

I. ABOUT WESTCARE FOUNDATION, INC.

Founded in 1973, WestCare Foundation, Inc., a private 501(c)(3) organization, maintains an annual budget of more than \$110M. Serving as the parent organization to wholly owned single-member subsidiary operational entities, WestCare Foundation, Inc. operates in fifteen (15) U.S. states (including Florida), three (3) U.S. territories, the Dominican Republic, and the Republic of Palau.

At WestCare we devote our best individual and collective efforts toward “*uplifting the human spirit*” by consistently improving, expanding and strengthening the quality, efficacy and cost-effectiveness of everything we do. Our mission is to *empower everyone with whom we come into contact to engage in a process of healing, growth and change.*

Our core values include **Excellence:** Our priority is to provide the highest quality service to the people and communities we serve. **Dedication:** We are committed to doing what it takes to get the job done ethically and efficiently. **Growth:** We are committed to learning and continuous improvement. We recognize that growth is a dynamic process, not an event. The key to success is in meeting goals and in building the resources requisite to mission fulfillment. **Ethical Behavior:** We value and expect integrity in every aspect of our work. We will not accept anything less.

Employing a diverse workforce that comprises more than 1,500 dedicated professionals, WestCare entities cumulatively serve more than 25,000 individuals daily. The headquarters of WestCare Foundation, Inc. is in Las Vegas, Nevada, where WestCare was established by a coalition of concerned citizens 48 years ago, and maintains Foundation office annexes in Dandridge, Tennessee and St. Petersburg, Florida.

WestCare Foundation, Inc. provides its subsidiaries with management support and technical assistance. Management support includes assistance from major departments of WestCare Foundation, Inc. including human resources, fund development, marketing and communications, evaluation and quality, accreditation, risk management, clinical oversight, facility maintenance, training, information technology, and budgeting and fiscal management.

Each subsidiary of WestCare is led by its own management team and governed by a local all-volunteer Community Action Council. A national all-volunteer Board of Directors provides governance and guidance to the entire WestCare network. The WestCare Foundation, Inc. Senior Leadership Team is committed to continuing the vision of *uplifting the human spirit* throughout every community where WestCare operates.

II. SCOPE OF WORK

In the provision of substance use disorder treatment and recovery support services, WestCare subsidiary entities often monitor the abstinence and compliance of clientele (including individuals involved in the criminal justice system) by conducting frequent alcohol and other drug testing.

Our drug testing protocol varies by program and clientele and may include urine (cup) and oral fluid swab drug testing. In some programs, positive tests require laboratory confirmations. Also, drug testing of any type requires detailed documentation, reporting, and communication with stakeholders (including law enforcement or local judicial circuits).

Currently, WestCare Foundation, Inc. estimates that more than 7,000 drug tests are conducted monthly across twelve (12) locations nationally where WestCare operates (see Table 1.0).

In effort to make drug testing more efficient and economical, WestCare Foundation, Inc. is seeking one (1) or more qualified vendors who can meet the drug testing needs of WestCare entities identified in this Request for Qualifications (RFQ). A successful response will demonstrate experience, qualifications, ability, and value.

NOTE: VENDORS MAY PROPOSE TO SERVE ONE, SOME OR ALL THE WESTCARE LOCATIONS LISTED IN TABLE 1.0.

III. KEY DATES

This RFQ will be published on August 9, 2021. The RFQ and all accompanying documents and notices will be accessible at the following website in accordance with the RFQ calendar <https://westcare.link/rfq>

Questions about this RFQ should be directed to David Rosynsky, Director of Innovation and Standardization at david.rosynsky@westcare.com by **August 20, 2021, at 5:00pm EST**. Responses to all questions will be posted at the website noted above, no later than **September 3, 2021, by 4:00pm EST**.



All RFQ responses must be submitted to David Rosynsky, Director of Innovation and Standardization at david.rosynsky@westcare.com by **September 29, 2021, at 5:00pm EST.**

Only electronic responses will be accepted. Responses can be emailed in Word or PDF format. Late responses will not be considered.

