FSSolutions has provided two reference letters from current clients who we provide Federally mandated Department of Transportation (DOT) Drug & Alcohol testing for:

- Schneider
- The State of Georgia

While we were not able to obtain a letter from our third reference, FSSolutions has been the provider for Federally mandated drug & alcohol testing for the State of Florida since 1995. The State of Florida would happily provide a reference for FSSolutions via email or telephone at the contact information below:

Contact: Diana Byrnes

Certified Substance Abuse Program Administrator

Phone: (813) 426-6980

byrnes@cutr.usf.edu

Center for Urban Transportation

4202 E. Fowler Ave. CUT 100

Tampa, FL 33621



May 20, 2020

To whom it may concern;

FSSolutions has been providing services to Schneider, Inc. for over 10 years.

We looked at several different Third-Party Administrators to oversee our drug and alcohol program as well as our re-certification and new hire physical process.

Our company personally contacted several of their current clients and talked extensively about the service they receive and their experience with FirstLab. Everyone had great things to say about the FSSolutions process, as well as the great customer service provided by their professional and knowledgeable staff.

As part of the transition process, FSSolutions sent several team members to our location to meet with our staff and understand our needs and identify areas where process improvements could be made. They also held weekly calls, working closely with our Safety, IT, and Field associates to make the transition as seamless as possible.

I would highly recommend FSSolutions as a third-party administrator for drug and alcohol programs of any provider required to comply with such federally mandated requirements. The professionalism, quality of services, and knowledge of the staff is first rate and has been incredibly valuable to our programs.

If you have further questions, please feel free to contact me.

Sincerely,



Stephanie Bostedt
Medical Compliance Manager
Regulatory Services
Schneider, Inc.



Brian P. Kemp
Governor

J. Alexander Atwood
Commissioner

May 28, 2020

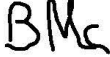
To Whom It May Concern:

FSSolutions has been the Third-Party Administrator for the State of Georgia drug and alcohol testing program since January 2014. They have provided services to the State of Georgia in accordance with Federal Regulations. Also, they have successfully assisted in satisfying the FMCSA's requirements related to the State of Georgia drug and alcohol testing program for DOT as well as non-DOT testing.

FSSolutions has consistently met the requirements of our contract. The professionalism, quality of services, and knowledge of the staff has been valuable to our program.

For additional questions, feel free to contact Bo McDaniel, Director, Talent Management/Policy and Compliance at bo.mcdaniel@doas.ga.gov.

Sincerely,



Bo McDaniel, Director
Human Resources Administration Division

EXHIBIT 6 - TERMINATION, LITIGATION, AND DEBARMENT

FSSolutions certifies the following to be true for the past five (5) years:

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

FSSolutions has never had a client terminate their contract before its expiration date

- **Describe any damages or penalties assessed against or dispute resolution settlements entered into by Respondent 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.**

Not applicable.

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

Not applicable.

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

The nature of the drug and alcohol testing business often requires Third Party Administrators or Medical Review Officers to be involved in litigation. Any litigation that FSSolutions has been named an involved party, FSSolutions has not been found to be at fault or negligent when it came to our business practices. FSSolutions has had no regulatory action filed against the company.

The following are litigation we have been involved with in the last 5 years:

EEOC Filing C. Kobinza

Settled

Case no. 1:18-cv-02288-RLY-TABUS

District Court of Southern Indiana

Case Dismissed

Case no. 3-17-cv-01313

US District Court of Oregon/Portland

Plaintiff withdrew complaint

Case no. 218-2016-CV-00074

New Hampshire Superior Court

Case was dismissed

Case no. 3:16-cv-01881-NAS-TJB

US District Court of New Jersey

Case closed on settlement

- **Any irregularities discovered in any of the accounts maintained by the Respondent 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.**

During FSSolutions 30 years in business, there have been incidences where our understanding of the clients' expectation of services were not completely aligned. The majority of these incidents were identified during our onboarding process and immediately addressed and resolved before services were begun.

In 2014, we had one client that insisted we follow a process which violated DOT regulations. Our compliance department counseled this client on the ramifications of not following DOT rules. When the client insisted on following their own policy, we canceled the contract and advised them to seek a new TPA.

EXHIBIT 7 - CRIMINAL HISTORY AND BACKGROUND INVESTIGATION

FSSolutions is willing to work with the Agency on obtaining this information if the Agency finds it necessary to conduct these searches. FSSolutions has an obligation to protect our employee's privacy and cannot provide consent to conduct background screening on their behalf. Upon request, if the Agency found the need to run criminal or background checks, FSSolutions would work with the Agency to obtain consent from any employee that supports the Agency's account. The Agency can coordinate this effort by working with Shawn O'Neil, the Chief Compliance and Privacy Officer.

EXHIBIT 8 - ACCEPTANCE OF TERMS AND CONDITIONS

By submitting a Proposal, FSSolutions 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.

EXHIBIT 9 - CERTIFICATION LETTER

Attachment #1 Certification Letter

(Date) 05/28/2020

Kelli Sizenbach, Issuing Officer
Iowa Department of Administrative Services
Hoover State Office Building, Level 3
1305 East Walnut Street
Des Moines, IA 50319-0105

Re: RFP1420645063- PROPOSAL CERTIFICATIONS

Dear Kelli Sizenbach:

I certify that the contents of the Proposal submitted on behalf of **FSSolutions** in response to **Iowa Department of Administrative Services** for RFP1420645063 for US DOT Drug and Alcohol Testing are true and accurate. I also certify that Respondent has not knowingly made any false statements in its Proposal.

Certification of Independence

I certify that I am a representative of Respondent expressly authorized to make the following certifications on behalf of Respondent. By submitting a Proposal in response to the RFP, I certify on behalf of the Respondent the following:

1. The Proposal has been developed independently, without consultation, communication or agreement with any employee or consultant to the Agency or with any person serving as a member of the evaluation committee.
2. The Proposal has been developed independently, without consultation, communication or agreement with any other Respondent or parties for the purpose of restricting competition.
3. Unless otherwise required by law, the information found in the Proposal has not been and will not be knowingly disclosed, directly or indirectly prior to Agency's issuance of the Notice of Intent to Award the contract.
4. No attempt has been made or will be made by Respondent to induce any other Respondent to submit or not to submit a Proposal for the purpose of restricting competition.
5. No relationship exists or will exist during the contract period between Respondent and the Agency or any other State agency that interferes with fair competition or constitutes a conflict of interest.

Certification Regarding Debarment

I certify that, to the best of my knowledge, neither Respondent nor any of its principals: (a) are presently or have been debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by a Federal Agency or State Agency; (b) have within a five year period preceding this Proposal been convicted of, or had a civil judgment rendered against them for commission of fraud, a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction, violation of antitrust statutes; commission of embezzlement, theft, forgery, falsification or destruction of records, making false statements, or receiving stolen property; (c) are presently indicted for criminally or civilly charged by a government entity (federal, state, or local) with the commission of any of the offenses enumerated in (b) of this certification; and (d) have not within a three year period preceding this Proposal had one or more public transactions (federal, state, or local) terminated for cause.

This certification is a material representation of fact upon which the Agency has relied upon when this transaction was entered into. If it is later determined that Respondent knowingly rendered an erroneous certification, in addition to other remedies available, the Agency may pursue available remedies including suspension, debarment, or termination of the contract.

Certification Regarding Registration, Collection, and Remission of Sales and Use Tax

Pursuant to *Iowa Code sections 423.2(10) and 423.5(8) (2016)* a retailer in Iowa or a retailer maintaining a business in Iowa that enters into a contract with a state agency must register, collect, and remit Iowa sales tax and Iowa use tax levied under *Iowa Code chapter 423* on all sales of tangible personal property and enumerated services. The Act also requires Respondents to certify their compliance with sales tax registration, collection, and remission requirements and provides potential consequences if the certification is false or fraudulent.

By submitting a Proposal in response to the (RFP), the Respondent certifies the following: (check the applicable box)

- Respondent is registered with the Iowa Department of Revenue, collects, and remits Iowa sales and use taxes as required by *Iowa Code chapter 423*; or
- Respondent is not a "retailer" or a "retailer maintaining a place of business in this state" as those terms are defined in *Iowa Code subsections 423.1(47) and (48)(2016)*.

Respondent also acknowledges that the Agency may declare the Respondent's Proposal or resulting contract void if the above certification is false. The Respondent also understands that fraudulent certification may result in the Agency or its representative filing for damages for breach of contract in addition to other remedies available to Agency.

Sincerely,



Digitally signed by Stacy Williams
DN: cn=Stacy Williams,
o=FSSolutions, ou,
email=swilliams@fssolutions.com,
c=US
Date: 2020.05.26 16:33:16 -04'00'

Signature

Stacy Williams, EVP & COO
Name and Title of Authorized Representative

05/28/2020
Date

EXHIBIT 10 - AUTHORIZATION TO RELEASE INFORMATION

Attachment #2
Authorization to Release Information Letter

(Date) 05/28/2020

Kelli Sizenbach, Issuing Officer
Iowa Department of Administrative Services
Hoover State Office Building, Level 3
1305 East Walnut Street
Des Moines, IA 50319-0105

Re: RFP1420645063- AUTHORIZATION TO RELEASE INFORMATION

Dear Kelli:

FSSolutions hereby authorizes the **Iowa Department of Administrative Services** ("Agency") or a member of the Evaluation Committee to obtain information regarding its performance on other contracts, agreements or other business arrangements, its business reputation, and any other matter pertinent to evaluation and the selection of a successful Respondent in response to RFP1420645063.

