



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

Prepared For:

STATE OF INDIANA

**RFP 25-80854 – Employment Alcohol and
Drug Testing Services**

Prepared By:

Paula Zimmerman, Account Manager, Client Success
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Friday, September 27, 2024

Christina Garcia, Strategic Sourcing Specialist
Indiana Department of Administration
Procurement Division
402 W. Washington St., Room W468
Indianapolis, Indiana 46204

Christina,

"Whether you call Indiana home, or visit our great state – no matter what you're looking for, you'll find it here in Indiana. We've made it our mission to empower you by providing good government service at a great value and continuing to build the best place in the world to live, work, play, study and stay." - Governor, Eric Holcomb. As a government entity, it is of critical importance to ensure accuracy, efficiency, and security in the drug-testing program for the State of Indiana. As the incumbent vendor and long-standing partner with the State of Indiana, DISA Global Solutions is uniquely positioned to understand the scope and complexity of work, while leveraging innovative technology, dedicated account management, and decades of compliance expertise to continue to support and optimize the employee screening that enables the mission of the State of Indiana, as evidenced by Governor Holcomb's statement.

DISA stands as the leader and innovator within highly regulated industries, with 38 years of experience providing tailored screening programs for clients through cutting-edge technology, comprehensive services, and unwavering commitment to excellence. As a single source solution, DISA utilizes advanced resources, integrations, and industry knowledge to address the unique concerns of each client, exemplifying a problem-solving approach.

DISA's Value to the State of Indiana

- **Streamlined Operations and Reduced Manual Processes**

DISA's strategic acquisition of Midwest Toxicology Services (MTS) in 2017 has facilitated the transformation of the State of Indiana's drug testing processes. Prior to the migration of the State of Indiana accounts into the DISA's proprietary platform, updating random rosters and managing results and invoicing were cumbersome manual processes, requiring submission of forms via fax or email. As a result of DISA's end-user centric platform, Designated Employer Representatives (DERs) now have real-time access to update and view their random rosters, eliminating the need for manual maintenance and submissions.

- **Accuracy of Information and Reduced Turn-Around Time**

Prior to 2017, the State of Indiana had relied solely on physical Custody and Control Forms to facilitate a comprehensive drug-screening program at a high volume. DISA was able to overhaul this process by introducing Electronic Custody and Control Forms (eCCF) and was able to drastically reduce the turn-around time and mitigate potential errors in the collection process. These results are further enhanced by the service and consistency of DISA's Lebanon Indiana Service Center, which processed nearly 2,000 on-site drug tests in the past year alone via Mobile Unit.



- **Dedicated Account Management**

When DISA became the State of Indiana’s trusted vendor in 2017, all agencies were provided with a dedicated contract liaison, Paula Zimmerman, who has had a relationship with the State of Indiana since 2007 due to her employment with Midwest Toxicology Services (now acquired by DISA Global Solutions). Paula has served the past seven years as a direct point of contact for all Designated Employer Representatives (DERs), spanning all State of Indiana agencies. All communications are responded to within 24 business hours, if not immediately—regarding any operational inquiry or concern. As an additional measure of support, all agencies are assigned an individual Premier Representative (Chastity Granko) to holistically support the efficiency, accuracy, and security of the State of Indiana’s drug testing processes.

- **Customized Training for Administrators**

In an effort to provide authorized users from the State of Indiana with the highest standard of service, your dedicated contract liaison, Paula Zimmerman, serves as a pivotal link between our organization and the State of Indiana’s agencies. She has undertaken a multifaceted approach in ensuring the seamless integration and utilization of our drug-testing platform for the DERs across all state agencies. Paula has meticulously facilitated comprehensive instructional programs through on-site training sessions tailored to the specific needs and operational requirements of each agency. These initiatives not only aim to equip DERs with the necessary knowledge and skills to effectively navigate the platform but also foster a collaborative environment conducive to knowledge sharing and best practice dissemination. This concerted effort underscores our commitment to empowering agencies within the State of Indiana with the tools and expertise needed to uphold the highest standards of drug testing protocols and procedures.