IV. EVALUATION OF RESPONSES AND SELECTION PROCESS

The leadership of WestCare Foundation, Inc. will evaluate all submissions using an objective review process. During an initial review of all submissions, WestCare may initiate communication with some or all respondents to seek clarification or additional information, as necessary.

Vendors selected by WestCare Foundation, Inc. will be invited to a virtual meeting to discuss their submission in more detail and to answer any questions posed by WestCare leadership. Selection shall be based on the ability of the Vendor to provide the best value to WestCare Foundation, Inc., including the ability to meet the organization’s requirements and the price(s) offered.

Vendor(s) that meet the approval of leadership will be notified to begin the process of establishing an agreement for services.

Every Vendor that submits a response by the identified due date will be notified of the status of their submission no more than ninety (90) days after the due date for submissions (see *RFQ Calendar*).

Note: WestCare Foundation, Inc. is seeking to engage one or more vendors, but reserves the sole right to not select any submissions during this RFQ process. No information herein shall require WestCare Foundation, Inc. to negotiate or proceed with any proposal or agreement in connection with this RFQ.

V. RFQ CALENDAR

August 9, 2021	RFQ published
August 20, 2021	Last day to submit RFQ questions
September 03, 2021	Responses to RFQ questions posted
September 29, 2021	Last day to submit RFQ response
October 11, 2021	Meeting(s) with selected respondents begin
December 28, 2021	Last day to notify respondents of their status

This calendar is subject to change, and the RFQ may be cancelled at any time.

VI. CONTENTS OF RFQ RESPONSE

Interested Vendors shall submit a concise response in narrative format. Responses should be single-spaced, using a standard 12-point Times New Roman font; have no less than 1-inch margins; and numbered pages. A complete response will include the following sections (A-H):

A. Introductory Letter

The Vendor shall include an introductory letter containing a concise explanation of the Vendor’s method of delivering services requested in this RFQ. The introductory letter shall be on the firm’s letterhead and signed by its authorized representative. The introductory letter shall include the respondent’s name, address, phone number, email address, and URL of corporate website (if applicable).

In addition, within the introductory letter, the Vendor shall indicate each of the WestCare subsidiary locations it seeks to service (see Table 1.0). Do not include cost estimations in the introductory letter.

B. Corporate Experience and Qualifications

The Vendor shall provide information about its qualifications and experience in providing the services sought in this RFQ. In doing so, the Vendor, at a minimum, shall describe its internal corporate structure, its philosophy and approach to client service, its thought-leadership in the area of drug testing, its experience in client service, and its qualifications, certifications, and licenses.

In addition, the Vendor shall indicate the location(s) of its office(s), and how it will service WestCare subsidiaries that may or may not be located near the Vendor’s headquarters/main office(s)/operational base(s).

C. Vendor Staff

For each WestCare location the Vendor is seeking to service, it shall describe the account team structure its firm will use to service WestCare. List the names and titles of the Vendor's staff that are key to delivering the services identified in this RFQ. As part of its narrative response, the Vendor shall include brief biographical sketches of corporate leadership and personnel that will be part of its service team(s). Biographical sketches shall be concise and include brief descriptions of the individuals' qualifications, credentials, experience, and responsibilities.

D. Service Delivery Approach

1. The Vendor shall provide a concise explanation of its plan to provide the services outlined in this RFQ. In doing so, the Vendor shall include a description of the following:

- Its understanding of WestCare's drug testing needs
- Why it desires to work with WestCare
- Innovations it employs within the course of its work
- How it will provide WestCare subsidiary entities with:
 - Urine drug test cups
 - Oral fluid swab drug tests
 - Laboratory confirmations of positive drug tests
- Its written Chain of Custody (COC) procedures to maintain control and accountability of specimens
- Its process for documentation, reporting, and storage
- Its internal process for monitoring performance and maintaining compliance
- The performance standards it is willing to agree to and meet if engaged by WestCare
- Experience interacting with law enforcement and/or judicial circuits (e.g., preparing reports for, providing expert testimony, preparing affidavit materials for courts, etc.)
- Experience with third-party billing on behalf of clients
- Ability to test for other substances not listed in Table 1.0
- Its process for invoicing clients

2. In addition, the Vendor shall offer a brief explanation for how it can assist WestCare to administer drug testing for telehealth clients (adults).

