**Applicant Q & A**

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| **Title:**  | Drug Screening Collection Services |
| **Application Initially Posted to Internet:**  | Date: 08/05/2020 |
| **Application Q & A Posted to Internet:**  | Date: 09/04/2020 |
| **Point of Contact:**  | LaWanda Proctor  |
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**The purpose of this document is to provide answers to supplier questions. Please see Questions and Answers included herein.**

Note: This document is intended for informational purposes only. Any changes to the application must occur through a published addendum (or through publication of a new version of the application in.) If multiple Q & A documents are posted, the most recent Q & A shall govern in the event of a conflict.

**QUESTIONS AND ANSWERS**

| **#** | **Questions** | **Referenced Application Section** | **Answers** |
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|  | We are interested in applying for wrap and independent living facility contact. would you please point us in the right direction? | N/A | Please contact Ericka Smith at Ericka.Smith@dhs.ga.gov pertaining to support services. |
|  | For the insta-cup, will we still get paid if the screen is negative? | #8 Under Provider Will: Services Contractual Requirements: Drug Screening Services Requirements | Yes. you are to send in all insta-cups for lab results (negative and positive), to receive payment. |
|  | Would we still use the same process for fingerprinting for qualifications for DFCS as we have in the past? | N/A | Yes. You will complete the same process as required through the Office of Inspector General (OIG) and GAPS Enrollment and Registration Procedures for Department of Human Services (DHS) – Contractors (including OHRMD, DFCS, DAS, DCSS, OIT) |
|  | I am interested in becoming a vendor, am I too late to be a part of the process? If not, can I submit my information although I missed the pre-registration? | Application Instructions for Drug Screening Services | No, it is not too late to apply.The Drug Screening Services Application submission deadline has been extended to September 18, 2020.The pre-registration was for the August 12th Informational meeting, which was not mandatory. |
|  | After selecting Department of Human services for New Applications Registration, which tab do I select? Contractors?If so, is GA920280Z the correct agency ID?For the Reason for Fingerprinting, is my option, DHS-Employment Contractors Providing Non-Direct Care?Also, it is asking for the requesting Agency ID. What is it?Position Applied for, do I enter Contractor?All associates, employees or contractors must submit this form for background checks correct? | Criminal History Investigation Attestation Form (**attachment N**) | The Office of Inspector General (OIG) Cogent background check does not need to be completed in this stage of the Application. This process would need to be completed if awarded a contract.  |
|  | When submitting all required documents for the Drug Screen Service Application, what documentation do I need to submit for our subcontractors? For example, would I submit a copy of their driver license and/ or immigration security form? | Organizational Charts and Immigration Security Form | You would only need to list your employee/subcontractors on the org chart for application submission.You would not need a copy of the Drivers License and/or Security Immigration form for sub-contractors at this stage in the application process. If awarded a contract, you will be advised of which additional documents will be required. |
|  | If an individual with (at least) 3 years’ experience in drug screen processing and collections sends in an application; should the application be sent in that individual’s personal name or do they use their registered business name, even though the business (agency)  is not the one getting the references?For Financial capabilities, I am an individual with drug screen experience, and I have a registered business, do I submit 6 months of bank statements, as they are in my business name?Do both Contractor and sub-contractors who will be placed on the Organization chart need to sign a copy of the Security Immigration Compliance Form, for this section of the process?Criminal History Attestation form is for FFY 2021, but includes a statement saying … “ understand registration with the Office of Inspector General as outlined in the Criminal History be completed no later than July 1, 2020.” Will this be corrected? | Service Provider Qualification Form - Question #1, B Section II. 3Question #2, B. Section II. 4(c):Question #3, Section 6. G:Question #3, Section 6, N: | An individual with at least 3 years’ experience doing drug screens, can apply with their agency name and use their personal name as dba.An individual can obtain their reference letters in their individuals name with the dba (agency name) on the letters.Yes, if you are applying as an individual agency, you would submit 6 months of bank statements.No, not at this stage in the Application process. Will be required later if awarded a contract.No, this form is a standard Office of Procurement and Contracts (OPC) form and will be accepted for the Application process. |
