



***REQUEST FOR PROPOSALS:
SUBSTANCE ABUSE AND DNA TESTING***

Procurement Manager:

Shannon Harding
Network Support Manager
Embrace Families Community Based Care, Inc.
4001 Pelee Street, Orlando FL 32817
Phone: (321) 441-2060
Email: Shannon.Harding@embracefamilies.org

Issue Date: December 3, 2019

RFP Name: Substance Abuse and DNA Testing

RFP Number: FY1920-SA/DNA-001

Response Due Date: January 14, 2020 no later than **3:00 pm** Eastern Standard time. Please limit responses to **twenty (20) pages**.

Information will not be provided by telephone. Any information received through oral communication shall not be binding on Embrace Families CBC and shall not be relied upon by any respondent.

Please consider this communication a formal Request for Proposals (RFP) for Substance Abuse and DNA Testing Services in which responses will be thoroughly reviewed and used to determine the best-qualified agency(ies) for these services and will be the basis for independent contract negotiation.

Embrace Families CBC encourages participation by smaller businesses and organizations, minority firms, women's business enterprises and labor surplus area firms certified as such by the State of Florida, if possible. Any entity or person is eligible to submit a response and Embrace Families CBC is committed to an open, competitive and fair procurement process. Embrace Families CBC shall not discriminate against a potential provider or any person on the basis of race, creed, sex, religious orientation, or affiliation.

All costs and expenses incurred by any Respondent or party in responding, preparing or participating to this Request for Proposals and any re-submittals, are the sole responsibility of the Respondent.

Please carefully read this RFP in its entirety including Attachment & Appendices.

A. Introduction & Background

Embrace Families Community Based Care, Inc. (formerly Community Based Care of Central Florida) was created as a direct response to the Florida Legislature’s and Department of Children and Families’ (DCF) initiative to improve child welfare services by developing solutions to care for children and families in their home communities. Embrace Families CBC is the non-profit child welfare lead agency charged with developing community-based services and supports for children and families in Judicial Circuits 9 and 18, serving Orange, Osceola and Seminole Counties.

We have been committed to serving the children and families of Central Florida who have been victims of, or at risk of, abuse, neglect or abandonment since 2004. Our ongoing goal includes providing the necessary services to the more than 5,800 children we serve annually by strengthening the relationships between our families, caregivers, Case Management and network of local service providers who deliver a multitude of direct services to children. We envision a community that embraces vulnerable children and families with support – so that every child has a safe, stable and loving home and a path to a bright future.

Embrace Families CBC has developed a local System of Care based upon the belief that child welfare services should be focused on children and families and embedded in the communities in which they live. A vital part of our System of Care is ensuring that all caregivers including biological parents/guardians, relatives, non-relatives, foster parents and group home providers have the support they need to in turn support our children.

B. Statement of Need

Embrace Families Community Based Care, Inc. (Embrace Families CBC) is requesting proposals from diagnostic testing providers for observed collection, processing, screening and reporting of drug, alcohol and paternity DNA testing for child welfare involved biological parents or legal guardians in Orange, Osceola and Seminole Counties. Knowledge of the complexities of the Florida Department of Children & Families dependency system including following court orders and subpoenas, providing scheduled and emergency observed testing for both genders, and ensuring quality customer service while working with challenging and unpredictable clientele.

Last fiscal year (7/1/18 – 6/30/19), Embrace Families CBC and our subcontracted Case Management Agencies referred an average number of clients to our current testing vendors:

County	Average # of Drug Testing Referrals Annually	Average # of Paternity Testing Referrals Annually
Orange	19,200 (includes No Shows)	125
Osceola	3,000 (includes No Shows)	40
Seminole	2,100 (includes No Shows)	84

Substance abuse and DNA testing providers must:

1. Provide secure, confidential reporting of testing results and related paperwork. Ensure all clients are protected by HIPPA.
2. Maintain required state, federal, national and/or local licenses and/or certifications for specimen collection, screening and testing service for both the business and collectors.
3. Work as a member of a professional team including Dependency Case Managers, Supervisors, Program Directors, DCF Children's Legal Services attorneys, judges and Embrace Families CBC.
4. Have the ability to ensure all collections follow standardized protocols and are observed by male or female certified collector at all times.
5. Be available and able to administer collections during business hours that provide a flexible range throughout the week and weekend for our clients.
6. Be available to provide court testimony and additional documentation as requested.