E. Value Added Services

The Vendor shall describe any value-added services (if any) it will provide to WestCare at no additional cost.

F. References

The Vendor shall provide contact information for two (2) entities it has provided with services similar to those requested in this RFQ. WestCare Foundation, Inc. reserves the right to contact the references during the submission review process in order to make a fitness determination. The Vendor shall include the following information for each reference:

- Name of client company/organization
- Location (city/state)
- Name of contact person
- Phone number
- Email address
- Length of time servicing the client
- Brief description of services provided to the client

G. Price Information Sheet (Attachment 1)

The Vendor shall complete and include Attachment 1 with its response.

H. Additional Information (optional)

The Vendor shall briefly provide any additional information it feels will be helpful to WestCare when considering its response.

END OF SECTION VI



**WESTCARE FOUNDATION, INC.
 DRUG TESTING SERVICES | REQUEST FOR QUALIFICATIONS | RFQ-100-2021
 PRICE INFORMATION SHEET | ATTACHMENT 1**

The Vendor shall complete the tables below stating an all-inclusive price for each of the components listed by location. If the Vendor does not propose to provide a component listed below, indicate "N/A" in the appropriate space(s). Any spaces left blank will not be considered as part of the Vendor's response.

WESTCARE LOCATION: ARIZONA

COMPONENT (SEE TABLE 1.0)	ESTIMATED MONTHLY QUANTITY	PRICE
8 Panel urine cup test	100	\$
6 Panel urine strip test	20	\$
Oral fluid swab drug test	220	\$
Laboratory confirmation test	10	\$

WESTCARE LOCATION: CALIFORNIA

COMPONENT (SEE TABLE 1.0)	ESTIMATED MONTHLY QUANTITY	PRICE
10 Panel urine cup test	850	\$
Laboratory confirmation test	225	\$

WESTCARE LOCATION: FLORIDA (WEST-CENTRAL)

COMPONENT (SEE TABLE 1.0)	ESTIMATED MONTHLY QUANTITY	PRICE
14 Panel urine cup test	1535	\$
Oral fluid swab drug tests	410	\$
Laboratory confirmation tests	105	\$

WESTCARE LOCATION: FLORIDA (SOUTHEASTERN)

COMPONENT (SEE TABLE 1.0)	ESTIMATED MONTHLY QUANTITY	PRICE
13 Panel urine cup test	1500	\$
Oral fluid swab drug tests	315	\$
Laboratory confirmation tests	100	\$

WESTCARE LOCATION: FLORIDA (FLORIDA KEYS)

COMPONENT (SEE TABLE 1.0)	ESTIMATED MONTHLY QUANTITY	PRICE
13 Panel urine cup test	100	\$
Oral fluid swab drug tests	5	\$
Laboratory confirmation tests	10	\$

WESTCARE LOCATION: GEORGIA

COMPONENT (SEE TABLE 1.0)	ESTIMATED MONTHLY QUANTITY	PRICE
10 Panel urine cup test	50	\$
13 Panel urine cup test	25	\$
Oral fluid swab drug tests	50	\$
Laboratory confirmation tests	50	\$

WESTCARE LOCATION: KENTUCKY

COMPONENT (SEE TABLE 1.0)	ESTIMATED MONTHLY QUANTITY	PRICE
12 Panel urine cup test	150	\$

WESTCARE LOCATION: NEVADA

COMPONENT (SEE TABLE 1.0)	ESTIMATED MONTHLY QUANTITY	PRICE
13 Panel urine cup test	750	\$
Laboratory confirmation tests	125	\$

WESTCARE LOCATION: OREGON

COMPONENT (SEE TABLE 1.0)	ESTIMATED MONTHLY QUANTITY	PRICE
10 Panel urine cup test	50	\$
Oral fluid swab drug tests	5	\$
Laboratory confirmation tests	5	\$

WESTCARE LOCATION: TENNESSEE

COMPONENT (SEE TABLE 1.0)	ESTIMATED MONTHLY QUANTITY	PRICE
16 Panel urine cup test	350	\$
Oral fluid swab drug tests	5	\$
Laboratory confirmation tests	10	\$