FSSolutions acknowledges that it may not agree with the information and opinions given by such person or entity in response to a reference request. FSSolutions acknowledges that the information and opinions given by such person or entity may hurt its chances to receive contract awards from the State or may otherwise hurt its reputation or operations. FSSolutions is willing to take that risk.

FSSolutions hereby releases, acquits and forever discharges the State of Iowa, the Agency, their officers, directors, employees and agents from any and all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting the undersigned that it may have or ever claim to have relating to information, data, opinions, and references obtained by the Agency or the Evaluation Committee in the evaluation and selection of a successful Respondent in response to the RFP.

FSSolutions authorizes representatives of the Agency or the Evaluation Committee to contact any and all of the persons, entities, and references which are, directly or indirectly, listed, submitted, or referenced in the Respondent's Proposal submitted in response to RFP.

FSSolutions further authorizes any and all persons, and entities to provide information, data, and opinions with regard to its performance under any contract, agreement, or other business arrangement, its ability to perform, business reputation, and any other matter pertinent to the evaluation of the FSSolutions' Proposal. FSSolutions hereby releases, acquits and forever discharges any such person or entity and their officers, directors, employees and agents from any and all liability whatsoever, including all claims, demands and causes of action of every nature and kind affecting FSSolutions that it may have or ever claim to have relating to information, data, opinions, and references supplied to the Agency or the Evaluation Committee in the evaluation and selection of a successful Respondent in response to RFP.

A photocopy or facsimile of this signed Authorization is as valid as an original.

Sincerely,



Digitally signed by Stacy Williams
DN: cn=Stacy Williams,
o=FSSolutions, ou,
email=swilliams@fssolutions.com,
c=US
Date: 2020.05.26 16:33:58 -04'00'

Signature

Stacy Williams, EVP & COO

05/28/2020

Name and Title of Authorized Representative

Date

EXHIBIT 11 – MANDATORY SPECIFICATIONS

Mandatory Requirements

4.1.1 Respondent must be knowledgeable and shall administer the drug and alcohol testing program for the State in accordance with the most current U.S. DOT drug and alcohol testing requirements pursuant U.S. DOT's drug and alcohol testing pursuant to Federal Motor Carrier Safety Administration regulations 49 CFR, Parts 40 and 382 as well as Federal Transit Administration rule 49 CFR Part 655 and Part 40, including all subsequent revisions and additions.

FSSolutions remains current with DOT, FMCSA, and FTA regulations through email notices, conferences, and training webinars. We stay actively engaged in any potential changes to the regulations, and ensure our clients are equally informed.

As an example, during the COVID-19 pandemic our compliance leadership team was monitoring multiple regulatory sources (ODAPC, FMCSA, FTA, OSHA, etc.) on daily basis as waivers, exemptions, and general guidance was issued, we were ensuring that we were briefing our clients on these notices, through mass communications, social media, and webinars.

FSSolutions is also a member of Drug and Alcohol Testing Industry Association (DATIA) and SAPAA. Regina Doural, our General Manager, Compliance Services is a Certified Substance Abuse Program Administrator (CSAPA) and sits on the Board of Directors for SAPAA. Regina was recently elected as the President of Certification Commission for Drug and Alcohol Program Professionals (CCDAPP). Also, FSSolutions' Chief Compliance and Privacy Officer, Shawn O'Neil, is also CSAPA.

CCDAPP is a certifying body for drug and alcohol program professionals who have chosen to be recognized as specialists with demonstrated proficiency in their field. CCDAPP is responsible for administering the CSAPA and CDAPA certification programs.

Additionally, FSSolutions also subscribes to many listservs and shares relevant information with our clients through email announcements and scheduled webinars.

4.1.2 Respondent must be contracted with or own a drug testing laboratory certified by Health and Human Services under the National Laboratory Certification Program that performs drug tests using urine specimens with split specimen collection conducted to be analyzed for the drugs or classes of drugs in accordance with the U.S. DOT regulations.

FSSolutions complies with this requirement.

FSSolutions is contracted with Clinical Reference Laboratory (CRL). CRL will provide laboratory testing services on this contract. We have provided a link to all of their licenses in this proposal.

FSSolution also maintains contracts with other certified laboratories (Quest Diagnostics, Labcorp, etc.) for purposes of processing split-specimen requests.

4.1.3 Respondent must be in contract with a Medical Review Officer (MRO) who is a licensed physician and meets the qualifications of the U.S. DOT regulations.

FSSolutions complies with this requirement. FSSolutions provides an MRO department that includes multiple licensed physicians and meets the qualifications of the U.S. DOT regulations. We have provided his certifications and licenses in this proposal.

4.1.4 Respondent must be in contract with collection sites that are within the city limits of Iowa City/Coralville, Ames, Cedar Falls, Des Moines, Council Bluffs, Sioux City, Davenport, Mason City and Cedar Rapids, as well as within a 30-mile radius of each Iowa DOT facility. The collection site must be in the State of Iowa.

4.1.4.1 Respondent must fill out Attachment 5.

FSSolutions complies with this requirement.

FSSolutions has provided collection sites as provided by the RFP in Attachment 5 of the RFP, submitted with our cost proposal matrix.

4.1.5 Respondent's contracted collection sites must provide Screening Test Technicians (STTs), Breath Alcohol Technicians (BATs) and Urine Specimen collectors that meet their respective requirements in accordance with U.S. DOT regulations. Collection sites must use breath alcohol testing equipment in accordance with U.S. DOT regulations.

FSSolutions complies with this requirement.

We ensure that all urine specimen collectors are trained in accordance with 49 CFR Part 40.33 and conduct specimen collections in accordance with 49 CFR Part 40 and the DOT Specimen Collection Guidelines. We will ensure that non-fatal flaws that occur at the collection point are promptly corrected and memorandums to laboratories are received in a timely manner, so a fatal flaw is avoided.

We maintain training qualification documentation for all specimen collectors that are approved and assigned for use. Our training qualification documentation is available for review by the user agency, a federal or state auditor, the contract administrator or a designated representative acting on behalf of the contract administrator, upon request.

All FSS collection sites contracted to offer breath alcohol testing, have certified BAT Technicians, and utilize breath alcohol testing equipment in accordance with U.S. DOT regulations to perform tests.

4.1.6 Respondent must provide a courier service to pick up urine specimens at collection sites and deliver to contracted drug testing laboratory.

FSSolutions will meet this requirement. All courier services for this contract will be conducted through FedEx.

4.2 Implementation

Upon award of a Contract for services the Agency shall negotiate an implementation schedule with the successful Respondent.

FSSolutions complies with this requirement. FSSolutions' Onboarding & Implementation team will meet with Agency key personnel to discuss onboarding and an implementation schedule.

Since FSSolutions is the current contractor for this contract, we do not anticipate any changes to service.

4.3 Training

Respondent will provide general user training and administrator training.

FSSolutions complies with this requirement. The Account Representative Team is available to offer training on all aspects of FSSolutions systems, from ordering/scheduling tests to accessing results and pulling reports. Training is conducted via webinar as part of the initial program startup. Ongoing training to assist our clients with training as staff is added and or replaced over time is conducted as often as you require, via webinar or video conferencing.

FSSolutions offers several in-person and online training options for users and administrators. Training Topics include but are not limited to:

- Urine Drug Collector (New, Refresher or Train the Trainer)
- Breath Alcohol Technician (BAT) - (New, Refresher or Train the Trainer)
- DOT Supervisor Training on Signs and Symptoms of Drug and Alcohol Abuse (Reasonable Suspicion Training)
- Drug Testing Overview
- DER Training
- Drugs of Abuse
- Employee Awareness

EXHIBIT 12 – COLLECTION SERVICES

- **Describe the Respondent’s bundled or unbundled services provided by collection sites, courier service, MRO, and drug testing laboratory.**

FSSolutions provides a bundled TPA service for collection sites, courier service, MRO, and drug testing laboratory analysis and reporting service. As a TPA, FSSolutions coordinates and manages the entire Drug & Alcohol testing process from start to finish. We will provide the State of Iowa with collection sites, ensure samples are transported to, and analyzed by, a lab that meets US DOT regulations and reviewed by our in-house MRO.

Describe the ability to provide pre-employment, random, reasonable suspicion, post-accident, return-to-duty and follow-up testing.

FSSolutions provides a hosted web solution that our clients access through our secure web portal. Through our web portal, clients can easily place orders for pre-employment, random, return-to-duty and follow-up testing within an established network of clinics, check on ETAs of order completion, receive updates, view reports and data, view online billing, and reach our customer service team.

Our team of in-house specialists are available between 8:00 AM and 7:30 PM Eastern Standard Time to provide support by phone or in our First Request messaging tool on any questions related to your order or to assist in coordinating reasonable suspicion and post-accident testing. We staff an "After Hours" team to receive calls outside of these hours. Our team assists in many areas such as setting up clinics, mailing chain of custody forms, calling on clinics for results, conducting a quality review of documents to ensure all areas are completed properly, and fulfillment of urgent requests. The team also provides updates through the messaging tool on the status of each order for drug testing and medical testing.