DISA’s Vision of Continued Excellence

DISA Global Solutions remains steadfast in our commitment to excellence in serving the State of Indiana. With a proven track record of innovation, efficiency, and dedication to accuracy, DISA continues to be the trusted partner for the state's drug-testing program. By leveraging cutting-edge technology, personalized account management, and decades of industry experience, DISA ensures that the State of Indiana's agencies receive the highest standard of service. As we look to the future, DISA's vision for continued excellence for the State of Indiana encompasses ongoing collaboration, innovation, and support to empower the state in its mission to provide good government service and build the best place to live, work, and thrive for all its residents and visitors alike.

As outlined within Section 2 of your RFP document, there are a number of items that the State of Indiana would like addressed within the Executive Summary. DISA has listed each item below followed by the requested information.

2.2.1 Summary of Ability and Desire to Supply the Required Products or Services

- As outlined within our overview above, DISA is your current vendor partner for the requested products and services. We have created and enhanced your program over the years and will continue to meet the service requirements defined in Section One of the RFP and to provide the State of Indiana with the desired high-quality services you deserve.



2.2.2 Signature of Authorized Representative

- As requested, Chris Blood, Vice President, FP&A, has signed the Executive Summary as an authorized signatory of DISA Global Solutions.
- The principal contact of this proposal is:

Contact Name	Paula Zimmerman
Contact Title	Account Manager, Client Success
Company Mailing Address	603 E Washington St, Suite 200
Company City, State, Zip	Indianapolis, IN 46204
Contact Telephone:	765.894.3453
Contact E-mail Address	paula.zimmerman@disa.com

2.2.3 Respondent Notification

- DISA Global Solutions understands and acknowledges that the State of Indiana will be notifying respondents via e-mail.

2.2.4 Secretary of State AND

2.3.8 Registration to do Business

- Yes, DISA Global Solutions, Inc. is “registered to do business within the State by the Indiana Secretary of State.”

2.3.9 Authorizing Document

- Yes, “a person authorized to commit the Respondent to its representations and who can certify that the information offered in the bid response meets all general conditions” has signed the Executive Summary. Chris Blood, Vice President, FP&A, is legally authorized to commit DISA contractually, and has signed this document.
- We have provided information regarding the Principal Contact under Item 2.2.2 above.
- DISA has provided the additional information requested within the table below:

Business Information	
Legal Name of Company	DISA Global Solutions, Inc.
Company’s Bidder ID #	0000044706
Federal Tax Identification Number (FEIN)	76-0280549
Type of Business	Corporation
NAICS	621999

2.3.17 Extending Pricing to Other Governmental Bodies

- Yes, DISA “agrees to extend the prices of awarded products and/or services to other governmental bodies.”



As requested, the following RFP documents have been completed and provided separately within the State of Indiana's online portal:

1. Executive Summary (signed)
2. Attachment C - Indiana Economic Impact Form (completed and signed)
3. Attachment D - Cost Proposal with requested attachments
 - Cost Proposal Narrative
 - Cost Assumptions, Conditions and Constraints
4. Attachment E - Business Proposal with requested attachments
 - Certificate of Formation (Question 2.3.2)
 - Document Proof of Authorized Signatory (Question 2.3.9)
5. Attachment F - Technical Proposal
6. Attachment F1 - Minimum Requirements Form
7. Attachment H - Reference Check Forms – Three (3) documents submitted directly to the State of Indiana by DISA's References
 - o Vermont Agency of Transportation
 - o City of Bedford, IN
 - o City of Boston, MA
8. Attachment J - Attestation Form
9. Attachment M1 - Collection Site Location Form
10. Attachment M2 - Laboratory Location Form
11. Attachment N - Cloud Provider Questionnaire
12. Documents Addressing Attachments A and A1 for M/WBE and IVOSB Participation Plans

If you have any questions regarding the information that we have provided within our response, please contact the primary RFP contact, Paula Zimmerman.

DISA looks forward to continuing our partnership with the State of Indiana.

Sincerely,

Chris Blood
Vice President, FP&A
DISA Global Solutions, Inc.