Consider this communication as a formal Request for Proposals (RFP), responses to which will be used to determine the best-qualified agency(ies) for these services and will be the basis for negotiating a vendor agreement(s). Embrace Families CBC encourages participation by smaller businesses and organizations, minority firms, women's business enterprises and labor surplus area firms certified as such by the State of Florida, if possible. Anyone is eligible to submit a proposal for contracted services and Embrace Families CBC is committed to an open, competitive and fair procurement process. Embrace Families CBC shall not discriminate against a potential provider or proposal for service on the basis of race, creed, sex, religious orientation, or affiliation.

C. Purpose of RFP

The purpose of this RFP is to receive written narrative proposals from qualified and experienced respondents to provide Substance Abuse and DNA Testing to individual(s) in our system of care located in Orange, Osceola and Seminole counties. Embrace Families CBC is interested in providers with expertise and vast knowledge of the current and rising substance abuse trends. Embrace Families CBC seeks a provider(s) who is innovative and completes diligent product research to ensure and obtain the best testing rate and products for our clients. It is important that the agency and staff have connections both locally and out of the state to support our clients' substance abuse testing needs, including the ability to administer tests to clients that may be incarcerated in local jails and/or prisons. Interested providers must demonstrate established relationships and/or the interest in creating them with local community partners, judicial systems, non-profit agencies, state and local social services agencies and other stakeholders. Interested providers must understand the importance of providing valid legally binding testing results to allow children to return home to a safe and substance free environment with their biological parents and/or legal guardians.

Respondents must be prepared to provide substance abuse and DNA testing services in the tri-county area and remotely, if possible. The proposal must demonstrate cultural and linguistic competency and sensitivity to population being served as well as flexibility in testing locations and hours of availability. The proposal must be specific to each county's individualized needs offering tailored services for our clients including bi-lingual, limited income, health issues, and other emotional needs.

Our goal is to ensure our biological parents or legal guardians have ample opportunity to meet all substance abuse and DNA testing requirements per their case plan or court order without conflict or

barriers. Consistency in tests offered, rates and availability across the tri-county system of care will be required if more than one provider is selected.

Responses will be thoroughly reviewed, evaluated and used to award a vendor agreement to the successful applicant(s). The expected time frame for any agreement resulting from this RFP will be three (3) years to begin January 1, 2020. This time frame is contingent upon availability of funds, agency performance, as well as Embrace Families CBC continued subcontract with the Department of Children and Families to provide child welfare services. Resulting vendor agreements may be renewed for up to three (3) additional years.

D. Service Requested

Please respond thoroughly and specifically to the requested information listed below in your proposal.

Philosophy for providing Substance Abuse and DNA testing services:

