

**STATEMENT OF WORK**

**INVITATION FOR BID**

**FOR**

**GENETIC PARENTAGE TESTING**

**ISSUING OFFICE**



**COMMONWEALTH OF PENNSYLVANIA  
DEPARTMENT OF GENERAL SERVICES  
BUREAU OF PROCUREMENT**

**555 Walnut Street  
Forum Place, 6<sup>th</sup> Floor  
Harrisburg, PA 17101**

**IFB NUMBER**

**6100030323**

**DATE OF ISSUANCE**

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**PART IV  
STATEMENT OF WORK**

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#### IV-1. GENERAL INFORMATION.

- A. **PURPOSE:** The Department of General Services (DGS) (“Issuing Office”) is issuing this Supplemental Invitation for Bids (IFB) in order to establish a single award Contract for the Pennsylvania Department of Public Welfare (DPW) to procure services as outlined below.

Appendix will take precedence and control over the general description set forth below.

**Genetic Parentage Testing Services (DNA Testing)** – Contractor to provide services to determine the paternity of children, on behalf of DPW. This will include the collection of tissue samples by a non-invasive procedure, the scientific interpretation of the tissue samples and a report of findings and conclusions for the Domestic Relations Sections of the County Courts of Common Pleas or other court affiliated or county agencies to use the contract for genetic testing. Testing includes any tissue testing process used to confirm or exclude parentage.

- B. **AGENCIES & LOCATIONS:** The Commonwealth reserves the right to add additional agencies with lab service needs within the scope of this contract as well as to delete or add submitting sites as necessary throughout the term of the contract, as required.

DPW – Genetic Parentage Testing Services (DNA Testing) will be performed for all required individuals as necessary through coordination with the Domestic Relations Section (DRS) Coordinators at the 67 Domestic Relations Sections of the County Courts of Common Pleas. Affiliated Domestic Relations Sections sites are provided in **Appendix C**, and will be offered the same services at the same prices of this contract.

- C. **METHOD OF AWARD:** Single Award will be made to the responsible and responsive bidder who comply with the “Eligibility Requirements” set forth in this IFB with the lowest cost for Vendor Draw for All Other Counties.
- D. **ISSUING OFFICE:** The Issuing Office has issued this IFB on behalf of the Commonwealth. The sole point of contact in the Commonwealth for this IFB shall be Nicole Moyer, the Issuing Officer for this IFB. Please refer all inquiries to the Issuing Officer via E-mail at [nicomoyer@pa.gov](mailto:nicomoyer@pa.gov).

#### IV-2. CRITERIA FOR QUALIFICATION.

- A. **SUPPLIER REGISTRATION:** Interested bidders must register as a supplier on the PA Supplier Portal at [www.pasupplierportal.state.pa.us](http://www.pasupplierportal.state.pa.us) prior to contract award. If your company is already registered in the PA Supplier Portal, registration is not necessary. Prior to registration, it is strongly encouraged that you review and print the **Supplier Registration Reference Guide** available through the Customer Support Center link on the PA Supplier Portal webpage. Also available on the website is helpful overview information on SRM (Supplier Relationship Management), including its features and the benefits for your organization, as well as other help options designed to provide you with the answers you need and access to staff that can assist you. Should you have any questions or issues related to SRM and/or the registration process, please feel free to contact the SRM Customer Service Center (CSC) at 717-346-2676 (local) or 877-435-7363 (outside of Harrisburg).
- B. **ELIGIBILITY REQUIREMENTS:** Suppliers interested in submitting a bid to become an Awarded Supplier must meet all of the eligibility requirements. **Bidders who fail to meet all of the following eligibility requirements may result in bid rejection.**

1. SRM Registration. Bidders must be a registered supplier with the PA Supplier Portal.

2. Certifications/Licensure

a. Licensure -

i. Bidders must be accredited for parentage testing by either the American Association of Blood Banks (AABB), or the American Society for Histocompatibility and Immunogenetics (ASHI).

