



Shelby County Community Corrections, LLC
Request for Proposals for
Comprehensive Drug and Alcohol Testing Services
Response to Questions

Consistent with Section 1.6 of the RFP, S4C provides the following clarifications:

Question 1:

3.1 Testing Methods e) Hair follicle testing –

- What has been the volume of hair tests YTD?
- Does the current provider offer hair collections?
- What laboratory does the current provider use for hair collections?

Response: For the purposes of this RFP, consistent with the Cost Proposal, Proposer should assume approximately 40 hair follicle tests per year. The remaining questions are not relevant to this RFP.

Question 2:

3.1 Testing Methods f) Blood testing –

- What has the volume of blood testing been YTD?
- What is the purpose of the blood tests?
- Would blood tests be requested after hours?

Response: Blood testing is performed only pursuant to court order, the purpose and timing of which would be within the discretion of the court. Since January 1, 2026, no blood tests have been ordered. Although blood testing is limited and after hours testing is unlikely, the S4C reserves the right to require same if ordered by the court consistent with Section 3.3.3(d) of the RFP.

Question 3:

3.3.3 Collection Site Services d) Hours of collection at S4C must be available Monday through Friday 7:00am – 7:00pm and Saturday and Sunday 8:00am – 5:00pm

- With the projected volume and testing hours it averages six collections an hour or three collections per location. Is the County open to discussing reducing the hours of operation? Possibly looking at a randomized testing schedule for clients that allows for an expanded testing window, but restricts the days and weekend testing to keep costs down for outsource providers?
- Why are the testing hours so expansive?
- What is the average daily testing volume by location?
- Are participants assigned to a testing location or can they test at either one?

Response: The S4C is not open to adjusting collection hours in order to meet the operational needs of the program and provide flexibility for program participants. Testing varies by location, with the average daily collection for both sites being 68.50. Participants can test at either location.

Question 4:

3.3.3 Collection Site Services e) Mobile or on-call services are required when requested

-Is this service required for the S4C program testing or for other agencies, such as CDL drivers that could purchase off this contract?

-If this service is for S4C testing, what are the circumstances requiring this services?

-Where would the mobile collections occur?

-What has been the volume (YTD) this service has been requested by the current provider?

Response: Consistent with Section 3.3.3(e), mobile or on-call services are required when requested by the S4C, as well as other partnering agencies, or by court order at the discretion of the applicable agency. Location would depend upon the unique circumstances precipitating the request. Since January 1, 2026, no mobile or on-call services have been requested or needed.

Question 5:

3.3.5 Equipment and Supplies-

-Does the county provide space at the onsite collection locations for storage of collection supplies, office supplies, etc.?

-Is the vendor allowed access to the internet or is that required as well?

Response: Space is available. Proposer is responsible for its own internet services.

Question 6:

3.4 Laboratory Requirements –

3.4.1 Initial Testing d)-

-Does the County prefer using an analyzer over other testing methods, such as off-site laboratory screenings?

Response: Consistent with RFP Section 3.4.1(b), “[i]nitial testing is to be performed using immunoassay analyzers.” As provided in Section 3.4, “Proposer will have the option of using space designated . . . to perform initial testing or at a locally available laboratory location.”

-Does the County pay the lease for the analyzer, or will that lease be assumed by the contractor? If yes, how much is the monthly lease to be assumed?

Response: For the purposes of the RFP, assume that the lease will not be assumed. Details will be negotiated, if applicable, with the Successful Proposer.

-Will the contractor be responsible for purchasing reagents for the analyzer?

Response: Yes. Consistent with the RFP, Proposer shall provide all equipment, supplies, testing panels, and reagents needed to support the S4C drug testing program.

-After the lease expiration, will the County continue paying the lease for the Beckman Coulter AU480 upon contract renewal of the analyzer?

Response: No.

-If the contractor would like to utilize a different analyzer, would the County still pay the lease, or would that be up to the contractor to provide?

Response: Consistent with 3.4.1(d) Proposer may, but is not required to, utilize the currently leased analyzer. If the current leased analyzer is not used by the Successful Proposer, the Successful Proposer will not be responsible for costs associated with the current analyzer.

- Can S4C provide utilization statistics for the existing Beckman Coulter AU480 analyzer, including average monthly test volume and reagent consumption?

Response: For the purposes of this RFP, Proposer should rely on the utilization statistics and estimated quantities in the Cost Proposal.

Question 7:

3.4.2 Confirmation Testing

- Who is the current confirmatory laboratory?
- What is the approximate annual confirmation volume?