1. Provide a brief description of your agency, mission and goals.
2. Describe the contracts/agreements your agency currently has in the Child Welfare line of business, including any CBC Lead Agencies, Department of Children & Families, other non-profit agencies or government agencies. List the State of business if it is outside the State of Florida.
3. Describe your agency's hiring philosophy and the qualifications, experience levels and Florida certifications of individuals who will be assigned to this agreement.
4. Detail your referral, appointment scheduling, testing and results process preferably available online and with reporting capabilities. It is Embrace Families CBC's expectation that each Substance Abuse/DNA provider will take all steps necessary to provide guidance to case management upon receiving referrals to help identify the most appropriate and cost effective testing for their clients. Describe how your agency would provide this information to case management and biological parents or legal guardians being served and how these services align with the Embrace Families CBC mission, vision, values and existing system of care.
5. Explain how your agency ensures that our clients receive a good testing experience free from discrimination or judgement and how your collectors are trained to control the integrity of the drug test specimen collection and results.
6. Describe how your agency can integrate into the Embrace Families CBC's system of care and how the services can help to enhance the system, including relationships with the court, families and case management.
7. Describe your agency's approach and innovative ideas to performing services and the resulting advantages, which will benefit our organization.
8. Provide your agency's addresses for current testing collection sites or locations. If you do not have physical sites in Orange, Osceola and Seminole Counties describe your plan to accommodate testing in those locations. In addition, describe your agency's capabilities to provide mobile testing as our tri-county area is vast and transportation is a continued barrier to meeting dependency case plan requirements, which delays permanency for children and families.
9. Explain how your agency will monitor and inform Embrace Families CBC system of care of trending substances, tests and testing methods locally and nationwide to ensure validity of testing results. Focus shall be on providing the most appropriate, accurate testing for all clients that is cost effective and upheld in court.
10. Provide your agency's information for the preceding two (2) years in regards to the following: Certifications, Medical Review Board utilized, testing brands, inspection certificates for any

machines needing calibration, certification site visits and reports, internal investigations and outcome.

11. Describe the timeline of testing turnaround for clients both tested on site and those that have to be sent out for Medical Review.
12. Describe how your agency will efficiently manage possible delays in testing results, donor refusals, challenging clients, no shows (not reimbursable) and urgent testing request either by court or case management.
13. Describe how your agency will integrate trauma informed care, culturally competent and client sensitivity into your daily work environment and staff development.
14. Explain how your agency will provide and display a culture of Responsiveness, Empowerment, Support, Professionalism, Engagement, Courteousness and Trustworthiness (RESPECT) when working directly with our biological parents and/or legal guardians, case management agency staff, caregiver support staff, GAL(s), Embrace Families CBC, Children’s Legal Services, Judiciary and all partners involved in child welfare dependency system.
15. Describe your agency’s referral, invoicing and testing results process. It is very important that this process is easily accessible via online system, link or application and can be done remotely, as many of our referrals will be completed in court or in the field with the families by Diversion and Case Management staff. There will be fields required for invoicing and tracking purposes.

Please include any additional information not already requested that you consider essential to your response. If there is no additional information to include, state, “There is no additional information we wish to present.” Bidders should note that the issuance of this solicitation does not require Embrace Families CBC to enter into an agreement with any party. Further, Embrace Families CBC reserves the right to withdraw or change this request for proposals at any time when doing so is in the best interest of Embrace Families CBC and our clients.

E. Structure and Funding

In accordance with Embrace Families CBC’s System of Care, Respondents to this Request for Proposal (RFP) are encouraged to be creative in identifying cost-effective ways to deliver a variety of Substance Abuse and DNA testing services within Orange, Osceola and Seminole counties. All testing must be observed and follow protocol of a Medical Review Officer. All testing equipment and processes must be OSHA certified and maintained. This purchase of service agreement will be funded cost reimbursement requiring sufficient referrals, testing results and other data to be provided for each client monthly with your agency’s invoice. Below are the most common tests utilized in our region. This RFP is requesting information and costs related to the following:

Instant Tests- Observation Required for ALL tests	
5 Panel Instant	\$36.00
10 Expanded Panel Instant UDS + Alcohol, Synthetics	\$46.00
12 Expanded Panel UDS + Alcohol, MDMA, BUP	\$48.00
Instant BUPrenorphine w/ Lab approval	\$12.00
Instant TCA (Antidepressant/Psych Panel)- Urine	\$12.00
K2 Instant-Urine	\$35.00
6 Panel Oral	\$36.00
BAT/EBT Alcohol Test	\$45.00