C. **BID SUBMISSION**: Bids must be electronically received through the PA Supplier Portal. To be considered for Contract award, bidder must complete and return the following documents in response to this IFB.

- **Appendix D** – Cost Worksheet;
- **Appendix E** – COSTARS (\*Optional, if choosing to participate);
- **Appendix G** – Lobbying Certification;
- Proof of Licenses/Documentation;
- Copy of current Insurance Certificate;

#### **IV-3. CONTRACT TASKS.**

- A. The selected Bidder will be required to meet the following standards and perform the following tasks requirements specified in the corresponding Appendix:
- B. **TRAINING**: The Bidder shall provide training and informational resources, as needed or requested, to the DRSs. DRS Staff, who will be collecting DNA samples for paternity testing, will be provided training and materials outlining the proper procedures for collecting DNA test samples. At the end of the training, DRS Staff will sign a statement that they have successfully completed the training and understand the confidentiality of the information they are collecting. The completion of the training and signed statement will serve as verification the trained DRS Staff may collect DNA for paternity testing purposes.
- C. **SUPPLIES**: The Bidder shall be responsible for providing at no additional charge, all supplies necessary for the specimen collection, party identification (if needed), specimen packaging, preparation and preservations of all specimens to submit for testing.
- D. **CHAIN OF CUSTODY**: For all supplies provided to the Commonwealth, the Bidder shall ensure a chain of custody by providing a security seal that shall cover the specimen bottle cap, adhering to the cap and bottle to prevent tampering. The security shield shall provide for the identity of the source of the specimen submitted.

Upon receipt of specimen at the laboratory, the packages shall be inspected for signs of tampering. If signs of tampering exist, the client is notified and a second collection is requested, if appropriate. If no evidence of tampering exists, the specimen shall be entered into the Bidder's tracking system and a unique identifier is assigned to each specimen and a unique case number is assigned for all parties in the case.

Adult parties must provide government-issued photo identification. When tested together, the parties will also be instructed to identify each other. Each DRS/County, while not required, may request a thumbprint to be included on the chain of custody at no extra charge.

The Bidder shall provide a preprinted chain of custody form with the following client information: donor name, donor address, donor identification, donor consent, collector certification, laboratory certification, contact person and telephone number, account information, test panel options, comments. A fully completed chain of custody form will be submitted with the scheduling confirmation sheet.

E. **CONFIDENTIALITY:**

The Bidder shall not disclose test results to any unauthorized individual. The selected Bidder shall be expected to treat all proprietary information as confidential and to acknowledge that it is only authorized to disclose or otherwise divulge proprietary information to authorized employees of the Commonwealth or the awarded Bidder that require access to perform services within the scope of the contract.

F. **WEB-BASED REPORTING – TOOL/REPORTING:** The Bidder must provide, and commit to maintain, a web-based management tool that meets agency requirements for data reporting. This shall include but is not limited to test status, test results, level of detection and other reports. The Bidder is required to confirm its capabilities in providing a tool that contains these functionalities, and in demonstrating adequate security and additional benefits and capabilities along with this tool. Adequate security shall include user logon by password, which allows that user to access only those records specific to that user's agency and program area/facility.

The Commonwealth will work with the selected Bidder to customize the tool upon award of the contract. The web-based reporting tool must be user friendly and easy to navigate, and include, but not be limited to:

- A single sign on to access all web-based reporting applications.
- All data must be available in one location rather than multiple applications.
- Optional, or customizable, email notification when test results are complete and ready for viewing online.
- An indicator must appear to show which results have been viewed.
- A search feature should be available to allow user to easily locate an individual case using case number or client name.

Results of tests shall be made available via the web-based tool within five (5) to ten (10) business days of receipt at the genetic testing laboratory.

Reports shall include the date the specimen was collected, the date the test was performed, and the laboratory doing the testing. Bidder shall provide monthly workload utilization data, and trend data.