Response: For the purposes of this RFP, consistent with the Cost Proposal, Proposer should assume 100 estimated annual confirmations per year. The remaining question is not relevant to this RFP.

Question 8:

3.5 MRO

-Can you please explain how the MRO is currently utilized for the S4C testing? Attachment 2 COST PROPOSAL "Services Category Chart" line 6 states there are "25,000 Hours of MRO" Can you explain this? In our experience, MRO fees are on a per-test or review basis, not by hours. Is that pricing acceptable? Is the volume of 25,000 implying that all S4C tests are MRO reviewed?

Response: MRO services act as an independent gatekeeper, ensuring legal compliance and determining if there is a legitimate medical explanation for non-negative results. Consistent with Section 3.5 of the RFP, this includes review and verification of all confirmed non-negative results and the provision of appropriate documentation for court proceedings. For the purposes of the Cost Proposal, S4C assumed 1 hour per-test on an average of 25,000 tests per year. In practice, MRO services will be provided on a per-test or review basis for non-negative tests. The Proposal will be evaluated based upon the hourly rate as provided in the

Cost Proposal; however, Proposer may also submit alternate pricing solutions, which may be considered in negotiations with Successful Proposer as part of its Cost Proposal consistent with Section 4.3(b) of the RFP.

Question 9:

3.61 b) States that “confirmed non-negative test results must be provided within 72 hours of test administration” given that clients are going to be given the opportunity to elect to send a sample to the laboratory for confirmation, depending on how many days from specimen collection and the contractor being notified a test needs to be sent for confirmation, it will make this turnaround time nearly impossible to meet on a consistent basis. Would the County accept, “non negative test results must be provided within 72 hours of specimen receipt at the laboratory?”

Response: Yes.

Question 10:

3.6.2 Reporting System – is this section talking about testing CDL drivers only? Not S4C testing clients?

Response: The focus of this section is for S4C participants; however, does include CDL testing as well.

Question 11:

3.7 a) The RFP requires vendors to be HIPAA compliant and/or covered by HIPAA. Given that the primary purpose of this contract is court and forensic drug testing, and that the resulting contract may also be utilized by County departments for workplace and DOT drug and alcohol testing services, will the County consider revising this requirement?

The U.S. Department of Health and Human Services (HHS) states that HIPAA does not protect employment records, even when they contain health-related information, and in most cases does not apply to the actions of an employer. Similarly, the Federal Transit Administration has noted that DOT-required drug and alcohol testing information differs significantly from health information covered by HIPAA.

Because this solicitation encompasses criminal justice, workplace, and DOT testing services—which are generally governed by criminal justice regulations, 49 CFR Part 40, employer requirements, and other applicable privacy and confidentiality laws rather than HIPAA—requiring vendors to be HIPAA-covered entities may unnecessarily restrict qualified providers. Would the County consider replacing the HIPAA requirement with language requiring compliance with all applicable federal, state, and local privacy, confidentiality, records retention, and data security requirements?

Response: As provided in the RFP, all applicable federal, state, and local laws must be followed. S4C will consider alternative language during contract negotiations with the Successful Proposer.

Question 12:

3.9 Direct Billing

- Is the current contract set up for direct billing?
- Would the clients (donors) pay for the full amount of the test or would it be a co-pay and the County pays the balance?
- For the participant-pay program, what percentage of testing volume does the County anticipate being paid directly by participants?
- Could direct bill to the client include a requirement for the participant to pay at the time of the test?

Response: S4C participants are responsible for payment of drug testing services as a requirement of the program. Payment for S4C participants is made at the time of the test. Certain court-ordered tests and County employee and CDL testing is to be paid by the requesting agency, and should be billed on an aggregate monthly basis.

Question 14:

4.1 Submission Requirements

- Would the County consider an extension of the submittal deadline to ensure qualified providers can prepare the most complete and competitive proposals possible?

Response: No.

Question 15:

General Questions:

- Who is the incumbent?
- What aspects of the current drug testing program and service delivery model have been most successful for the County? Understanding the strengths of the current program will help vendors tailor their proposals to best meet the County's expectations.
- What opportunities for improvement have the County identified within the current drug testing program? Understanding the County's priorities and desired enhancements will help vendors focus their proposals on the area's most important to the County's future success.
- As the County evaluates potential providers, are there specific service areas, processes, reporting capabilities, technologies, or program outcomes that the County would like to see improved under a new contract? Understanding these priorities will help vendors develop proposals that are responsive to the County's goals and expectations.