Alcohol Instant Oral	\$22.00
EtG Testing- Observation Required for ALL tests	
EtG Instant- UDS w/ MRO 80 hours-No charge for lab confirmation with instant tests	\$67.00
LAB Tests- Observation Required for ALL tests	
8 Panel Oral Lab Based	\$69.00
10 E Panel- Lab UDS stand-alone- w/Medical Review (MRO)	\$47.00
10 Panel (Lower Level Cutoff)	\$59.00
12 Panel w/ Antidepressant	\$59.00
12 Panel w/ Buprenorphine	\$59.00
K2/Spice Lab Based UDS	\$69.00
K2/Spice Rapid Urine Test	\$35.00
Hair & Nail Tests- Observation Required for ALL tests	
5 Panel Hair (90 days)	\$115.00
10 Panel Hair (90 days to 6 months) includes oxycodone and hydromorphone	\$295.00
10 Panel Hair collected in 30 days segments	\$275.00
EtG/Alcohol Hair	\$175.00
10 Panel Nail (6 months)	\$275.00
Positive Confirmation after the 1st Confirmation	\$45.00
5 Panel Saliva Panel Instant w/ MRO & Confirmation	\$35.00
K2 Hair	\$275.00
Lower Level Testing (in addition to cost of test)	250.00++
DNA Testing- Observation Required for ALL tests	
Paternity DNA Test- First 2 parties included on test	\$250.00
Paternity DNA Test - 3 People (TRIO)	\$425.00
Additional Paternity Tests after first 2/TRIO initials, adult or child- same package	\$100.00
Paternity DNA Test- Incarcerated- 33rd Street	\$85.00
Tri County Jails- Seminole and Osceola	\$100.00
State Prisons	\$100.00
Out of state DNA Testing	\$150.00
Avuncular Tests (Aunt/Uncles) 1st Generation	\$550.00
Y-STR Test In conjunction with Avuncular	\$150.00
Specialty Tests Observation Required for ALL tests	
4 Panel Antidepressants Panel- Amitriptyline/Nortriptyline/Clouxetine/Sertraline	\$69.00
Passive Exposure 5 Panel	\$165.00
Passive Exposure 10 Panel	\$325.00
Infant Meconium Testing-STAT 4 hours	\$545.00
Infant Meconium Testing- 72 hours	\$360.00

PeTH Testing- Alcohol	
Tramadol Instant	\$12.00
Fentanyl Instant	\$12.00
Tramadol w/ 10 Panel Expanded	\$59.00
Fentanyl w/ 10 Panel Expanded	\$59.00
Bath Salts/Flakka	\$275.00

A Fee Schedule will be negotiated as part of this RFP process and prior to agreement execution. The tests and rates will not be higher than stated and ability to decrease rates is highly encouraged do to the amount and level of potential testing. Fee schedules will be reviewed as necessary to accommodate new tests and rates. Provider(s) must agree to the rates provided at the time of the offer to provide service.

F. Response Contents

1. **Detailed Written Response** to all questions listed in **Section D and E**.
2. **Presentations/Demonstrations:** Embrace Families CBC may or may not request presentations by some or any of the respondents based on their narrative RFP response. Should this opportunity become available, Embrace Families CBC will contact you with dates and times that are convenient for both parties.
3. **Attachment I Response Cover Sheet.** Respondent’s Information, which includes contact information, including name, title, mailing address, email address, signature, and phone number of the contact person for questions relating to the RFP.

G. Format and Submission

Respondent(s) shall submit to Embrace Families CBC one (1) electronic copy of the PDF viewable response submitted to the single point of contact below.

To be considered for evaluation, a respondent’s proposals must conform to the content and format requirements described herein. Responses must be at least 1.5 line-spaced, in twelve (12) point font type on 8.5 x 11 white paper, with tabbed sections and in sealed envelopes. Proposals may not exceed 20 pages.