For the random process, the State of Iowa DER will receive an email notification reminder to update their pool information. This notice is sent at the beginning of the third month of the quarter. The updated random pool list is due approximately two weeks later. The program will generate a report of the individuals selected for random testing. This report is posted to the FSSolutions' client portal and available on the first business day of the selection period. Email reminders are sent to each designated DER.. The State of Iowa DER will have access to several reports via the FSSolutions' client portal. These reports are available 24/7 and provide progress toward meeting the yearly minimum random testing requirements, open random tests, and random distribution.

FSSolutions' Post-Accident/Reasonable Suspicion testing services offer the resources needed to assist in getting employees tested safely and timely, ensuring that DOT Regulations are followed.

- Apply the FMCSA or FTA guidelines associated with Post-Accident Drug and Alcohol testing, ensuring that all tests are completed in a timely manner.
- Consult with client designated employees to gain an understanding of the situation and initiate the post-accident testing process.

- Coordinate with DER and employee to locate a collection site to administer the appropriate tests on time.
- Provide clear instruction, and necessary documentation (DOT or non-DOT), needed to complete all testing in accordance with client standards and DOT guidelines.
- Ensure proper records are maintained

Describe the ability to provide collection services at collection sites Monday through Friday, during normal business hours.

FSSolutions will provide the State of Iowa with collection services Monday through Friday, during normal business hours through the collection sites provided in this RFP proposal, Attachment 5. If there is an issue with performing a collection at the assigned/approved collection site, the Designated Employer Representative (DER) can work with your FSSolutions' account representative to find an alternative location.

- **Describe the ability to provide afterhours sample collection required for post-accident, reasonable suspicion, random, return to duty, and follow-up testing.**

Providing after-hour services is a priority for FSSolutions. As a part of our full-service drug and alcohol testing program, the State of Iowa will have access to our in-house 24/7 Emergency Testing Coordination team to best respond in situations of emergency or after-hours testing needs.

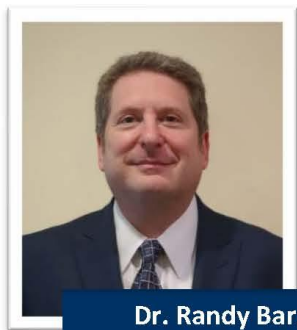
This Emergency Testing Coordination team has direct communication with the collection site and/or mobile collector. They track every attempt to schedule a post-accident, reasonable suspicion, random, return to duty, and/or follow-up test in FirstRequest, ensuring that you are up-to-date on what is happening and that proper records are maintained. FSSolutions can also coordinate transportation of a donor to the collection site.

- **Provide the name and credentials of the Medical Review Officer who will be contracted by the Respondent.**

FSSolutions has an in-house Medical Review Officer department to provide MRO services. Our Chief Medical Review Officer is Dr. Randy Barnett, and Dr. Philip Lopez will also provide MRO services. Please see Dr. Barnett's & Dr. Lopez's certifications on the next page.



Brief Biography



Dr. Randy Barnett, DO

Chief Medical Review Officer

Dr. Randy Barnett, DO, is the Chief Medical Review Officer (MRO) for FSSolutions Workforce Division. Dr. Barnett is a Board-Certified MRO and has been performing MRO duties for over 17 years.

As Chief Medical Review Officer (MRO), Dr. Barnett is responsible for receiving and reviewing laboratory results generated by an employer's drug testing program and evaluating medical explanations for non-negative drug test results. He acts as an independent and impartial "gatekeeper" and advocate for the accuracy and integrity of the drug testing process. Dr. Barnett also provides quality assurance review of the drug testing process for specimens and acts as our representative for audits performed by Federal Agencies. His duties also include ensuring the timely flow of test results and other information to FSSolutions' clients and protecting the confidentiality of the drug testing information.

Dr. Barnett is Board Certified in Family Medicine and Sleep Medicine and has been practicing in the Philadelphia and Montgomery County Pennsylvania area for over 20 years. He is also a licensed US Civil Surgeon, authorized by the Bureau of Citizenship and Immigration Services to conduct Immigration Physicals. Dr. Barnett conducted a research Assessment of Excessive Daytime Sleepiness and the Risk of Health and Sleep Apnea in Railroad Workers; his results are published in the Journal of Health and Productivity.

Dr. Barnett received his undergraduate degree in Biology & Chemistry from Arcadia University and his Doctor of Osteopathy from the Philadelphia College of Osteopathic Medicine in 1990. He took his postgraduate training in Osteopathic affiliated hospitals in Philadelphia, PA.



CURRICULUM VITAE

RANDY B. BARNETT, D.O.
Chief MRO
100 Highpoint Drive, Suite 102
Chalfont, PA 18914
800.732.3784

LICENSE	Pennsylvania – 07/91 OS-007493-L
DEA NUMBER	By request
BOARD CERTIFIED FAMILY PRACTICE	American Osteopathic Board of Family Physicians 12/06/93
BOARD CERTIFIED MEDICAL REVIEW OFFICER	Medical Review Officer Certification Council Initial certification on 6/20/00 recertification on 11/24/2004,10/01/2010, 9/16/2015 expires on 9/14/2020
BOARD CERTIFIED SLEEP MEDICINE	American Osteopathic Board of Family Physicians 11/10/2011
PRIOR HOSPITAL STAFF	Frankford Hospital 5000 Frankford Avenue Philadelphia, PA 19124 Graduate Hospital 1800 Lombard Street Philadelphia, PA 19146 Pennsylvania Hospital 800 Spruce Street Philadelphia, PA 19107



EDUCATION

RESIDENCY	HPCOM – Parkview Division 1331 East Wyoming Avenue Philadelphia, PA 19124	07/1/91 – 06/30/93
INTERNSHIP	Parkview Hospital 1331 East Wyoming Avenue Philadelphia, PA 19124	07/1/90 – 06/30/91
MEDICAL SCHOOL	Philadelphia College of Osteopathic Medicine Philadelphia, PA 19131	Graduated 1990 D.O.
COLLEGE	Arcadia University South Easton Road Glenside, PA 19038	Graduated 1986 B.A. Biology & Chemistry

PUBLICATIONS

JOURNAL OF HEALTH AND PRODUCTIVITY	Assessment of Excessive Daytime Sleepiness and the Risk of Sleep Apnea in Railroad Workers – Vol. 3, Number 2 – Dec 2008
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EMPLOYMENT

Jeffrey Herman D.O. 6044 Castor Avenue Philadelphia, PA 19149 215-288-2090	07/93 - 8/94
Andrew Poulshock D.O. 6239 Rising Sun Avenue Philadelphia, PA 19111 215-742-1436	07/93 – 10/94



Richard Struhlson D.O. 3152 Princeton Avenue Philadelphia, PA 19149 215-624-0956	07/93 – 10/94
Nikki Lang, M.D. 634 Pine Street Philadelphia, PA 19106 215-627-1300	08/94 – 10/96
Richard A. Koff, M.D. 11596 Roosevelt Boulevard Philadelphia, PA 19115 215-464-6383	08/96 – 12/96
Work Health Wakeling Building 5000 Frankford Avenue Philadelphia, PA 19124	10/97 – 12/04
University Services 2837 Southampton Rd Philadelphia, PA 19154	01/05–02/19
FSSolutions 100 Highpoint Drive, Suite 102 Chalfont, PA 18914	02/19 - Present



Medical Review Officer Certification Council

3231 S Halsted St, #167, Chicago, IL 60608 • 847-631-0599 • FAX 847-483-1262, Email: mrocc@mrocc.org



September 14, 2015

Randy Blake Barnett, D.O.
FSSolutions
100 Highpoint Drive
Suite 102
Chalfont, PA 18914

Certification Number: 15-11314

Valid from September 14, 2015 to September 14, 2020

Dr. Barnett:

I am very pleased to confirm that you have successfully passed the MROCC certification examination. Your CME training plus the passing of this examination qualifies you for certification by the Medical Review Officer Certification Council as a Certified MRO.

An official verification of certification is available by logging into the MROCC website at <https://www.mrocc.org/login.cfm> and clicking on the Print Verification button. Once you are logged in, there is also an option to purchase a professionally-printed MROCC certificate, if you wish to do so.

Your listing is now available on the MROCC website. You may view your listing and make changes to it at the MROCC website at <https://www.mrocc.org/login.cfm>. It is important to keep your contact information updated by logging into your record on our website so that you receive any necessary updates and reminders during your certification cycle.

Again, my warmest congratulations!

Sincerely,
James L. Ferguson, D.O.
James L. Ferguson, D.O.
Chairman, MROCC Board of Directors

BOARD OF DIRECTORS

Chairman
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EXAMINATION DEVELOPMENT COMMITTEE

Chairman
Mark J. Uptail, MD

AFFILIATED ORGANIZATIONS

American Academy of
Clinical Toxicology

American College of
Medical Toxicology

American College of
Occupational and
Environmental Medicine

American Medical Association

American Society of
Addiction Medicine

College of American Pathologists

STAFF

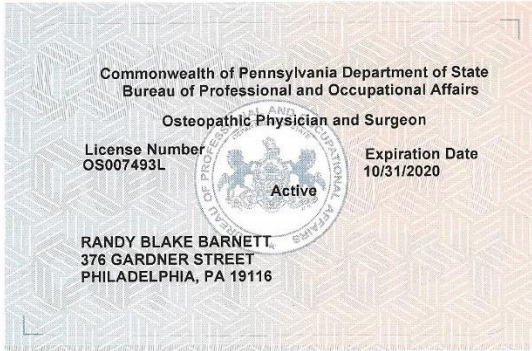
Kristine Pasziak
Executive Director

Katy Gainer
Program Manager

Stephanie Rodriguez
Program Manager

MROCC

Promoting and Preserving The Highest Quality of Standards Among MROs
www.mrocc.org



2964

OFFICIAL DOCUMENT

READ THE FOLLOWING INFORMATION CAREFULLY CONCERNING YOUR LICENSE:

1. SIGN THE WALLET CARD AND CERTIFICATE WHERE INDICATED.
2. DETACH THE WALLET CARD AND CERTIFICATE AT PERFORATION.

Pennsylvania Licensing System (PALS)

Visit our website at: www.pals.pa.gov to renew your license, change your personal or license address, or order duplicate licenses.

