



Your Single-Source Solution to Meet Employee Screening and Compliance Needs

Prepared For: **STATE OF INDIANA - RFP 25-80854**
DISA's Cost Proposal Narrative

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DISA’S COST PROPOSAL NARRATIVE

- DISA’s drug and alcohol testing services are comprehensive and include complete Chain of Custody management.

Complete Program Management	<ul style="list-style-type: none"> Urine, hair and oral fluid / alternative testing - all panels Breath alcohol testing Collection site selection & management On-site and Mobile Collection Capabilities / Management Expert laboratory analysis Random pool management Multi-lingual Medical Review Officer (MRO) services Compliance & audit assistance Customized management & statistical reports E-Reg Capabilities (electronic COC form)
Testing Methodologies	<ul style="list-style-type: none"> Urine Hair Oral Fluid Breath Alcohol

- The following services are included in the pricing schedule in the Cost Proposal.

Services Included	
Account Setup	<ul style="list-style-type: none"> Complete implementation assistance Data Management/Administration Unlimited locations and communicators
Training	<ul style="list-style-type: none"> Communicator/DER training DISA platform training Includes initial and ongoing Communicator/DER training. WalkMe (Self-guided walkthrough in DISA platform)
Policies	<ul style="list-style-type: none"> Written DOT & NON-DOT policies available in DISA platform Automatic policy updates Drug & alcohol program policy development assistance
Custody & Control Process	<ul style="list-style-type: none"> eCCF scheduling (electronic Chain of Custody process) COC forms – customized with customer-specific information
Collection Sites	<ul style="list-style-type: none"> 24/7 DISA platform access to more than 6,000 collection sites Collection site auditing & monitoring Collection site protocol management Transportation of specimen to laboratory Specimen collection and breath alcohol fees combine for consolidated invoicing



Services Included	
Laboratories / Analysis	<ul style="list-style-type: none">• Specimen analysis in dual-certified SAMHSA/CAP labs• Specimen adulteration testing• GC/MS confirmations in dual certified SAMHSA/CAP laboratories
Medical Review Officer (MRO)	<ul style="list-style-type: none">• In-house Medical Review Officers• Medical review of all results• Storage and documentation of non-negative test results• Follows all applicable MRO / DOT requirements• Available to customers via 24/7 phone service• MRO works closely with DISA's Return-to-Duty team to ensure SAP compliance
Random Selection & Management	<ul style="list-style-type: none">• Automated random pool management algorithm• Randoms can be selected monthly or quarterly based on applicable federal / consortium / company requirements• DISA platform manages alternates and expired random windows to ensure compliance with federal / consortium / company requirements
Reporting	<ul style="list-style-type: none">• Automated result reporting – negative / reject• Real-time access to results through DISA platform• Data management• Confidential reporting to designated DER(s)
Compliance	<ul style="list-style-type: none">• In-house compliance department• Regulatory compliance assistance (DOT & NON-DOT)• Audit assistance for both federal and auditing agencies• Statistical analysis
Service / Support	<ul style="list-style-type: none">• 24/7/365 after-hours customer phone support• 24/7/365 MRO phone support• 24/7/365 DISA platform access• Dedicated US based customer service teams

- While DISA Global Solutions will not be providing a rebate structure, the 3% credit card fee will be waived should the State of Indiana elect to utilize this method of payment.
- In addition, the annual policy fees of \$295 for the first policy, and \$195 for each consequent policy will also be waived for the State of Indiana.
- When collections are needed outside of the regular business hours of Monday-Friday, 8am to 5pm, many of our collection sites have extended daily and weekend hours that all state agencies can utilize at no extra cost. Also, onsite testing with the Lebanon DISA Service Center mobile units considers regular business hours as M-F 6am to 6 pm, adding an extra 15 hours a week with no additional fees being added.