Examples of reports that may be requested via the web based tool:

- Monthly summary of test results
- A monthly analysis of usage by test

- Problem log and follow-up report
- A monthly list of submitting sites
- Ad-hoc reporting capability

Reporting data may include: employee name, identification number, test name, test results, date and time of specimen collection, date of testing, name and address of testing laboratory, and name of individual that collected the specimen.

The web-based tool must also provide a consolidated computerized invoice that lists each test performed in the previous month for each agency. For auditing purposes, one (1) account number must be established for each using agency, and each location should have separate sub-account numbers.

The web-based tool will also allow agencies to access an online manual that provides detailed instructions on proper specimen collection, specimen requisitioning, storage, packaging, and shipping of the specimen to the laboratory.

The Bidder shall provide emergency procedures and backup capability to its web-based reporting tool in the event that the web-based tool is not in service.

Some hard copy reports will be required. Bidder shall provide these to appropriate locations as requested.

The Bidder shall also provide training on use of the web-based reporting tool to all using agencies.

**G. INITIAL ORIENTATION:**

The Bidder shall provide an initial orientation for each agency and/or site as required, to provide training on the web-based reporting tool, provide an overview of services, and to answer staff questions.

**H. EXPERT TESTIMONY:**

DPW requires Bidder to provide written and/or telephone consultation to agency and/or attorney representing agency, upon request. Arrangements can be made with sufficient advance notice for telephone depositions and consultation during normal business hours. The expert witness shall be knowledgeable in all laboratory standard operating procedures. The Bidder will make available the phlebotomist and/or technician for providing expert testimony when necessary. Expert witnesses may be required to assist in pre-trial preparation, cross-examination of defense experts, and provide written and/or telephone consultation upon request. Bidder must be able to provide the necessary staff or expert testimony in the event of any administrative action by a Commonwealth employee regarding testing processes.

The Bidder shall provide such expert witness testimony at administrative proceedings, or as needed for court proceedings.

The Bidder shall be responsible for arranging transportation to and ensuring availability for court proceedings. Expert witness services will be provided at no additional charge. Travel costs will be reimbursed per Management Directive 230.10.

I. **INVOICING:**

Invoices shall be provided monthly. Partial Bills for services may not be sent to the Commonwealth until the test is completed and the results have been provided for the party test. In the event only a partial draw is completed (i.e. father is unavailable, but mother and child are tested), bills may only be sent for the draws that were completed after the results have been provided. Only invoicing for parties drawn during a month can be invoiced for that month. Separate accounts may be required for private and interagency draws.

Also, the Bidder must bill Domestic Relations Sections directly.

In the event of Children Youth Facility (CYF) billing, the DRS will forward the bill to the CYF.

Accounts cannot be terminated due to non-payment. Issues involving payment shall be brought to the Agency's attention. If not resolved, issues shall be discussed with the DGS contracting Officer.

J. **PERSONNEL:**

The Bidder is expected to utilize standards of professionalism in all aspects of the performance of the contract. All personnel will be fully qualified for the performance of the task to which assigned. The Commonwealth has the right to request that a person be replaced if problems cannot be resolved.

Customer Service is of the utmost importance. It is expected the Bidder provide competent professionals qualified to answer questions regarding the status or respond to issues that agencies may have.

K. **PROJECT MANAGEMENT TEAM:**

The Commonwealth envisions that the selected Bidder will have a project management team that will serve as the key point of contact for Commonwealth agencies and will ensure that the managed service provider network meets all Commonwealth requirements.

Any changes in the project management team shall be kept to a minimum and Department of General Services (DGS) and using Agencies shall be notified immediately. A phone number, cell phone number, fax number and email address shall be provided for the project manager and alternate.