RANDY BLAKE BARNETT
376 GARDNER STREET
PHILADELPHIA, PA 19116

DISPLAY THIS CERTIFICATE PROMINENTLY • NOTIFY AGENCY WITHIN 10 DAYS OF ANY CHANGE

Commonwealth of Pennsylvania
Department of State
Bureau of Professional and Occupational Affairs
PO BOX 2649 Harrisburg PA 17105-2649

19 0251373

License Type
Osteopathic Physician and Surgeon


RANDY BLAKE BARNETT
376 GARDNER STREET
PHILADELPHIA, PA 19116

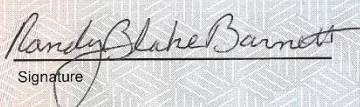
License Status
Active

Initial License Date
07/16/1991

License Number
OS007493L

Expiration Date
10/31/2020


Commissioner of Professional and Occupational Affairs


Signature

ALTERATION OF THIS DOCUMENT IS A CRIMINAL OFFENSE UNDER 18 PA.C.S.S. 4911



Brief Biography



Philip A. Lopez, MD

Medical Review Officer

Dr. Philip A. Lopez graduated medical school in 1992, quickly fulfilling his desire to give back to his country; he joined the United States Navy and completed internship in Internal Medicine at Naval Hospital San Diego. He continued his naval career by completing course work and underwater diving certification to become a rare Undersea Medical Officer/ Diving Medical Officer in the US Navy. He spent three more years with an elite team of divers at the Navy Experimental Diving Unit in Panama City, Florida. There he indulged in his passion for undersea medicine, conducted many experiments and published three articles and presented one at the prestigious Undersea Hyperbaric Medical Society Convention. He earned the prestigious Navy Achievement Medal for his full participation and expertise in one of his manned full-face mask experiments.

After completing his naval career with High Honors, Dr. Lopez moved to Dallas, TX to study Emergency Medicine/Urgent Care. He quickly ascended to position of Medical Director and became a certified MRO in 1996. He moved back to Florida, began more consulting work as an MRO, and transitioned from the urgent care medical director arena to full time MRO in 2008. Dr. Lopez quickly advanced in the MRO arena due to his dedication in the war against drugs and the rehabilitation of those addicted to opiates. His concern for both the mental health and physiological health of others made his choice to become a full time MRO an easy decision. His dedication and knowledge in the field quickly made him an asset to corporations that seek a higher level in drug testing expertise. The combination of compassion, knowledge, and dedication has resulted in the ability to maintain a successful career in the field for over 20 years.

Dr. Lopez is certified in both AAMRO and MROCC. He provides expert testimony for employers regarding MRO issues in arbitrations and depositions, and is regarded as one of the top MRO's in the country.

MROCC

Medical Review Officer Certification Council

certifies that

Philip A. Lopez, M.D.

has successfully met all eligibility and examination criteria
and is hereby designated a

Certified Medical Review Officer

Certification Number: 17-12071

Effective from July 08, 2017

to July 08, 2022



AC#8717633

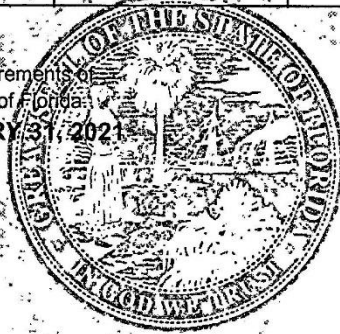
STATE OF FLORIDA
DEPARTMENT OF HEALTH
DIVISION OF MEDICAL QUALITY ASSURANCE

DATE	LICENSE NO.	CONTROL NO.
01/01/2019	ME 75750	646586

The **MEDICAL DOCTOR** named below has met all requirements of the laws and rules of the state of Florida.

Expiration Date: **JANUARY 31, 2021**

PHILIP ANDREW LOPEZ
3501 SW 185 AVENUE
MIRAMAR, FL 33029



STATE OF FLORIDA AC# 8717633

DEPARTMENT OF HEALTH

DIVISION OF MEDICAL QUALITY ASSURANCE

DATE	LICENSE NO.	CONTROL NO.
01/01/2019	ME 75750	646586

The **MEDICAL DOCTOR** named below has met all requirements of the laws and rules of the state of Florida.

Expiration Date: **JANUARY 31, 2021**

PHILIP ANDREW LOPEZ

LICENSEE SIGNATURE

Rick Scott
GOVERNOR

Celeste M. Philip, M.D., M.P.H.
Surgeon General and Secretary

DISPLAY IF REQUIRED BY LAW

EXPIRATION DATE: JANUARY 31, 2021

Your license number is ME 75750. Please use it in all correspondence with your board/council. Each licensee is solely responsible for notifying the Department in writing of the licensee's current mailing address and practice location address. If you have not received your renewal notice 90 days prior to the expiration date shown on this license, please visit www.FLHealthSource.gov and click "Renew A License" to renew online.

Medical Quality Assurance has a new and improved Online Services Portal. In the new system, you have the ability to renew your license, update your mailing and practice location addresses, request a name change, request a duplicate license and update your profile information all from the convenience of your online account.

1. Go to www.FLHealthSource.gov.
2. Click on "Provider Services" and select "Manage Your License."
3. Select your profession and license type and click "Submit."
4. The question "Have you Renewed or Applied Online Since 2015?" will display.
 - a. Click on "No" if you have not registered for an account in the new system and follow the instructions provided for new user registration.
 - b. Click on "Yes" if you are a returning user. Enter the user ID and password you selected during the registration process, then select "Sign In" to access your MQA Online Services Portal account.

IMPORTANT ANNOUNCEMENTS

Are You Renewal Ready?

The Department of Health will now review your continuing education records at the time of license renewal.

To learn more, please visit www.FLHealthSource.gov/AYRR

Grounds for Discipline

You should be familiar with the Grounds for Discipline found in Section 456.072(1), Florida Statutes, and in the practice act for the profession in which you are licensed. Florida Statutes can be accessed at www.leg.state.fl.us/Statutes

- **Describe the procedure to verify the MRO is in compliance with the U.S. DOT regulations.**

FSSolutions maintains a compliance department that tracks and monitors all licenses and certifications of our MRO staff. All licenses and certifications are renewed prior to any expirations. Each of our MROs are registered with the FMCSA Clearinghouse and have subscribed to ODAPC's listserv.

Additionally, a member of our staff, Dr. James Ferguson, is the Chairman of the Medical Review Officer Certification Council (MROCC). The MROCC is the council that certifies MROs.

- **Describe the ability to provide expert witness testimony regarding possible grievances, arbitrations or litigation.**

FSSolutions' MROs are always available to assist with expert testimony or depositions. They are qualified and experienced in the provision of expert witness testimony and depositions concerning verified test results, should this be necessary.

The MROs for this contract will provide comprehensive litigation support services to the user agencies. These services will include:

- (i) Telephonic testimony, both expert and factual witness;
- (ii) Video-taped depositions of MRO and staff, as necessary;
- (iii) In person direct testimony at civil and/or administrative court or hearing proceedings;
- (iv) Coordination and production of applicable litigation/data packages related to the MRO verification test process;

- **Describe the ability to provide recommended forms for contacting previous employers of CDL drivers to learn of any reportable incidents.**

FSSolutions has experience in both releasing information for our clients in response to a previous employer check, as well as conducting previous employer checks on behalf of our clients. FSSolutions can provide either one of these services to the State of Iowa DOT for an additional fee. FSSolutions would be willing to consult on our best practices in this space.

EXHIBIT 13 – POLICIES AND PROCEDURES

- **Describe the ability to remain current on U.S. DOT drug and alcohol testing requirements pursuant to U.S. DOT drug and alcohol testing pursuant to Federal Motor Carrier Safety Administration regulations 49 CFR, Parts 40 and 382 as well as Federal Transit Administration rule 49 CFR Part 655 and Part 40.**

FSSolutions remains current with DOT, FMCSA, and FTA regulations through email notices, conferences, and training webinars. We stay actively engaged in any potential changes to the regulations, and ensure our clients are equally informed.

As an example, during the COVID-19 pandemic our compliance leadership team was monitoring multiple regulatory sources (ODAPC, FMCSA, FTA, OSHA, etc.) on daily basis as waivers, exemptions, and general guidance was issued, we were ensuring that we were briefing our clients on these notices, through mass communications, social media, and webinars.

FSSolutions is also a member of Drug and Alcohol Testing Industry Association (DATIA) and SAPAA. Regina Doural, our General Manager, Compliance Services is a Certified Substance Abuse Program Administrator (CSAPA) and sits on the Board of Directors for SAPAA. In addition to being a certified by the Substance Abuse Program Administrator Association (SAPAA), Regina was recently elected as the President of Certification Commission for Drug and Alcohol Program Professionals (CCDAPP). Also, FSSolutions' Chief Compliance and Privacy Officer, Shawn O'Neil, is also CSAPA.