Response: The County's goals, expectations, and priorities are included throughout the RFP. Proposals will be evaluated based upon the objective criteria as set forth in Section 5.1 of the RFP, as amended. All other questions are not relevant to this RFP process.

Question 16:

Will the County consider an extension to the bid deadline?

Response: No.

Question 17:

What is the anticipated start date for this contract?

Response: Consistent with Section 1.3 of the RFP, it is anticipated that the Board will award the intent to negotiate the contract on or about July 29, 2026. Consistent with Section 5.5 of the RFP, it is anticipated that a contract could be negotiated within thirty (30) days following notice to the apparent Successful Proposer, with contract execution upon final approval at the next available scheduled meeting thereafter.

Question 18:

Who is the incumbent provider for this contract?

Response: This question is not relevant to this RFP.

Question 19:

What is the County currently paying for the requested services?

Response: As it relates to S4C testing, program participants cover the cost of drug testing as a requirement of the program. Other agencies vary based upon operational needs and court orders.

Question 20:

Can the County clarify its need for blood testing? How many instances of blood testing has the County requested of the incumbent?

Response: See response to Question 2 above.

Question 21:

What are the anticipated volumes for rapid testing?

Response: For the purposes of the RFP, please see estimates as provided in the Cost Proposal.

Question 22:

How many off-site collection sites is the County currently utilizing?

Response: This question is not relevant to this RFP.

Question 23:

Will the County accept offers from Vendors who plan to bid with a laboratory that they do not own or operate, but rather would subcontract?

Response: Yes, provided that the laboratory meets the requirements of the RFP.

Question 24:

Can the County clarify its needs for MRO services? MRO services are generally utilized for workplace testing results.

Response: See response to Question 8.

Question 25:

In lieu of an MRO, would the County accept a certified toxicologist to review results when needed for court proceedings?

Response: For participants in the S4C program, this role may be filled by a qualified toxicologist. For CDL drug testing, the MRO must meet DOT standards and requirements.

Question 26:

Will the County allow for turnaround times to be reported from receipt in laboratory, rather than from test administration?

Response: As it relates to initial testing and rapid testing, turnaround times must be in conformance with Section 3.6.1(a) and (c). As it relates to non-negative confirmation testing, please see response to Question 9.

Question 27:

Can the County clarify if confirmations are currently performed only upon request?

Response: Confirmations are performed upon request.

Question 28: What is the County's estimated positivity rate?

Response: 30.46% Positivity Rate

Question 29:

What percentage of positive specimens are sent for confirmation?

Response: Less than 5%

Question 30:

Please confirm whether the "Observed Collection" line item in the Services Category Chart is intended to be billed in addition to the applicable S4C Panel pricing, or whether observed collection costs should be included in the per-test panel pricing.

Response: Consistent with the Cost Proposal, the costs should be provided separately.

Question 31:

Please confirm whether the cutoff levels listed in Addendum A apply to initial immunoassay screening, confirmation testing, or both.

- a. Confirm that ETG/ETS refers to the confirmation panel, not the IA panel.

Response: Cutoff levels listed in Addendum A apply to the initial testing panels. Currently ETG is used for the initial IA assessment, and ETS is used for the confirmation test.

- b. Please clarify whether "Heroin" refers specifically to 6-acetylmorphine/6-AM, a broader opiate screen, or a separate confirmation analyte.

Response: Heroin belongs in the same category as the 6-acetylmorphine/6-AM.

- c. Please clarify whether "K-3," "Synthetic Cannabinoids," and "AB-Pinaca K3" are intended to refer to the same testing category or separate reportable substances.

Response: These substances belong in the same testing category.

- d. Please clarify whether “Soma” is to be included under Barbiturates, as listed in Addendum B, or priced/tested as a separate analyte.

Response: Soma should be priced and tested as separate analyte.

Question 32:

For confirmation testing, please clarify whether the “Confirmation Test (any substance)” line item is intended to be priced per specimen, per analyte, per panel, or per confirmation event.

Response: Priced per confirmation event.

Question 33:

If multiple non-negative substances are present in one specimen, should confirmation testing be billed once for the specimen or separately for each confirmed substance?

Response: Once for each specimen.

Question 34:

Please clarify whether participant-requested confirmation testing is billed to S4C, to the participant, or through the optional direct-billing process.

Response: S4C confirmation testing will be billed to the participant, by and through the direct-billing process if such option is selected by the S4C Board. Other billing should be made to the partnering agency as appropriate.