WESTCARE LOCATION: PUERTO RICO

COMPONENT (SEE TABLE 1.0)	ESTIMATED MONTHLY QUANTITY	PRICE
10 Panel urine cup test	80	\$

WESTCARE LOCATION: U.S. VIRGIN ISLANDS

COMPONENT (SEE TABLE 1.0)	ESTIMATED MONTHLY QUANTITY	PRICE
10 Panel urine cup test	60	\$

NOTE: THE QUANTITIES PROVIDED ARE ESTIMATES OF MONTHLY USE AND MAY VARY IN THE FUTURE BASED ON INDIVIDUAL PROGRAM SIZE AND CLIENT CENSUS.

SIGNATURE OF AUTHORIZED REPRESENTATIVE

DATE

NAME OF AUTHORIZED REPRESENTATIVE

TITLE OF AUTHORIZED REPRESENTATIVE

WESTCARE FOUNDATION, INC.
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DRUG TESTING MONTHLY ESTIMATES BY SUBSIDIARY LOCATION | TABLE 1.0



WESTCARE LOCATION	# INSTANT CUP TESTS	TEST TYPE (I.E., # PANELS, DRUGS TESTED FOR)	# LAB CONF. TESTS	# ORAL FLUID SWAB TEST
Arizona	100	8 Panel (AMP, BZO, COC, CR, ETG, OPI, OXY, THC) + 6 Panel rapid strip tests (MET, COC, BZO, OPI, OXY, THC)	10	220
California	850	10 Panel (THC, COC, OPI, MET, MTD, OXY, BAR, BZO, BUP, AMP)	225	0
FL (West-Central)	1535	14 Panel (THC, COC, OPI, AMP, mAMP, PCP, MDMA, BAR, BZO, MTD, OXY, BUP, FEN, ETG)	105	410 [KRATOM/SPICE]
FL (Southeastern)	1500	13 Panel (THC, AMP, mAMP, BAR, BUP, COC, BZO, OPI, MOR, TRA, FENT, ETG) + Adulterants (Creatinine, Specific Gravity, PH)	315	100
FL (Florida Keys)	100	13 Panel Instant Cup (AMP, BAR, BZO, COC, MDMA, THC, mAMP, OPI, OXY, PPX)	5	10
Georgia	75	10 Panel (AMP, COC, THC, MDMA, MOP, BZO, BAR, MTD, OXY, BUP) = 50 13 Panel (AMP, BAR, BZO, COC, MDMA, THC, mAMP, OPI, OXY, PPX) = 25	50	50 [ETOH/NICOTINE]
Kentucky	150	12 Panel (AMP, BAR, BZO, BUP, COC, MDMA, THC, mAMP, MTD, OPI, OXY, TCA) + Adulterants (Creatinine, Specific Gravity, PH)	0	0
Nevada	750	10 Panel (COC, AMP, mAMP, THC, MTD, MOP, OXY, BAR, BZO, BUP)	125	0
Oregon	50	10 Panel (COC, AMP, mAMP, THC, MTD, OPI, OXY, BAR, BZO, BUP)	5	5
Tennessee	350	16 Panel (OPI, OXY, THC, COC, BZO, AMP, MET, BUP, PCP, MDMA, MTD, BAR, FEN, TRA, ETG, K)	10	5 [ETG/GAB]
Puerto Rico	80	10 Panel (THC, COC, OPI, MET, MTD, OXY, BAR, BZO, BUP, AMP)	0	0
U.S. Virgin Islands	60	10 Panel (THC, COC, OPI, MET, MTD, OXY, BAR, BZO, BUP, AMP)	0	0
Total	5,500		850	800

NOTE: THE QUANTITIES PROVIDED ARE ESTIMATES OF MONTHLY USE AND MAY VARY IN THE FUTURE BASED ON INDIVIDUAL PROGRAM SIZE AND CLIENT CENSUS. VENDORS SHOULD USE THIS INFORMATION TO CALCULATE PRICE INFORMATION.