

# Section 1

## Scope of Services

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### 1.0 SCOPE OF DRUG AND ALCOHOL TESTING SERVICES.

The scope of this contract is limited to the establishment of a contract to provide Drug and Alcohol Testing Services for the Regional Transit Authority (RTA) as approved and recommended by the Board of Commissioners. Service Provider's proposals should address how your company would meet the following objectives including design and implementation of the following core services. The Service Provider must be the single point of contact for RTA regarding communications and invoicing, and all drug test results and other data developed by subcontractors must be sent to the Service Provider for entry into RTA's drug testing database and results reporting to RTA.

While RTA is flexible with respect to certain elements of its proposed relationship with the Drug and Alcohol Testing Services Provider, RTA has certain preferences for that relationship and has developed the following proposed model for that relationship.

#### 1.1 Collections.

The Service Provider shall be responsible for providing all Drug and Alcohol Testing Services for RTA during the term of the Agreement. All Collections of Drug and Alcohol test samples shall be handled as follows:

- 1.1.1 The Service Provider shall provide/conduct the following types of collections in accordance with U.S. Department of Transportation (DOT) and Federal Transit Administration (FTA) requirements as applicable:
  - 1.1.1.1 Pre-Employment. Pre-Employment urine drug testing is required following a conditional offer of employment, for all safety-sensitive positions. Applicants will be notified of the testing requirement during the application process.
  - 1.1.1.2 Post-Accident. Post-accident drug test collections are required within thirty-two (32) hours after a vehicular accident; alcohol test collections within two (2) hours.
  - 1.1.1.3 Reasonable Suspicion. Reasonable suspicion tests are required immediately upon a supervisor making a determination that an employee may be under the influence of drugs and/or alcohol.
  - 1.1.1.4 Random. All employees that hold certain categories of jobs are subject to random testing regardless of shift. Employees are notified when to report for random test collection, which commonly will occur after hours.
  - 1.1.1.5 Post-Industrial Accident/Employee Injury (Non-DOT; RTA Policy). In addition to DOT/FTA post-accident testing requirements, RTA policy requires post-accident, "non-DOT" drug and alcohol tests in the event of work-related injuries/illnesses.
  - 1.1.1.6 Return to Duty (Follow-Up Testing) (RTA Policy)
- 1.1.2 RTA expects that collection sites will be available in multiple locations throughout the City of New Orleans and/or Orleans and Jefferson Parishes (herein collectively referred to as the New Orleans Metro Area). Service Providers should list all available collection sites for RTA's use for Drug and

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Alcohol Testing Services within the New Orleans Metro Area on Required Form 1 – Collection Facility List.

- 1.1.3 From time to time, the Service Provider shall provide/conduct collections on RTA property and/or in RTA facilities on an as-requested basis.

- 1.1.3.1 Large Scale Testing. Service Providers shall be able to administer testing to large amounts of employees that may exceed 100 participants. All testing shall be completed, and the results reported to RTA before or on a date determined by RTA.

- 1.1.4 The Service Provider shall provide/conduct the following kinds of emergency and after-hours collections on an as-needed basis:

- 1.1.4.1 Post-Accident.

- 1.1.4.2 Reasonable Suspicion.

- 1.1.4.3 Random.

- 1.1.4.4 Post-Industrial Accident/Employee Injury (Non-DOT; RTA Policy)

Please provide the hours during which the Service Provider will be able to provide emergency and after-hours collections in Form 2 Pricing Worksheet.

- 1.1.5 The Service Provider shall have collection options for locations outside of the New Orleans Metro Area.

- 1.1.5.1 Service Provider may arrange for drug testing to occur at its own location or at a subcontractor's location for out-of-town testing.

- 1.1.5.2 Service Provider shall prepare a setup package for donors outside of New Orleans where neither the Service Provider nor its subcontractors maintain facilities to perform the testing. In the event that out of town testing is required, the Service Provider shall send a package including forms, collection site information, and directions to the donor. The vendor performing the drug testing in the out-of-town location will be required to report results back to the Service Provider (not RTA) and the Service Provider would provide the results to RTA. Similarly, all payments to the vendor performing a drug test at an out-of-town location would be made by the Service Provider directly to the vendor, and then invoiced back to RTA.

#### 1.2 Track Results Data.

The Service Provider shall maintain and track all data related to RTA Employee Drug and Alcohol testing based on the specific requirements detailed below.

- 1.2.1 The Service provider shall maintain a database to track all drug and alcohol test results.

- 1.2.2 Provide database update process and specify how frequently the database will be updated.

- 1.2.3 The Service Provider shall provide designated RTA users with a Web-based

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database interface to retrieve results.