Please submit your response to this RFP by certified mail, delivered in person or email) **no later than 3:00pm on January 14, 2020 to:**

Embrace Families Community Based Care, Inc.
 Attn: Shannon Harding, Network Support Manager
 4001 Pelee Street
 Suite 100
 Orlando Florida 32817
 Email: shannon.harding@embracefamilies.org

Responses received after 3:00 pm on January 14, 2020 will not be considered. Proposal cover page (Attachment I) must be completed, signed and attached to the RFP.

G. Schedule of Events

All Times Eastern Standard Time. Time and Locations are Subject to Change.

ACTIVITY	DATE	TIME	COMMENT
RFP posted to Embrace Families CBC website	12.3.19	3 pm	Posted to Embrace Families website: https://embracefamilies.org/make-a-difference/prospective-providers
Deadline for RFP written inquiries/questions submitted by providers	12.12.19	3pm	Certified mail, delivered in person or email: Shannon Harding, Network Support Manager Embrace Families 4001 Pelee St. Suite 100 Orlando, FL 32817 (321) 441-2060 Shannon.Harding@embracefamilies.org
Responses to written inquiries/questions posted to website	12.19.19	3pm	Posted to Embrace Families website: https://embracefamilies.org/make-a-difference/prospective-providers
Deadline to submit proposals	1.14.20	3pm	Certified mail, delivered in person or email: Shannon Harding, Network Support Manager Embrace Families 4001 Pelee St. Suite 100 Orlando, FL 32817 (321) 441-2060 Shannon.Harding@embracefamilies.org
Review of proposals, review for mandatory criteria and distribute proposals to procurement team.	1.24.20	5pm	Procurement Manager Shannon Harding and at least one witness
Agencies Selected for Oral Presentation Posted to Embrace Families Website	1.28.20	3 pm	Posted to Embrace Families website: https://embracefamilies.org/make-a-difference/prospective-providers
Proposal Oral Presentations/Q &A	2.3.20 - 2.6.20	TBD	Embrace Families 4001 Pelee St. Suite 100 Orlando, FL 32817
Procurement team meets to review and finalize scores	2.12.20	TBD	Embrace Families 4001 Pelee St. Suite 100

			Orlando, FL 32817
Post Notice of Intent to Negotiate	2.14.20	3pm	Posted to Embrace Families website: https://embracefamilies.org/make-a-difference/prospective-providers
Negotiations with finalist(s)	2.18.20	TBD	Embrace Families 4001 Pelee St. Suite 100 Orlando, FL 32817
Post Intent to Award Notice	2.21.20	3pm	Posted to Embrace Families website: https://embracefamilies.org/make-a-difference/prospective-providers
Award Selection(s) posted to Embrace CBC website	2.24.20	3 pm	Posted to Embrace Families website: https://embracefamilies.org/make-a-difference/prospective-providers
Protest Deadline	2.27.20	72 hours from posting award notice	Certified mail, delivered in person or email: Shannon Harding, Network Support Manager Embrace Families 4001 Pelee St. Suite 100 Orlando, FL 32817 (321) 441-2060 Shannon.Harding@embracefamilies.org
Anticipated Effective Date	3.1.20	By 12:01am	

H. Confidential / Proprietary Information

Do not submit anything considered by you or your agency to be confidential or proprietary. Do not indicate confidential or proprietary on any submission documents.

I. Attachment & Appendices

Attachment I: Response Cover Sheet

**ATTACHMENT I
RESPONSE COVER SHEET**

Agency or Person Name: _____

Street Address: _____

City: _____ **State:** _____ **Zip Code:** _____

Mailing Address (if different): _____

City: _____ **State:** _____ **Zip Code:** _____

Telephone: _____ **Fax Number:** _____

Email Address: _____

Website Address: _____

Type of Respondent:

Agency: _____

Individual: _____

Other (Specify): _____

Name of Person Completing: _____

Title of Person Completing: _____

Phone Number: _____

Email Address: _____