L. **TECHNOLOGY:**

**Information Technology Bulletin (ITB) Compliance Requirement**

Service providers delivering services/systems to agencies under the Governor's jurisdiction are required to comply with the IT standards and policies issued by the Governor's Office of Administration, Office of Information Technology (OA/OIT), for the Commonwealth enterprise (See [www.oit.state.pa.us](http://www.oit.state.pa.us)). When an agency or service provider believes there is a need to deviate from these standards/policies, approval to do so from OA/OIT's Deputy Secretary.

## Electronic Commerce Security Assessment (ECSA)

Information Technology Bulletin (ITB) B.5., titled "B.5. Security & Digital Certificate Policy and Encryption & Internet/Intranet Browser Standards for e-Government Web Sites and Applications" requires all Commonwealth agencies under the Governor's jurisdiction to submit, and obtain approval of, an Electronic Commerce Security Assessment (ECSA) prior to the implementation of any, and all, Internet and/or Intranet e-government applications or sites. [http://www.portal.state.pa.us/portal/server.pt/community/policies\\_and\\_procedures/416/information\\_technology\\_policies/210791](http://www.portal.state.pa.us/portal/server.pt/community/policies_and_procedures/416/information_technology_policies/210791)

This ECSA application is designed to help agency personnel identify appropriate security requirements for an application in an automated fashion. All ECSA's will be reviewed by the ECSA Review Team, and approval must be granted prior to the launch of the application and/or web site.

### M. SERVICE LEVEL AGREEMENTS:

The Commonwealth has developed a set of minimum Service Level Agreements (SLAs), defined in the table below, which the awarded Bidder is expected to meet, or exceed, in order to be in good standing on the contract. The Commonwealth expects that the final SLA's agreed upon by the awarded Bidder will be higher than these proposed minimum requirements. The SLA's will be reviewed monthly by the Commonwealth contracting officer to identify any issues requiring immediate attention, and will be reviewed again during the quarterly meetings between DGS Contracting Officer and the awarded Bidder(s).

Performance Metric	Performance Target	Description	Calculation	Frequency of Review	Liquidated Damages	Unit of Measure
Maintain Adequate Testing Supplies	100%	Report of Non Compliance by Agency	Number of Incidents	Quarterly by report. Issuance by Agency	1 <sup>st</sup> Offense - \$100 2 <sup>nd</sup> /subsequent Offenses - \$500	Per Day without required supplies
Respond to a complaint within twenty-four (24) hours.	95%	Report of Non Compliance by Agency	Number of Incidents	Quarterly by report. Issuance by Agency	1 <sup>st</sup> Offense – Written Warning 2 <sup>nd</sup> Offense - \$50 3 <sup>rd</sup> /subsequent offenses - \$200	Per Occurrence beyond the 5% threshold



The awarded Bidder(s) will be allowed a 60-day grace period during the implementation phase of the contract to “ramp up” services, without scoring on the performance metrics contained in the table set forth above. After the 60-day grace period, tracking of each of the above performance metrics shall begin, and the first report shall be due to the Commonwealth contract officer one (1) month after the grace period ends.

The SLA’s will be reviewed quarterly by the Commonwealth contract administrator to identify any issues requiring immediate attention, and will be reviewed, during quarterly meetings between the Commonwealth and the supplier. The quarterly reports shall show it reported by month for each agency for each SLA.

In the event SLA’s are not being met, the following may occur:

1. A discussion will take place between the awarded supplier and the Commonwealth Contract Administrator. The Supplier will be given a written warning, and required to develop a corrective action plan submitted to DGS within one week showing how they will improve on the problem area(s).
2. If a second quarterly review occurs with minimal or no improvement in the problem areas, the awarded Supplier will be placed on Probation and the awarded supplier will be given an additional one (1) week to provide an optional plan of improvement on the problem area(s). The supplier must sign off on this improvement plan.
3. If a third quarterly review finds below-threshold scores with the same SLA’s, the awarded supplier will be entered into the Commonwealth’s Contractor Responsibility Program file for poor contract performance and the contract or any part of the contract may be terminated by the Commonwealth at its discretion.