- 1.2.4 The Service Provider shall electronically notify designated RTA representative(s) when new drug test results are available for employees no later than noon of the business day following the Service Provider's receipt of such results.
- 1.2.5 The Service Provider shall provide summary reports to the Designated Employer Representative (DER) or his/her designee, and individual reports to designated human resources representatives.
- 1.2.6 The Service Provider shall report any positive results to the DER or his/her designee, and designated human resources representatives by telephone within one (1) hour of Service Provider's receipt of positive test results.
- 1.2.7 The Service Provider shall provide the following monthly statistical reports to the DER.
  - 1.2.7.1 Number of employees tested by work location number and test type (e.g., random, post-accident, reasonable suspicion, etc.) with results type (positive and negative).
  - 1.2.7.2 Total number of positive results by work location number.

#### **1.3 Random Testing Process.**

The Service Provider shall conduct monthly computer-generated selection for all categories Federal Motor Carrier Safety Administration (FMCSA), FTA, and RTA safety sensitive) using employee number or similar identifier specified by RTA. The Service Provider shall be solely responsible for:

- Providing selection results to the DER;
- Providing selection results to Human Resources; and
- Maintaining selection records.

#### **1.4 Medical Review Officer.**

The Service Provider shall identify a Medical Review Officer ("MRO") to conduct the following tasks during the term of the Agreement:

- 1.4.1 Provide services of certified MRO in compliance with all applicable federal and state laws and regulations;
- 1.4.2 Provide analysis and protocol verification for the lab;
- 1.4.3 Interpret drug test results identified by the laboratory as non-negative;
- 1.4.4 Determine if non-negative drug test results indicate prescription medicine use or have other alternative medical explanations;
- 1.4.5 Review applicable forms for possible errors;
- 1.4.6 Provide litigation package regarding process, lab certification, and results when requested by RTA; and
- 1.4.7 Provide litigation testimony regarding process, lab certification, and results when requested by RTA.

#### **1.5 MIS Reporting.**

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The Service Provider shall prepare and submit to the DER an annual Drug & Alcohol Management Information System (“MIS”) report for employees covered by FTA requirements. The format of the MIS is defined by the FTA. The MIS is a compilation of test data by category for tests that have been administered during a given year. The MIS reports the number of tests given, how many tests were positive, and the substance that resulted in each positive test.

#### 1.6 Chain of Custody.

The Service Provider shall meet Chain Of Custody (“COC”) requirements as follows:

- 1.6.1 Create bar-coded COC materials for individual work locations;
- 1.6.2 Develop COC re-order procedures. Each RTA work location must be able to contact Service Provider to re-order COC materials, and the Service Provider must have a centralized process for accepting such orders; and
- 1.6.3 Develop procedure for instances when candidate shows up without COC materials.

#### 1.7 Testing.

A sample of urine or blood, provided by the employee/applicant, is used to test for the presence of any of the following drugs or drug metabolites. Federal government regulations and the DOT testing guidelines mandate cutoffs for minimum quantity of drug or alcohol that must be detected in the initial test and also in the confirmation test. When the initial test results reach the minimum cutoff limit, a confirmation test is conducted using the cutoff limits established for the confirmation test. (See below) Cutoff limits are measured in nanograms per milliliter.

<u>DRUGS</u>	<u>SCREENING TEST</u>	<u>CONFIRMATION TEST</u>
(a) Amphetamines	500	250
(b) Barbiturates	300	200
(c) Benzodiazepines	300	200
(d) Cannabinoids	50	15
(e) Cocaine	150	100
(f) Methaqualone	300	200
(g) Opiates	2000	2000
(h) Phencyclidine	25	25
(i) Propoxyphene	300	200
(j) Other drugs which may be determined to reduce work efficiency as determined by RTA.		

#### 1.8 Pricing.

RTA expects to establish a long-term relationship with its Drug and Alcohol Testing Service Provider in order to permit costs and fees to be distributed properly over a sufficient time period. For purposes of this RFP and the Service Provider’s Proposal, assume an initial term of two (2) year, with RTA having an option to renew for two (2) additional consecutive one (1) year terms thereafter.

Regardless of exceptions taken, Service Providers shall provide pricing based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the Project. Cost must be in United States dollars rounded to the nearest quarter of a dollar. A pricing worksheet is provided in Section 2, Form 2 to assist you.