CCDAPP is a certifying body for drug and alcohol program professionals who have chosen to be recognized as specialists with demonstrated proficiency in their field. CCDAPP is responsible for administering the CSAPA and CDAPA certification programs.

Additionally, FSSolutions also subscribes to many listservs and shares relevant information with our clients through email announcements and scheduled webinars.

- **Describe the random selection procedure to ensure CDL employees are randomly tested on a quarterly basis.**

FSSolutions, following the guidelines as required by each DOT agency, uses a proprietary software system specifically designed for generating random lists in accordance with regulatory requirements. The system is written in ASP.NET 4.0 using C# and accesses a Microsoft SQL Server database. The random generator is integrated with Phoenix, the FSSolutions result retrieval system. The process for selecting a list of employees is straightforward. The client would provide a list of eligible employees to FSSolutions. This list is imported into the database. A complete history of employees is kept, as employees no longer on the eligible list are marked as ineligible. A copy of all employee pools used to generate random lists is kept and it can be retrieved at any time.

The client's program specifications are also set up in our database. The FSSolutions random program will generate a set of random numbers. They are used to randomly generate the list of selected employees. The selections for drug and alcohol will be picked simultaneously allowing

the same individual to be picked for drug, alcohol or both drug and alcohol. After these selections have been made, the remaining employees are used to generate an alternate list if requested. The program will generate a report of the individuals selected for random testing. This report is available to the DER through the Client Portal within the first business day of the selection period. The next time a random list is generated, the process is repeated. Each time a list is generated every employee has an equal chance of being selected. FSSolutions has the ability to manage multiple pools specific to each agency. Agencies can also choose to join our consortium pool with other employers. Agencies have 24/7 access to our portfolio of random reports to assist them in managing compliance with any applicable federal regulations.

The program will generate a report of the individuals selected for random testing. This report is transmitted by secure means to the Designed Employer Representative by the first business day of the selection period. The next time a random list is generated, the process is repeated. Each time a list is generated every employee has an equal chance of being selected. FSSolutions has the ability to manage multiple pools specific to each agency. Agencies can also choose to join our consortium pool with other employers. Agencies have 24/7 access to our portfolio of random reports to assist them in managing compliance with any applicable federal regulations.

- **Describe the ability to provide all necessary forms and supplies to ensure proper collection and submission of specimens based on U.S. DOT regulations.**

FSSolutions will ensure that collection sites obtain and maintain the supplies and materials necessary to complete a DOT urine specimen collection per 49 CFR Part 40.45 through 40.51. FSSolutions will assist collection sites with reordering procedures.

The collection site shall have all necessary personnel, materials, equipment, facilities, and supervision to provide for the collection, security, temporary storage and shipping or transportation of specimens based on U.S. DOT regulations.

FSSolutions facilitates our clients' employee drug and alcohol testing program from beginning to end through our online scheduling and result retrieval system. We verify that all services are performed by qualified personnel. After the donor specimen is collected at either one of our collection sites or by mobile collectors, the specimen is shipped to the laboratory for testing.

The laboratory follows all regulations, process and guidelines to continue to be listed on the Federal Register as an approved lab by DHHS. Following the intake process of the specimen, the specimen will undergo screening testing and based on the results of the screening test, go into further confirmation testing as required. Upon completion of the testing, the result of the laboratory test will be electronically transmitted to FSSolutions' MRO department. If an electronic chain of custody was used in the collection process, it will be transmitted to FSSolutions as well.

FSSolutions trained staff reviews the necessary documentation to check that all services were performed and recorded according to DOT regulation and within the required scope. Results are then available in real time through various, configurable reporting methods.

- **Describe the procedures for confirmed positive breath alcohol test results.**

The BAT technician would contact the DER to notify them of the confirmed positive breath alcohol result. The BAT would transmit the alcohol testing form (ATF) and result readout to the DER. Upon notifying the DER, the BAT technician would transmit a copy of the ATF and result readout to FSSolutions. If the BAT technician fails to send FSSolutions a copy of the ATF and result readout, the employer may send a copy of the documentation they received for entry into the FSSolutions' database.

- **Describe the procedures for reporting a negative or confirmed positive test results to the MRO for verification.**

Negative or confirmed positive test result data, the certified chain of custody form, and the lab results are securely transferred from the lab directly to the MRO via upload to a secure website.

FSSolutions' along with our Lab partners maintain quality control and quality assurance in the testing process. Areas of focus include specimen accessioning, handling and analysis, routine review of lab personnel performance and procedure, maintenance of equipment and results review and reporting. The lab will adhere to meeting or exceeding standards and requirements set by the federal government (CLIA), and state government.

Additionally, our laboratory partner is SAMHSA certified and a College of American Pathologists (CAP) Forensic Laboratory. All clinical specimens are processed in a forensic laboratory, requiring rigorous quality control and proficiency testing. Forensic laboratories require complete chain of custody, restricted access to the laboratory, and more frequent inspections. In short, CAP Forensic Accreditation provides our customers with confidence in the highest quality results.

- **Describe the procedures for reporting test results to the clearinghouse on behalf of the Agency.**

On January 6, 2020, the FMCSA Commercial Driver's License Drug and Alcohol Clearinghouse went into effect. Employees, Applicants, Permit Holders, Employers, Medical Review Officers, Substance Abuse Professionals, and TPAs all have an obligation and responsibility to use the Clearinghouse.

The Clearinghouse is a repository of the following information:

- A verified positive, adulterated, or substituted drug test result.
- An alcohol confirmation test with a concentration of 0.04 or higher.
- A refusal to submit to any test required by 382 subpart C.
- An employer's report of actual knowledge as defined in 382.107.
- A substance abuse professional (SAP) report of successful completion of the return to duty process.
- A negative return to duty test.
- An employer's report of completion of follow-up testing.

As a TPA, FSSolutions assists our clients in the following ways:

i. FSSolutions MROs are required to report into the Clearinghouse:

- Verified positive drug test results.
- Refusal-to-test determinations based on the employee's inability to provide a sufficient specimen for testing, or the adulteration or substitution of a specimen.
- Previously reported test that the MRO is now canceling.

FSSolutions offers the following additional services for the Clearinghouse for additional fees.

i. Reporting Violations into the Clearinghouse for Employers

- Upon receiving information from an employer, FSSolutions will manage the data entry of violations into the Clearinghouse to include:
 - An alcohol confirmation test result with an alcohol concentration of 0.04 or greater
 - A negative return-to-duty test result
 - The driver's refusal to submit to a DOT test for drug or alcohol use
 - An "Actual knowledge" violation, as defined in § 382.107
 - A report that the driver successfully completed all follow-up tests as ordered by the Substance Abuse Professional

ii. Pre-Employment Queries

- Utilizing our background screening platform, FSSolutions will conduct a pre-employment query of the Clearinghouse.
 - This can be included in any background screening package or ordered on it's own.

iii. Annual Queries

- Utilizing your employee list, FSSolutions will conduct annual queries of the Clearinghouse.
- Any hits that come back from the limited query, will generate a request for the full query.
- In addition to the annual query, FSSolutions will also conduct queries at a frequency defined by the client for additional monitoring purposes.

- **Describe the Respondent's policy of quality assurance including record keeping, chain of custody process, and fail-safe back up procedures to prevent loss of documentation.**

FSSolutions maintains signed service agreements/contracts with all specimen collection/breath alcohol testing sites and service providers to ensure that they have DHHS/DOT qualified personnel, utilize DHHS and DOT collection/testing procedures, and meet physical facility standards for urine specimen collection and alcohol testing as specified by applicable federal regulations. Collection and testing service providers are required to maintain specimen integrity and security and donor confidentiality and privacy in accordance with DHHS and DOT standards.

- Where possible, FSSolutions utilized electronic chains of custody to ensure chain of command, increase efficiency and reduce errors in the urine collection process.

- All federal custody and control forms are reviewed for errors prior to the test result being reported/released to the client.
- Per Federal regulations, corrective actions and signed statements of correction are required from the collection site to address CCF and collection process errors.
- All Federal alcohol testing forms (ATF) are reviewed to ensure that the document is properly completed, and applicable federal procedures were followed. Any correctable documentation is requested.

Collection site error logs are maintained and corrective documentation on all errors is faxed immediately following an incident. Follow up calls are made to the collection site to ensure future compliance. If a collection site continues to commit errors, FSSolutions' Account Representative team member would contract Iowa's DER and recommend a replacement site.

All documentation FSSolutions receives is scanned and indexed into our proprietary database. These documents are made available to our clients through our Client Access Portal.

FSSolutions has backup and redundancy processes in place to ensure there is no loss of documentation.

- **Describe the Respondent's demonstrated accuracy of test results and quality assurance program.**

As required under DOT part 40, the Chief MRO at FSSolutions audits the work of the MRO support staff on a quarterly basis. The General Manager of Compliance also conducts quality assurance audits to ensure our staff are following our internal processes.

- **Describe the procedures and policies used for storing medical records.**
- Any medical or prescription information received by the MRO from the donor is securely stored in our MRO application. Internal access to these records is restricted based on user-security role. Any medical records received by the MRO are not made available to any external user except in the instances of a litigation.
- **Describe the ability to interface with Workday.**

FSSolutions' system is currently integrated with Workday.