|  | Question #1 Background checks - Would you please let me know the procedure for getting background checks for DFCS qualification.  Is the procedure the same as in the past and if so, what does that procedure include?Question #2 Contract - If we are selected as a provider for DFCS, we will be sent a signed contract upon completion of the application and acceptance process correct?Question #3 Vendor Number – We have a vendor number for DFCS at this time.  Will our vendor number remain the same if we are chosen to provide services for DFCS?  If we need a new vendor number will we get this number from Team Georgia Market Place?  If not… where would we get a vendor number if our number has to change? |  | The procedure is the same as in the past. You will complete the same process as required through the Office of Inspector General (OIG) and GAPS Enrollment and Registration Procedures for Department of Human Services (DHS) – Contractors (including OHRMD, DFCS, DAS, DCSS, OIT)All providers that are awarded a contract, will be posted on the webpage, and will be advised by Office of Procurement and Contracts (OPC) when the contract is ready to be signed. If you already have a Vendor ID number, it will remain the same.  |
|  | Question#1: Question, Mandatory Staff & Sub-Contractor Trainings; Do I view courses under Social Services or Office of Independence?  Question#2: Question, Mandatory Staff & Sub-Contractor Trainings; Could you provide a list of all courses to be completed? |  | You would log in/register with IOTIS learning system under Social Services and the following trainings are: * HIPAA (***due annually - after 1st submittal***)
* Security Awareness (***due annually - after 1st submittal***)
* Workplace Violence (***due annually - after 1st submittal***)
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|  | Question #1 Question, 2.1 I missed the application informational meeting (pre-registration) on August 12, 2020. Can I still participate in applying for drug screening services?Question #2 Question DHS OIG clearance letter, when and where could I obtain that clearance letter. |  | Yes, you can.You will complete this process as required through the Office of Inspector General (OIG) and GAPS Enrollment and Registration Procedures for Department of Human Services (DHS) – Contractors (including OHRMD, DFCS, DAS, DCSS, OIT). This information and instructions will be provided upon an awarded contract. |
|  | On the Vendor Management add/change form, it is asking for our Supplier Number. What is that?? It is a required field.On the Narrative Response form, it is asking for our TeamWorks Vendor ID. Is that the State Purchasing System? I think we get their emails, but not sure.  | Vendor Management Form | Supplier number is also known as your vendor ID number. If you are a new provider, you would select “new” in section 1 supplier identification and leave the section asking for the supplier number, blank.No, that is the information for the vendor management form. If you do not have a Vendor ID number, you will be assigned one upon an awarded contract. |
|  | The heading says to include “all staff and/or sub-contractors that will provide services” There is a pop-up box for columns E-H that states, “verification of these trainings must be included in this RFP submittal. All of our technicians are qualified as Federal DOT Urine collectors, and all have completed manufacturer training for hair and oral fluid specimen collections. All will be trained on sweat patch collections if we are approved as a service provider. Should there be a “X” in each box in column E-H, indicating the technician **will** be providing services?What training certificates, if any, should be submitted with this first application?DOT urine collector training certificates? | C. Drug Screening Services Organizational Chart 7.27.20 | Yes, please place an X in each box for services.This is an Application, not an RFP and the form has been corrected.Training certificates are not required at this stage.Yes, DOT training is acceptable. |
|  | Which columns must be completed for this initial submission? | C. Drug Screening Services Organizational Chart 7.27.20 | Columns A – H on the organizational chart. |
|  | Does every Insta Cup tests also require a lab test? | F. Drug Screening Services Contract Requirements | Yes, send in all insta-cups for lab results (positive and negative results.) |
|  | Is use of the Insta Cup mandatory, or may a provider use an approved, equivalent device for instant urine screens? | F. Drug Screening Services Contract Requirements | Insta-cups are a requirement per this contract and no other equivalent devices can be used. |