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## REQUIRED FORM 2 - PRICING WORKSHEET

Regardless of exceptions taken, Service Providers shall provide pricing based on the requirements and terms set forth in this RFP. Pricing must be all-inclusive and cover every aspect of the Project. Cost must be in United States dollars rounded to the nearest quarter of a dollar. **If there are additional costs associated with the Services, please add to this chart. Your Price Proposal must reflect all costs that RTA will be responsible for.**

<u>SERVICE</u>	<u>PRICE</u>
<b><u>Laboratory &amp; Medical Review Fees:</u></b>	
• 5-Panel DOT Laboratory & Medical Review Fee	\$ ____/specimen
• 9-Panel Non-DOT Laboratory & Medical Review Fee	\$ ____/specimen
<b><u>Business Hours Collections:</u></b> (____ AM-____ PM Monday - Friday) <b>[specify business hours/times]</b>	
• Urine Collection <b>at Company's Office(s)</b> Located in New Orleans Metro Area as required in Scope of Services, Section 1, if any	\$ ____/collection
• Breath Alcohol Test <b>at Company's Office(s)</b> Located in New Orleans Metro Area	\$ ____/test
• Combined Urine Collection & Breath Alcohol Test <b>at Company's Office(s)</b> Located in New Orleans Metro Area, if any	\$ ____/both
• Urine Collection at Locations in New Orleans Metro Area <b>Provided by Company's Subcontractors</b> , if any	\$ ____/collection
• Breath Alcohol Test at Locations in New Orleans Metro Area <b>Provided by Company's Subcontractors</b> , if any	\$ ____/test
• Combined Urine Collection & Breath Alcohol Test at Locations in New Orleans Metro Area <b>Provided by Company's Subcontractors</b> , if any	\$ ____ for both
• Urine Collection <b>at RTA Facility</b> Located in City of New Orleans	\$ ____/collection
• Breath Alcohol Test <b>at RTA Facility</b> Located in City of New Orleans	\$ ____/test
• Combined Urine Collection & Breath Alcohol Test <b>at RTA Facility</b> Located in City of New Orleans	\$ ____/both
<b><u>After Hours Collections:</u></b> ____ PM-____ AM Monday – Friday ____ AM-____ PM Saturday ____ AM-____ PM Sunday ____ AM-____ PM Holidays <b>[please specify hours available]</b>	
• Urine Collection <b>at Company's Office(s)</b> Located in New Orleans Metro Area, if any	\$ ____/collection
• Breath Alcohol Test <b>at Company's Office(s)</b> Located in New Orleans Metro Area, if any	\$ ____/test
• Combined Urine Collection & Breath Alcohol Test <b>at Company's Office(s)</b> Located in New Orleans Metro Area, if any	\$ ____ for both
• Urine Collection at Locations in New Orleans Metro Area <b>Provided by Company's Subcontractors</b> , if any	\$ ____/collection
• Breath Alcohol Test at Locations in New Orleans Metro Area <b>Provided by Company's Subcontractors</b> , if any	\$ ____/test

<b><u>SERVICE</u></b>	<b><u>PRICE</u></b>
• Combined Urine Collection & Breath Alcohol Test at Locations in New Orleans Metro Area <b>Provided by Company's Subcontractors</b> , if any	\$ ____/both
• After Hours Response Fee	\$ ____/call
• Wait Time (for each additional hour past first hour)	\$ ____/donor
<b><u>Out-of-Town Drug Testing</u></b> (to be performed at the request of RTA Department seeking to have drug testing performed at a location outside New Orleans Metro Area)	
• Drug Testing <b>at Company's Facilities</b> in Out-of-Town Location, if any	\$ ____/test
• Drug Testing <b>at Company's Subcontractor's Facilities</b> in Out-of-Town Location	\$ ____/test
• Setup package for applicants outside of New Orleans in which neither the Company nor its Subcontractors Perform the Testing (includes sending a package with forms, collection site info and directions to the applicants). Reporting and invoicing to RTA to be performed by the Service Provider.	\$ ____/setup
<b><u>Additional Pricing:</u></b>	
• Onsite Set-Up Fee for Urine Testing at RTA Facility Located in City of New Orleans	\$ ____/location
• Wait Time at City Facility (for each additional hour past first hour)	\$ ____/donor
• Expanded Panel for Reasonable Cause Testing	\$ ____/each
• Litigation Package	\$ ____/package
• Provide testimony regarding process, lab certification, and results	\$ ____/hour
<b><u>Random Selections:</u></b> Conduct monthly computer-generated selection for all categories (FMCSA, FTA, RTA safety sensitive). Provide selection results to RTA DER or his designee.	\$ ____/monthly selection
<b><u>Please List any Additional Proposed Services and/or Charges:</u></b>	
	\$ ____
	\$ ____
	\$ ____
	\$ ____

**Please indicate if the above prices include the following:**

(check yes or no):

Courier Service to Laboratory

Reporting, including IVR Access to Results

Results Database Maintenance and RTA Access to Same

Chain-of-custody Form and Kit

Chain-of-custody Handling by Laboratory Personnel

**YES NO**

\_\_\_\_ [\$/Each]

\_\_\_\_ [\$/Each]

\_\_\_\_ [\$/Each]

\_\_\_\_ [\$/Each]

\_\_\_\_ [\$/Each]