Question 35:

Please confirm whether hair testing, blood testing, oral fluid testing, and breath alcohol testing require analytical test pricing in addition to collection pricing, or whether the listed collection line items are intended to include the full cost of collection and testing.

Response: See Response to Question 30.

Question 36:

Please clarify whether blood collections require a licensed phlebotomist and whether blood testing may be performed through a qualified subcontracted laboratory or collection partner.

Response: Blood collections must be administered by a qualified, medically trained professional. See section 3.3.3(b) of the RFP.

Question 37:

If subcontractors are permitted, please identify what documentation must be submitted for subcontracted laboratories, MROs, collectors, or other service providers.

Response: The proposal should include documentation and evidence that any subcontractor meets the qualifications as required in the RFP. For example, if a Proposer anticipates using a subcontracted laboratory, it must meet all requirements of Section 3.4 of the RFP.

Question 38:

Please clarify the anticipated contract start date and whether there will be a required implementation, transition, or parallel-testing period.

Response: See response to Question 17. It is anticipated that any implementation and transition period will be negotiated by the Parties.

Question 39:

Please clarify whether the successful proposer will be responsible for historical data migration, existing participant setup, barcode setup, reporting portal setup, or integration with any current S4C systems.

Response: Yes.

Question 40:

Please clarify whether the successful proposer is expected to provide or operate the daily random-selection hotline or only generate random selection lists for S4C.

Response: Proposer is expected to provide or operate the daily random-selection hotline.

Question 41:

Please clarify the required frequency, format, and delivery method for random selection lists, including whether selection frequency varies by participant status, court program, or supervision level.

Response: Selection frequency varies by participant status, court program, or supervision level. For more information, please see Addendum C to the RFP.

Question 42:

Please provide expected testing volume by location and general testing window, if available, so proposers can properly staff the required collection hours.

Response: See Response to Question 3.

Question 43:

Please clarify whether the required collection hours apply every week of the year, including holidays, or whether holiday schedules may be modified by agreement.

Response: Collection hours apply to every week of the year, with holiday modification by agreement only.

Question 44:

Please clarify the expected volume, response-time requirement, geographic range, and pricing expectation for mobile or on-call services.

Response: *See response to Question 4. Response times for mobile or on-call services would be dependent on the situation, generally as ordered by the court. For CDL testing, responses should be immediately upon notification, but not longer than 32 hours. Pricing is to be provided in the Cost Proposal.*

Question 45:

Please clarify expectations for specimen retention after non-negative initial results, including retention location, retention period, refrigeration requirements, and chain-of-custody documentation.

Response: *See Section 3.3.2 and Section 3(b) of Addendum C to the RFP.*

Question 46:

Please clarify the required professional liability/errors and omissions insurance limit, as only the general liability limit appears to be specifically stated.

Response: *See Section 2.12 of RFP. General must be \$1M per occurrence. Other insurance must be in accordance with state law. Additionally, as stated in Section 2.13 “Proposer shall maintain insurance coverage, including professional liability/errors and omissions coverage, in amounts sufficient to support its indemnification obligations under the Resulting Contract and shall provide proof of such coverage upon request.”*

Question 47:

Please clarify whether S4C must be listed as an additional insured on professional liability/errors and omissions coverage, or only on applicable general liability/auto policies.

Response: *Refer to Section 2.12 of RFP.*

Question 48:

Please clarify the anticipated number of affidavits of authenticity required annually and the expected turnaround time for such affidavits.

Response: *Affidavits average around 40-50 annually.*

Question 49:

Please clarify whether expert testimony may be provided remotely when permitted by the court, and whether travel time, waiting time, and preparation time are billable.

Response: *Expert testimony may be provided remotely when permitted by the Court. Travel, wait time, and preparation time are billable and subject to negotiation with Successful Proposer.*

Question 50:

Please clarify whether optional services, including direct billing and CDL testing/training, will be included in the evaluated grand total price or evaluated separately.

Response: Optional services will be evaluated separately.

Question 51:

For direct billing, please clarify whether the proposer is responsible for participant billing, collections, bad debt, refunds, payment processing fees, statements, and customer service support.

Response: Proposer is responsible for all the above.

Question 52:

For CDL testing, please clarify whether the fixed fee includes collection, laboratory testing, MRO, random pool administration, reporting, record retention, post-accident/reasonable suspicion testing, and after-hours availability.

Response: Fixed fee includes all the above.