|  | Which box(es) should a new vendor check in Section 3? | I.  Vendor Management Form | Section 3 leave blank. |
|  | Hello Team! I saw the email from Ms. Proctor clarifying the experience needed for drug screens. I apologize for the continued questions; I just want to make sure that I understand. Our agency as a whole did not start doing drug screen collections until I believe last year when Averhealth started providing labs for the state. While we have been a provider for state services with other contracts for almost 10 years, we did not start doing drug screen collection (as an agency) until last year. (I believe it was last year when those contracts opened?) We do, however, have collectors in our agency that HAVE done drug screen collecting for more than 3 years with other providers. But I am concerned that this experience references the provider or agency NOT the individuals doing the collecting? So, I guess my very specific question is: As an agency do we have to have 3 years’ experience, OR is the 3 years’ experience specific to the collector? |  | We have taken into consideration the responses from all providers and have decided that reference letters can be a combination of human services experience and drug screening experience to be eligible. All combined experience must equate to 3 years. |
|  | I am new business and looking to secure a contract with family and children services. When reading the information, I was emailed I was a bit confused about becoming a drug screening provider. I wanted to get clarification so I would know the correct documents to send in. Mah’Ki Craig Helping Hands LLC. Is a Day center that is looking to provide services to region 4, for children who do not have placement and respite care for parents? |  | This application is only pertaining to becoming a drug screen provider. Please contact Ericka Smith at Ericka.Smith@dhs.ga.gov pertaining to support services. |
|  | What is the sweat Patch Training and who offers it? If I worked for DFCS for 11 years, from 1999 to 2011 and administered drug screens will that count for my 3 years of experience. If you were trained through Averhealth and received a certificate would that meet qualifications? |  | Free Sweat Patch Training is offered through PharmChek ([www.pharmchek.com](http://www.pharmchek.com)) DFCS employees do not administer drug screens. If you were a DFCS drug screening contracted provider or staff of a contracted provider that would suffice. Yes. |
|  | Question 1. Cites the amendments made regarding references for individuals and individual experience substituting agency experience.I am currently registered with the Secretary of the State as Foundations of Change LLC. I am a single member LLC and the owner/ CEO.  I will be applying for the contract as an individual because I have all my drug screen experience from working as an employee or independent contractor. Do I need to rename my company as" Tameka Campbell LLC" even though I am the only person that is registered under the company with the state? Or can I change the name to "Tameka Campbell LLC and add a DBA " Foundations of Change LLC". I just want to be sure that all of my qualifications are met and that my EIN numbers are still applicable with a name change.Questions 2.  Cites the training requirements for staff. All of my staff are new hires to my company but have experience and have received training in the past. Should I require them all to receive updates training now to satisfy the tabs on the org chart? Or should I write pending and wait for application approval?Question 3 cites background checks. With my new hires should I wait for background checks until after application approval?  |  | No, you do not need to change your business name. An individual can apply using their business name.All updated trainings will be required of employees upon an awarded contract. Yes.  |
|  | If I apply as an individual due to my personal drug screen experience, at what point do I submit information so I can perform services in my registered business name?If applying as an individual and pre-approved as an individual, would we have to register a business with the state in one's personal name because the approval is for that individual?What supporting documents will need to be submitted for sub-contractors placed on the organizational chart for this pre-approval process? | Question #1, B. (Service Provider Qualification Profile) Section II. 3Question #2, B. (Service Provider Qualification Profile) Section II. 3Question #3, Section 6.G | You can still apply as an individual under your agency name.The name you registered with the Secretary of State, needs to be the name you apply to this application with. No documents for sub-contractors are needed at this stage. If awarded a contract, you will be advised on when and what to send in. |