EXHIBIT 14 – MANAGEMENT

- **Describe the ability to oversee follow-up testing as directed by the Substance Abuse Professional.**

For an additional fee, FSSolutions can manage the random testing schedule for any employee who has a follow-up testing schedule provided by a SAP.

- **Describe how breath alcohol testing equipment is inspected, calibrated and maintained in accordance with the U.S. DOT regulations.**

Collection facilities for alcohol testing will have trained Breath Alcohol Technicians (BATs) who meet all federal regulations (40.213) for qualification standards. The equipment used will be included on the National Highway Transportation Safety Administration (NHTSA) Conforming Products List (CPL), for screening and confirmatory testing and will meet all federal regulations.

FSSolutions will ensure that the collection sites have in place a Quality Assurance Plan (QAP) to ensure that equipment is inspected, calibrated and maintained, including maintenance by the manufacturer, in order to meet federal regulations. The alcohol detection limits will be consistent with State and Federal regulations.

- **Describe the ability to verify the qualifications of the STT's, BAT's and Urine Specimen collectors at collection sites.**

Through our relationships with the selected collection sites, ensure that their staff are trained in accordance with 49 CFR Part 40.33 and conduct specimen collections in accordance with 49 CFR Part 40 and the DOT Specimen Collection Guidelines. We will ensure that non-fatal flaws that occur at the collection point are promptly corrected and memorandums to laboratories are received in a timely manner, so a fatal flaw is avoided.

We maintain training qualification documentation for all specimen collectors that are approved and assigned for use. Our training qualification documentation is available for review by the user agency, a federal or state auditor, the contract administrator or a designated representative acting on behalf of the contract administrator, upon request.

Once we establish a relationship with a service provider, your Account Representative works with our Procurement Team to address any service issues that may arise. If the issues are not able to be resolved, our Procurement Team will search for a suitable replacement that will continue to support your business needs.

- **Describe the ability to manage the urine specimens being shipped to the drug testing laboratory.**

Through the contracts FSSolutions has with our collection sites for this contract, we instruct them to utilize FedEx for all specimens being shipped to the lab. If it is determined that a collection site is not using the proven service and reliability of FedEx, they will be removed from our collection site list and FSSolutions will provide a replacement site.

- **Describe the ability to ensure urine specimens are shipped to the laboratory within 24 hours or the next business day.**

FSSolutions portal allows the State of Iowa DER and FSSolutions staff to monitor the progress of a Drug & Alcohol screening order. Shipments are sent via FedEx utilizing their overnight shipping service.

If there is an event that would alter the ability of FedEx to provide overnight shipping, such as a weather emergency, FSSolutions staff would notify the State of Iowa DER of any potential delays.

- **Provide the name of the courier service that will be used.**

FedEx will be the courier service used for this contract.

- **Provide a coverage area map for the courier service.**

FedEx's coverage covers the entire United States of America.

- **Describe the procedure used to verify the drug testing laboratory is in compliance with the U.S. DOT regulations.**

- Our Compliance Department monitors the monthly Certified Lab List published by SAMSHA at <https://www.samhsa.gov/workplace/resources/drug-testing/certified-lab-list> to ensure our lab partners remain certified.

- **Provide the name of the laboratory used to process the urine specimens.**

FSSolutions recommends using Clinical Reference Laboratory (CRL) for this contract. FSSolutions has recently begun using CRL as a laboratory with similar clients, and has been able to secure lower pricing for the requested services.

- **Provide the Laboratory Certification of the proposed laboratory.**

FSSolutions will be utilizing Clinical Reference Laboratory for laboratory services on this contract. All of CRL's certifications be found online at the following web address:

<https://www.crlcorp.com/about/certification/>

EXHIBIT 15 – REPORTS

- **Describe the ability to provide Management Information System (MIS) reports and system access.**

FSSolutions provides a test summary report and test type report that is modeled on the MIS report that needs to be submitted to DOT.

FSSolutions web-based client portal offers a fully customizable user-based tool with an easy to read interface. The dashboard can show a current snapshot of real time data, as well as, historical information of an organization's services performed. Based on security settings, each user can add and customize multiple modules to their personal dashboard. FSSolutions has the ability to setup Users with specific permissions. This allows the employee access to specific information that pertains to their role and limits the spread of sensitive information amongst the organization.

The standard Drug and Alcohol reports consist of: Test Summary Report, Test Type Report, Search History Report, Collection Time Report, Random Compliance Report, Random Employee, Report Random Pool Report, Random Access Report, Random Tests by Collection Date Chart, Random Tests by Day of Week Chart, Random Tests by Time of Collection Chart, etc.

Reports can be pulled in PDF form and Queries can be exported to excel for additional reporting services.

- **Describe the ability to load historic data into reporting system. Take into account that the data may be from a different supplier or system and provide recommendations to Agencies to ease the process.**

As the current contractor, FSSolutions does not anticipate the need for any data to be imported as we currently hold the historical data.

- **Describe the ability to provide ad-hoc reporting.**

FSSolutions web-based client portal offers a fully customizable user-based tool with an easy to read interface. The dashboard has the ability to show a current snapshot of real time data, as well as, historical information of the State of Iowa's services performed. Based on security settings, each user has the ability to add and customize multiple modules to their personal dashboard.

Each of FSSolutions' databases and scheduling software has the ability for the user to run ad hoc searches and export the results to Excel for ad hoc reporting purposes.

- **Describe the ability to provide reports specific to each individual participating Agency.**

FSSolutions client portal allows for reports to be generated for each participating agency. Each Agency would only see data that applies to their testing program. The DER at the "Parent"

account can see all agency data, or if they wanted to look at a specific agency, they can select the agency they need a report for, and the system will filter out the rest.

Each participating agency will be setup as a “Child” account within the State of Iowa Parent account. Each child account for an agency would be setup for access by its own authorized user(s), and the account would be structured to meet the requirements of that specific agency, including specific reporting needs, billing requirements, etc.

- **Describe the ability to establish multiple “accounts” for a single Agency with each “account” having separate billing and reporting requirements.**

FSSolutions client account creation can be setup to allow for a “Parent” Account to have as many individual “child” accounts within it. Each child account can be setup to meet their individual billing and reporting requirements. This is currently how the State of Iowa’s account is setup with FSSolutions today.

- **Provide the following sample reports:**
- **Quarterly certificate of enrollment of participant (CDL employees) in random testing selection pool.**

FSSolutions system currently cannot generate a report specifically on this. The user can view this using Client Access to view the random pool report to see all employees enrolled in the random testing selection pool, but they are not individual certificates.

- **Quarterly random batch selection of participants to be tested.**

A Quarterly random batch selection of participants can be generated by running a “Random” report.

- **Quarterly drug and alcohol summary sheets to indicate all participants tested in the past quarter.**

This report can be generated by running a “Test Type” report.

- **Quarterly status reports for random drug and alcohol testing rates throughout the calendar year.**

This report can be generated by running “Random Compliance” report.

EXHIBIT 16 – COMMUNICATION

- **Describe the method of transmitting all test results.**

Negative DOT laboratory results are certified by the MRO staff for release to the designated contact, and are posted to the web-based Results Retrieval site for access by authorized personnel. Verified non-negative results are communicated via immediate phone contact to Designated Employer Representative (DER).

This practice alerts the responsible party that a positive, adulterated or substituted result has been verified and that the employee must be removed from performing safety-sensitive duty. The DER can then obtain an MRO signed test result certificate via their client portal.

- **Describe the method of communicating a confirmed positive drug test result immediately.**

Upon completion of the lab analysis, the result will be transmitted electronically and securely to the MRO. The MRO follows 49 CFR Part 40 Subpart G to conduct the verification of the specimen's result. This includes speaking to the donor directly for all non-negative results and validating any prescriptions the donor may have directly with their pharmacist. A final result report will be reported out by the MRO. The Designated Employee Representative will receive a verbal report of the result for all Positive results prior to it be posting on our secure website.

- **Describe how changes or issues within a collection site will be communicated in a timely manner.**

If an assigned collection site requires a change or develops an issue, the State of Iowa's Account Representative will relay this issue to the DER. The Account Representative will provide an alternative

- **Describe how changes or issues regarding the courier service will be communicated in a timely manner.**

Courier services on this contract will be provided by FedEx. In the event that FedEx courier services anticipate any service issues or delays, from events such as weather emergencies, FSSolutions' Account Representative will communicate these notices to the State of Iowa immediately upon receipt.

- **Describe how changes or issues with the drug testing laboratory will be communicated in a timely manner.**

In the event of a change of our selected laboratory or an issue regarding the laboratory, the FSSolutions Account Representative team member would inform the State of Iowa DER

- **Describe how changes or issues regarding the MRO will be communicated in a timely manner.**

In the event of a change of our MRO or an issue regarding the MRO, the FSSolutions Account Representative team member would inform the State of Iowa DER

- **Describe how test results can be tracked by each agency.**

By utilizing our suite of software tools in our Client Access portal, each Agency can view the status of their order and its specific components in real-time.

- **Describe the ability to schedule pre-employment testing.**

For potential, or pre-employment, employees, the authorized State of Iowa user enters the employees information through our FirstRequest web portal and selects the type of service(s) required (Drug Screen, Physical, etc.). The potential employee then receives a notification (text or email) with the information about their upcoming test, including testing location, time/date of the test, and an authorization code.