|  | Will it be required that only male providers screen male clients and female providers screen female clients? (for urine screens)If DFCS were able to access the results through a web portal that one of the labs set up, would that be acceptable, or would we be responsible to send them the results? |  | Yes, it needs to be a male collector for male clients and a female collector for female clients for all urine samples and hair follicle test collected from the genital area.You are responsible for sending DFCS their results upon request from the case manager or higher and when you submit your monthly invoices. |
|  | Good Morning, I am reaching out to you concerning fingerprinting for qualifications for DFCS.  Would we use the same process as we have in the past to get someone qualified? |  | You will complete this process as required through the Office of Inspector General (OIG) and GAPS Enrollment and Registration Procedures for Department of Human Services (DHS) – Contractors (including OHRMD, DFCS, DAS, DCSS, OIT). This information and instructions will be provided upon an awarded contract. Yes, however this is not required at this stage in the process. |
| 24. | Question #1, Did DFCS intend the cancel the 2017 RFP that was awarded to Avertest, LLC d/b/a Averhealth? Question #2, The three of the four laboratories selected are workplace oriented and do not provide legal testimony and consultations. Will courts accept testimony on test results from the agency conducting the sample collections? Question #3, The workplace laboratories selected charge $25.00 for notarized affidavits that are regularly requested by many counties. What rate will DFCS pay for notarized affidavits? Question #4, The workplace laboratories selected have a ten-business day turnaround time for notarized affidavits. Will this timing be acceptable? Question #5, The laboratories listed in the Drug Screen Services Contractual Requirements, Section 11 focus on workplace testing and use higher cutoff rates, which will reduce the number of positive tests, while also reducing the probability of identifying a substance use event, which can endanger children. Did DFCS consider this trade off when mandating the use of Quest, LabCorp, Abbott, and PharmCheck? Question #6, The laboratories listed in the Drug Screen Services Contractual Requirements, Section 11 focus on workplace testing. Workplace testing does not allow for directly observed, same sex urine sample collections and is prohibited by federal regulations. Does DFCS intend to stop conducting directly observed, same sex urine sample collections? Question #7, The laboratories listed in the Drug Screen Services Contractual Requirements, Section 11 focus on workplace testing. Workplace testing does not allow for directly observed, same sex urine sample collections and is prohibited by federal regulations. Given that these laboratories provide training for workplace testing, how will DFCS conduct training and certification for directly observed, same sex sample collections? Question #8, DFCS does not specify standards for the selected laboratories, which can lead to inconsistent cutoff levels. How will DFCS ensure due process on a statewide basis?Question #9, None of the allowable laboratories test hair for benzodiazepines. Can we use a different lab to test for benzodiazepines? Question #10, Not all of the allowable laboratories test all of the substances required for the oral swab test. Will DFCS approve a 4 or 5 panel oral fluid test?  | Drug Screen Services Contractual Requirements, Section 11.Drug Screen Rate Sheet.Drug Screen Rate Sheet.Drug Screen Services Contractual Requirements, Section 11.Drug Screen Services Contractual Requirements, Section 11.Drug Screening Services Contract Requirements, Section 7.b.Drug Screening Services Contract Requirements, Section 7.c. | When the RFP was awarded, we had no plans on canceling the contract. However, due to the numerous systemic issues with having a statewide lab and drug screen collection only providers, the department chose to try another plan of action. Courts will accept the testimony of collecting agencies. If not, the courts will subpoena the lab.Current rates associated with this Application are all-inclusive.If at any time an affidavit is requested, the department will set up a separate code to cover the cost.Yes, for an affidavit.It was acceptable by Judges statewide when services were all-inclusive before. If further analysis is needed to detect substances, DFCS will request from the provider and the provider will request it from the lab. The labs do not define the requirements set forth for Providers, DFCS does. And DFCS is requiring same sex collectors on urine samples.The lab will train on collection techniques, for the various types of samples, not what sex is collecting.DFCS will monitor inconsistent results or levels throughout the contract timeframe and adjust as needed.The identified labs have partners that do test for benzodiazepines, so the needs will be met.The identified labs have verified they do test for all substances or have partner labs that can complete those tests. |