Potential employees would also be able to schedule services themselves, through our Donor Access feature:

- Donor chooses their most convenient site for services from FSSolutions approved list
- Donor can call FSSolutions directly with any questions regarding sites or scheduling of services
- Authorizations are automatically emailed to the donor and faxed to the clinic
- Donors can pre-pay for pre-employment testing
- All Test Reasons and Services needed are pre-configured so the donor only needs to enter their demographics and choose a clinic
- The system automatically creates an e-authorization for all eCCF or eCDME enabled sites
- Eliminates the challenge of not knowing when or where the donors are going for testing
- Proactive management of schedule and results

EXHIBIT 17 – IMPLEMENTATION PLAN

- **Describe the ability to provide kick-off meetings with each Agency, if requested, in order to discuss account structure, including Federal Motor Carrier Safety Administration and Federal Transit Administration.**

Kick-off meetings are a mandatory and essential component of FSSolutions' implementation plan. FSSolutions has a dedicated implantation and client onboarding team, led by Lisa Busse, Director of Onboarding. After contract award, Lisa's team works immediately to identify key agency staff to schedule kick-off meetings with.

- **Describe the recommended implementation strategy including on-site coordination and support services, best practice consulting options and professional services.**

As the current provider of these services, our implementation strategy would be to meet with key Iowa Agency members to discuss our performance and any potential improvements they would like to see on their accounts.

To approach this like a new opportunity, FSSolutions' program implementation strategy consists of the usual formality typical of the standard PMI or Project Management Institute process, as applicable to this service. We follow these standards as we often find there is a significant technology aspect to our relationships.

During this kickoff meeting all the key players will have an opportunity to interact and ask questions. This first meeting will provide us with the detail we require to build a customized implementation plan that makes sense for both sides. We pay special attention to getting the job done efficiently and on time. This only represents level one detail and does not contain staffing requirements or dependencies. That level of detail will be included in the final version created for your project.

Training is conducted via webinar or in-person should you prefer that, as part of the initial program startup. Ongoing training to assist our clients with training as staff is added and or replaced overtime, is conducted as often as you require, via web. FSSolutions does not charge or allocate a specific amount of time to training.

- **Identify any third-party Respondents involved in the suggest implementation strategy and describe these relationships.**

FSSolutions does not use any third-party respondents for implementation strategy purposes.

- **Describe the skills and time required by State of Iowa personnel for initial implementation of the proposed solution.**

FSSolutions anticipates the time, skills, and effort of the State of Iowa personnel to be minimal for implementation. FSSolutions is the current vendor. The State of Iowa personnel are already trained and skilled in using FSSolutions' systems, however, FSSolutions' team will be available to provide any training or support if necessary.

- **Please describe Respondent's experience with implementations similar in size.**

FSSolutions' implementation and onboarding team have led implementations of similar and greater size to this requirement. Including being the incumbent for this opportunity, which would eliminate any implementation requirements, FSSolutions' implementation team has completed several large implementations.

- Provide an implementation schedule, based on weekly milestones (not dates).



Contract Administrator - Stacy Williams, EVP and COO
OB - Lisa Busse, Director Client Relations and Onboarding
DS - Brittany Mario, Direct of Service Operations

Task	Owner	Week 1	Week 2	Week 3	Week 4	Week 5
Contract Awarded	Client, Contract Administrator					
Contact Client - Set Up Onboarding Call	OB					
Review of Contract Requirements	OB					
Internal Meeting	FSSolutions Team (Contract Administrator, OB, DS, FIN, IT)					
Client Onboarding Call	FSSolutions Team, Client					
Send Client Onboarding Forms	OB					
Identify & Contact Clinic Sites	FSSolutions Team					
Client Returns Completed Onboarding Forms	Client					
OB Drug Testing Lab Account(s)	OB					
Create new client in FSSolutions Applications (Phoenix, FLOH, Provider and FirstRequest)	OB, IT					
Link Assigned Clinics to Client Accounts	OB					
OB Ancillary Service Accounts (Background Checks, DQF, etc.)	OB					
Set up Electronic CCF access for client (if applicable)	OB					
Finalize protocol for clinics	OB					
Review & Approve CCF(s)	OB, Client					
Order CCFs from Lab(s)	OB					
Onboarding Status Review	FSSolutions Team, Client					
Email and fax new account protocol to clinics	OB					
Ship Supplies to Client	OB, Lab					
Ship Supplies to Collection Sites	OB, Lab					
Client Submits Random Pools	Client					
Onboarding Status Review	FSSolutions Team, Client					
Finalize welcome package	OB					
Welcome package sent to client	OB					
Generate Random Lists	OB and Randoms department					
Onboarding Status Review	FSSolutions Team, Client					
Training for Client Users	DS and designated account coordinator					
Go Live	All					
Account Status Review	FSSolutions Team, Client					

- **Describe the Respondent's training programs available relating to the contract requirements, i.e., ability to provide on-site, in-person training; provide agencies with DVD training modules; provide website based on-line module training; and provide printed materials for CDL operators and their supervisors.**

FSSolutions currently offers a suite of training options for our clients. We offer both on-site/in-person training, as well as online training modules, webinars, and videos.

- **Describe the Respondent's training program subject matter available, such as, supervisor, reasonable suspicion training, legal requirements, etc.**

FSSolutions is able to offer training on the following, and more:

- Urine Drug Collector (New, Refresher or Train the Trainer)
- Breath Alcohol Technician (BAT) - (New, Refresher or Train the Trainer)
- DOT Supervisor Training on Signs and Symptoms of Drug and Alcohol Abuse
- Drug Testing Overview
- DER Training
- Drugs of Abuse
- Employee Awareness

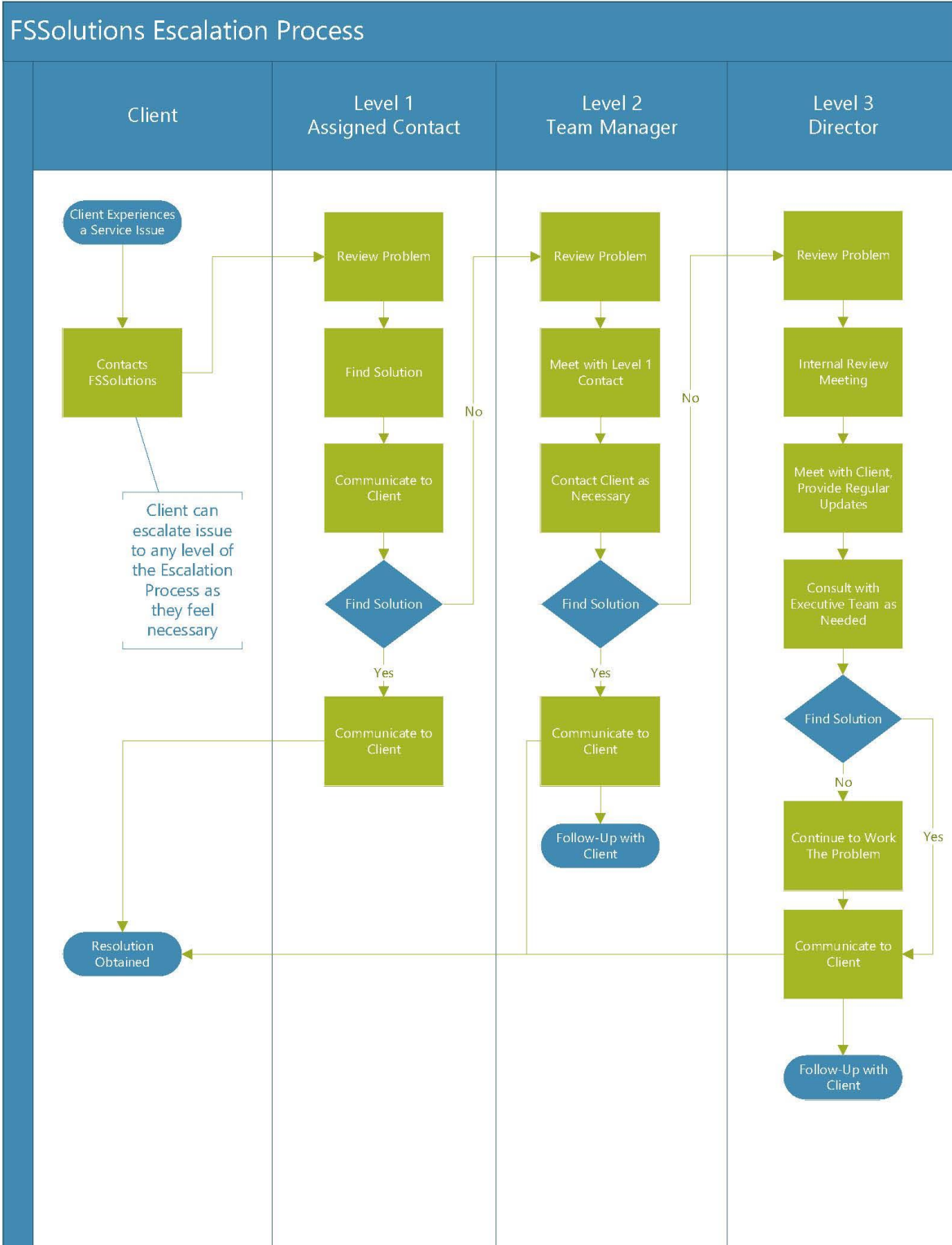
- **Describe the ability to provide training and webinars based on updates or changes to federal regulations.**

FSSolutions updates our clients on changes to legal compliance and regulations via internal portal messages, email and webinars. Webinars are usually hosted by our Compliance Department, which is led by Regina Doural, General Manager of Compliance Services.

- **Describe how Agencies can report/resolve customer service concerns.**

Agencies would be able to communicate concerns or questions to their Account Representatives team, who are available by phone or email, or through sending messages through FSSolutions' client access portal.

FSSolutions customer service follows an established escalation process for resolving customer concerns. We have provided a flow chart of this process on the next page:



- **Describe the ability to provide a single dedicated account representative.**

In keeping consistent with how we operate today, all agencies under the State of Iowa account are assigned to our Account Representatives (Reps.) team. Our Account Reps. team is available from 8 AM to 6 PM EST. Calls that are received outside of those hours are handled by our After-Hours team. The Account Representatives team will work on the concern through resolution.

All member of the Account Reps. team will be familiar with your account and specialized needs. Our Account Reps. have extensive knowledge of client protocols, collection guidelines, laboratory procedures, and applicable state and federal regulations. The Account Reps. team will also keep you informed of necessary industry, technology, and business updates.

EXHIBIT 18 – OPTIONAL FEATURES

FSSolutions provides several other services that would be beneficial to the State of Iowa, especially if combined into a single contract. We have provided pricing in our price proposal for the following services:

- FMCSA Clearinghouse Services
- Individualized User Online Training Sessions
 - DOT Designated Employer Representative (DER) Drug and Alcohol Awareness Training
 - DOT Employee Signs and Symptoms Drug and Alcohol Training
 - DOT Supervisor Reasonable Suspicion: Signs and Symptoms Drug and Alcohol Training
 - Non-DOT Employee Drug and Alcohol Awareness Training
 - Non-DOT Supervisor Reasonable Suspicion: Signs and Symptoms Drug and Alcohol Training

FSSolutions would be willing to provide pricing for the below services upon request:

- DOT Physicals
- Background Screening Services

EXHIBIT 19 – ADDENDUMS



Iowa Department of Administrative Services

Service • Efficiency • Value

Governor Kim Reynolds
Lt. Governor Adam Gregg

Paul Trombino III, Interim Director

May 11, 2020

To: All Potential Respondents
From: Kelli Sizenbach, Purchasing Agent
Subject: RFP1420645063

Addendum One

Please amend the subject RFP to include answers to the following timely received questions:

- Q1. Are you requiring one (1) drug test cost or drug test cost per DOT facility? The Matrix asks for 'drug testing laboratory cost per test' and then the body of the matrix wants pricing per facility.
- A1. **Please provide the cost of one test at each facility in the cost matrix.**
- Q2. Who is the current provider?
- A2. **The current contract can be found here:**
<https://bidopportunities.iowa.gov/Home/ContractInfo?contractId=9138a14a-167b-4c2e-bd03-508392cdd427>
- Q3. What is the current pricing?
- A3. **The current contract can be found here:**
<https://bidopportunities.iowa.gov/Home/ContractInfo?contractId=9138a14a-167b-4c2e-bd03-508392cdd427>
- Q4. What are the current collection sites being utilized? Has there been any issues with them?
- A4. **The current collection sites are those listed in the RFP.**

The due time will be moved from 3:00 PM to 10:00 AM. The due date remains the same.

Please acknowledge receipt of this addendum by signing in the space provided below, and return this letter with your offer (do not send back separately).



I hereby acknowledge receipt of this addendum.

Digitally signed by Stacy Williams
DN: cn=Stacy Williams, o=FSSolutions, ou,
email=swilliams@fssolutions.com, c=US
Date: 2020.05.26 16:31:00 -04'00'

Signature

05/28/2020

Date

Stacy Williams, EVP & COO

Typed or Printed Name



Iowa Department of Administrative Services

Service • Efficiency • Value

Governor Kim Reynolds
Lt. Governor Adam Gregg

Paul Trombino III, Interim Director

May 20, 2020

To: All Potential Respondents
From: Kelli Sizenbach, Purchasing Agent
Subject: RFP1420645063

Addendum Two

Please amend the subject RFP to include answers to the following timely received questions:

Q1. There was a question posed and responded to by the Agency relative to list of collection sites. The response was that the list of collection sites is in the RFP. The RFP lists the DOT facilities locations. Is this to say the Agency desires the drug testing to be done at each DOT facility?

A1. Please refer to the list in Attachment 5. This provides direction regarding where testing sites are needed.

Please acknowledge receipt of this addendum by signing in the space provided below, and return this letter with your offer (do not send back separately).

I hereby acknowledge receipt of this addendum.


Digitally signed by Stacy Williams
DN: cn=Stacy Williams, o=FSSolutions, ou,
email=swilliams@fssolutions.com, c=US
Date: 2020.05.26 16:32:41 -04'00'

Signature

05/28/2020

Date

Stacy Williams, EVP & COO

Typed or Printed Name

EXHIBIT 20 - REQUEST FOR CONFIDENTIALITY

Attachment #3
Form 22 – Request for Confidentiality
SUBMISSION OF THIS FORM 22 IS REQUIRED

THIS FORM 22 (FORM) MUST BE COMPLETED AND INCLUDED WITH YOUR PROPOSAL. THIS FORM 22 IS REQUIRED WHETHER THE PROPOSAL DOES OR DOES NOT CONTAIN INFORMATION FOR WHICH CONFIDENTIAL TREATMENT WILL BE REQUESTED. FAILURE TO SUBMIT A COMPLETED FORM 22 WILL RESULT IN THE PROPOSAL TO BE CONSIDERED NON-RESPONSIVE AND ELIMINATED FROM EVALUATION. COMPLETE PART 1 OF THIS FORM IF NO INFORMATION PROPOSAL DOES NOT CONTAIN CONFIDENTIAL INFORMATION. COMPLETE PART 2 OF THIS FORM IF THE PROPOSAL DOES CONTAIN CONFIDENTIAL INFORMATION.

1. Confidential Treatment Is Not Requested

A Respondent not requesting confidential treatment of information contained in its Proposal shall complete Part 1 of Form 22 and submit a signed Form 22 Part 1 with the Proposal.

2. Confidential Treatment of Information is Requested

A Respondent requesting confidential treatment of specific information shall: (1) fully complete and sign Part 2 of Form 22, (2) conspicuously mark the outside of its Proposal as containing confidential information, (3) mark each page upon which the Respondent believes confidential information appears **and CLEARLY IDENTIFY EACH ITEM for which confidential treatment is requested; MARKING A PAGE IN THE PAGE MARGIN IS NOT SUFFICIENT IDENTIFICATION**, and (4) submit a “Public Copy” from which the confidential information has been excised.

Form 22 will not be considered fully complete unless, for each confidentiality request, the Respondent: (1) enumerates the specific grounds in Iowa Code Chapter 22 or other applicable law that supports treatment of the information as confidential, (2) justifies why the information should be maintained in confidence, (3) explains why disclosure of the information would not be in the best interest of the public, and (4) sets forth the name, address, telephone, and e-mail for the person authorized by Respondent to respond to inquiries by the Agency concerning the confidential status of such information.

The Public Copy from which confidential information has been excised is in addition to the number of copies requested in Section 3 of this RFP. The confidential information must be excised in such a way as to allow the public to determine the general nature of the information removed and to retain as much of the Proposal as possible.

Failure to request information be treated as confidential as specified herein shall relieve Agency and State personnel from any responsibility for maintaining the information in confidence. Respondents may not request confidential treatment with respect to pricing information and transmittal letters. A Respondent’s request for confidentiality that does not comply with this form or a Respondent’s request for confidentiality on information or material that cannot be held in confidence as set forth herein are grounds for rejecting Respondent’s Proposal as non-responsive. Requests to maintain an entire Proposal as confidential will be rejected as non-responsive.

If Agency receives a request for information that Respondent has marked as confidential and if a judicial or administrative proceeding is initiated to compel the release of such information, Respondent shall, at its sole expense, appear in such action and defend its request for confidentiality. If Respondent fails to do so, Agency may release the information or material with or without providing advance notice to Respondent and with or without affording Respondent the opportunity to obtain an order restraining its release from a court possessing competent jurisdiction. Additionally, if Respondent fails to comply with the request process set forth herein, if Respondent’s request for confidentiality is unreasonable, or if Respondent rescinds its request for confidential treatment, Agency may release such information or material with or without providing advance notice to Respondent and with or without affording Respondent the opportunity to obtain an order restraining its release from a court possessing competent jurisdiction.


Part 1 – No Confidential Information Provided

Confidential Treatment Is Not Requested

Respondent acknowledges that proposal response contains no confidential, secret, privileged, or proprietary information. There is no request for confidential treatment of information contained in this proposal response.

This Form must be signed by the individual who signed the Respondent’s Proposal. The Respondent shall place this Form completed and signed in its Proposal.

- *Fill in and sign the following if you have provided no confidential information. If signing this Part 1, do not complete Part 2.*

FSSolutions	RFP1420645063	U.S. DOT Drug and Alcohol Testing
Company	RFP Number	RFP Title
 <small>Digitally signed by Stacy Williams DN: cn=Stacy Williams, o=FSSolutions, ou email=swilliams@fssolutions.com, c=US Date: 2020.05.26.16:29:57 -0400</small>	EVP & COO	05/28/2020
Signature (required)	Title	Date

(Proceed to the next page only if Confidential Treatment is requested.)