|  | I am in the process of applying for the upcoming drug screen provider contract. I have a question regarding the following from the minutes provided from the last meeting: If the urine instant-cup is presumptive negative, do we send it to the lab? Answer: Correct. How will this work, as in the past for instant-cup we would only send to the lab if a substance were presumptive positive. The lab would give us a definite result. What are we to tell the lab to do with the specimen? You cannot test a negative. Is the lab to then test for all substances? |  | Yes. For the new services, you would send in an insta-cup for all results (positive and negative) to receive payment.You will collect the urine and send in for a urine panel. Insta-cups are used only when DFCS request them in emergency situations, that are followed up with lab results.  |
|  | I hope this message finds all of you in Atlanta well & safe.  I have a question about the 1st round organizational chart submittal.  Do you want the dates of the completed drug screen trainings for each collector or should this section be left entirely blank until after the contract is awarded?  In other words, should we fill in the date box for the completed urine, hair & oral trainings, leave the sweat patch training date box empty for now, and fill in the annual training dates?  I copied and pasted the questions & answers about trainings below but wanted to ask for a more specific answer just in case.  We are looking forward to the process.  Do the current collectors need to complete the sweat patch training prior to application submittal?* **No. You will need to complete the trainings as soon as your application is accepted. You will want to do this for all your potential staff.**

Can staff trainings be conducted after the contract is awarded?* **Yes, once we out up an approval list, then you will start getting your staff trained.**

**Question:** Org Chart Instructions Tab: Should the “required documents” for each collector be sent as individual files i.e. separate PDFs for Determination Letter, Driver’s License, & Resume or do we send in 1 file for each collector, i.e. 1 PDF file for each which includes the Determination Letter, Driver’s License & Resume? **Citation of relevant section of the Application:** Org Chart “Org Chart Instructions” Tab “Documents Provided” & Message in Driver’s License, Determination Letter and Resume Boxes, implying the documents are “attached”. | C. Drug Screen Organizational Chart  | Currently, you do not need to fill in any dates.Clarification: this is correct. You will need to complete the sweat patch training if your agency is awarded a contract. Clarification: This is correct. As soon as the approval list is uploaded to the website, you should begin trainings for your staff.Yes, this is correct. |
|  | Question #1 Question, *Provider Qualification*, does the reference letter has to tell how many ds screens were conducted by Ravens Nest Foundation, for each year or just in total? |  | We have taken into consideration the responses from all providers and have decided that reference letters can include the number of drug screens performed, but it is not mandatory.  |
|  | On the organizational chart the training part is missing will that be sent at a later date? Is there an age requirement for our employees to provide services for the department of family and children services? |  | Yes. Once awarded a contract, you will receive the full organizational chart document to complete.Yes. 18 years and older. |
|  | It was indicated that Providers are responsible for supplies. Explain what supplies and the cost for the supplies.Has there been any negotiation with the listed labs to get a discounted price for providers, based on the volume?For clarity, providers collect the sample (Urine, hair, etc.) and drop them off to one of the listed labs daily? Providers are to pay for the cost of supplies, the cost of the tests and the cost for drug screen results, all before they are paid for the client?In order to determine profitability over cost, is there any way to determine the number of previous referrals or needed tests in a given area?Will all DS providers be placed on a list once approved that will be circulated to the counties? Who is the point of contact in each county for marketing?What is the Co-star Fiscal Manual?What is a batch sheet and who provides it?Where are invoices submitted?Please explain the DHS OIG Clearance process.We contacted insurance companies to get an idea of the cost. Two of them indicated that they no longer provided coverage for DHS/DFCS involved companies. Does anyone have any idea why? Can current providers or DHS provide insurance companies who do? When will providers know when they have been approved and how will they be contacted?Is this contract for FY2021?Please tell what DHS policy is with regard to COVID-19 safety. Can providers meet clients at local DFCS offices in order to promote safety. There is a lot of risk in entering client’s homes at this time. This is for the safety of an elderly person who may be living in the home, or a child, or someone in the high-risk category.  |  | All necessary supplies are listed in the drug screening services contractual requirements (attachment F.) As for the cost of the supplies, this is based on the lab of your choice that is listed in the contractual requirements. Providers would negotiate rates with the designated labs, not DFCS.Correct.Correct. This is why financial audits are completed during the Application process to ensure an agency/individual is financial viable to perform these services.Yes. Please refer to attachment O: Historical #’s Trend by County and Region.Yes. The list will go out weekly to the counties. It is up to individual awarded providers to market their services with the counties they wish to serve once awarded a contract.You are advised to reach out to your local DFCS County offices to market your business. All providers receive a county leadership contact list monthly. The Co-Star Fiscal Manual is derived from DFCS Policy. It is a list of UAS Entitlements Codes. It defines all services, rates, and procedures for service provision.A batch sheet is a list of all invoices you would submit monthly. LaWanda Proctor will send out this form once a contract is awarded.Invoices are submitted to the servicing DFCS County Contract Liaison. A list will be provided upon contract award and weekly thereafter. The DHS OIG Clearance process will be sent to all awarded contracted providers. No, we do not recommend insurance companies that provide the mandatory coverage for DHS/DFCS awarded providers. We would recommend you ask your peers who they use to provide coverage. LaWanda Proctor will notify all providers once the approved list has been uploaded to the webpage.Yes this contract is for FY2021.Currently, there are no services being completed at the local DFCS County offices. DHS is following the CDC Guidelines regarding COVID-19 for safety and providers will be expected to follow the CDC Guidelines while performing services. |
|  | Seeking clarification on QUESTION #1: We have partnered with DFCS for years by providing other services but have not ever done drug screens. We can get a letter of recommendation from the director but not about drug screens - are we eligible?* **You must have 3 years of experience providing drug screens as an Agency which is part of the application process.**
 |  | We have taken into consideration the responses from all providers and have decided that reference letters can be a combination of human services experience and drug screening experience to be eligible. All combined experience must equate to 3 years. |
|  | We did a Financial Audit last year December 2019, but it was for 2018. When this was done it was in the last 7 months. But for another year. Doe this count. |  | Please refer to attachment B: Service Provider Qualification Profile. It states, Service provider must provide a copy of its most recent annual audited financial reports/statements (must be within 12 months of application.)  |
|  | Good afternoon, I am interested in becoming a provider for services.  Do you have a need in DeKalb or surrounding areas?  |  | Please refer to attachment O: Historical #’s Trend by County and Region. |
|  | Question #1: Where can we find the DHS clearance Letter? (Doc F. Drug screen services contract requirements under #5.)Question #2: We are in need of the "contractor affidavit under O.C.G.A 13-10-91 (b)(1)" but the link in the 3rd paragraph on the "security immigration compliance exemption" does not work. Can you please advise where to find it?Question 3#: Are you all talking about Doc O for the historical service trend?Question 4#: Will LabCorp need to sign the " drug screening services contractual requirements" document? |  | This is not needed at this stage in the Application process. Will be required later if awarded a contract.When completing this form, you do not need to click on the click unless you are needing additional forms. YesNo. Providers will negotiate and work out any arrangements with the labs themselves. |
|  | To Whom It May Concern,I am interested in becoming a contractor with The Georgia Department of Human Services/DFCS for CCFA Services.  Am I able to currently complete an application for Qualified Contractors? |  | This application is only pertaining to becoming a drug screen provider. Please contact Ericka Smith at Ericka.Smith@dhs.ga.gov pertaining to support services. |