CONTRACT NO. 500181

(RFQ 806182)

OCCUPATIONAL HEALTH SERVICES

CONTRACTOR:

ARCpoint Labs of Austin North
6448 East Hwy 290, Suite E105
Austin, Texas 78723
Phone: (512) 772-5110
FAX: (512) 772-5130

AWARD DATE:	**July 26, 2024**
CONTRACT TERM:	**Base Year** (August 23, 2024 THRU August 22, 2025) **Option Year** (August 23, 2025 THRU August 22, 2026)
PRICE:	**Base Year $20,000.00** Option Year $20,000.00
PROJECT MANAGER: Telephone # Email Address	Adam Cadena (512) 826-4155 adam.cadena@capmetro.org
CONTRACT ADMINISTRATOR: Telephone # Email Address	Kimberley Craft (512) 389-7579 Kimberley.craft@capmetro.org

PROCUREMENT DEPARTMENT
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
2910 E. 5th STREET
AUSTIN, TEXAS 78702

RFQ 806182
ATTACHMENT- 1
SUPPLEMENTAL PURCHASE ORDER TERMS AND CONDITIONS

Note: In addition to the Supplemental PO Terms and Conditions listed herein, a complete listing of Capital Metro's Purchase Order Terms and Conditions may be found at www.capmetro.org/poterms. Contractors are responsible for reviewing and adhering to all Capital Metro terms and conditions.

1. DEFINITIONS

As used throughout this Contract, the following terms shall have the meaning set forth below:

(a) "Authority", "Capital Metro", "Cap Metro", "CMTA" means Capital Metropolitan Transportation Authority.

(b) "Contract" or "Contract Documents" or "Purchase Order (PO)" means this written agreement between the parties comprised of all the documents listed in the Table of Contents, Change Orders and/or Contract Modifications that may be entered into by the parties.

(c) "Contract Modification" means any changes in the terms or provisions of the Contract which are reduced to writing and fully executed by both parties.

(d) "Contracting Officer" means a person with the authority to enter into, administer, and/or terminate contracts and make related determinations and finding on behalf of the Authority. The term includes certain authorized representatives of the Contracting Officer acting within the limits of their authority as delegated by the Contracting Officer.

(e) "Contractor" means the entity that has assumed the legal obligation to perform the Services as identified in the Contract.

(f) "Days" means calendar days. In computing any period of time established under this Contract, the day of the event from which the designated period of time begins to run shall not be included, but the last day shall be included unless it is a Saturday, Sunday, or Federal or State of Texas holiday, in which event the period shall run to the end of the next business day.

(g) "Fully Burdened Hourly Labor Rate" means an hourly rate that includes all salary, overhead costs, general and administrative expenses, and profit.

(h) "Notice of Award" means formal notice of award of the Contract to the Contractor issued by the Contracting Officer.

(i) "Notice to Proceed" means written authorization for the Contractor to start the Services.

(j) "Services" means the services to be performed by the Contractor under this Contract, and includes services performed, workmanship, and supplies furnished or utilized in the performance of the Services.

(k) "Subcontract" means the Contract between the Contractor and its Subcontractors.

(l) "Subcontractor" means subcontractors of any tier.

(m) "Works" means any tangible or intangible items or things that have been or will be prepared, created, maintained, serviced, developed, incorporated, provided or obtained by the Contractor (or such third parties as the Contractor may be permitted to engage) at any time following the effective date of the Contract, for or on behalf of the Authority under the Contract, including but not limited to any (i) works of authorship (such as literary works, musical works, dramatic works, choreographic works, pictorial, graphic and sculptural works, motion pictures and other audiovisual works, sound recordings and architectural works, which includes but is not limited to manuals, instructions, printed material, graphics, artwork, images, illustrations, photographs, computer software, scripts, object code, source code or other programming code, HTML code, data, information, multimedia files, text web pages or web sites, other written or machine readable expression of such works fixed in any tangible media, and all other copyrightable works), (ii) trademarks, service marks, trade dress, trade names, logos, or other indicia of source or origin, (iii) ideas, designs, concepts, personality rights, methods, processes, techniques, apparatuses, inventions, formulas, discoveries, or improvements, including any patents, trade secrets and know-how, (iv) domain names, (v) any copies, and similar or derivative works to any of the foregoing, (vi) all documentation and materials related to any of the foregoing, and (vii) all other goods, services or deliverables to be provided to the Authority under the Contract.

2. FIXED PRICE CONTRACT

This is a fixed price Contract/ Purchase Order for the Services specified and stated in the RFQ solicitation document.

3. TERM

The term of the contract/ purchase order shall be one (1) year from the contract Notice to Proceed date. No work shall be performed under this contract prior to issuance of a Notice to Proceed.

4. OPTION TO EXTEND CONTRACT TERM

The Authority shall have the unilateral right and option to extend the Contract for one (1) option period for a twelve (12) month duration each at the option prices set forth in Exhibit A - Pricing Schedule upon written notice to the Contractor.

5. ADDITIONAL OPTION TO EXTEND CONTRACT PERFORMANCE

If the options granted in Paragraph 4 have been exercised in their entirety, the Authority shall have the unilateral right and option to require continued performance of any services within the limits and rates specified in the Contract. This option may be exercised more than once, but the extension of performance hereunder shall not exceed a total of 6 months. The Authority may exercise the option by written notice to the Contractor.

6. INVOICING AND PAYMENT

(a) Invoices may be submitted once per month for work completed and accepted by the Authority, and marked "Original" to:

Accounts Payable
Capital Metropolitan Transportation Authority
P.O. Box 6308
Austin, Texas 78762-6308

Or via e-mail to: ap_invoices@capmetro.org

and shall conform to policies or regulations adopted from time to time by the Authority. Invoices shall be legible and shall contain, as a minimum, the following information:

(1) the Contract and order number (if any);

(2) a complete itemization of all costs including quantities ordered and delivery order numbers (if any);

(3) any discounts offered to the Authority under the terms of the Contract;

(4) evidence of the acceptance of the supplies or Services by the Authority; and

(5) any other information necessary to demonstrate entitlement to payment under the terms of the Contract.

(b) all undisputed invoices shall be paid within the time period allowed by law through the Texas Prompt Payment Act, Tex. Gov't Code § 2251.021(b).

(c) The Contractor shall be responsible for all costs/expenses not otherwise specified in this Contract, including by way of example, all costs of equipment provided by the Contractor or Subcontractor(s), all fees, fines, licenses, bonds, or taxes required or imposed against the Contractor and Subcontractor(s), travel related expenses, and all other Contractor's costs of doing business.

(d) In the event an overpayment is made to the Contractor under this Contract or the Authority discovers that the Authority has paid any invoices or charges not authorized under this Contract, the Authority may offset the amount of such overpayment or unauthorized charges against any indebtedness owed by the Authority to the Contractor, whether arising under this Contract or otherwise, including withholding payment of an invoice, in whole or in part, or the Authority may deduct such amounts from future invoices. If an overpayment is made to the Contractor under this Contract which cannot be offset under this Contract, the Contractor shall remit the full overpayment amount to the Authority within thirty (30) calendar days of the date of the written notice of such overpayment or such other period as the Authority may agree. The Authority reserves the right to withhold payment of an invoice, in whole or in part, or deduct the overpayment from future invoices to recoup the overpayment.

7. <u>INSURANCE</u>

(a) The Contractor shall furnish proof of Capital Metro-stipulated insurance requirements specified below. All insurance policies shall be primary and non-contributing with any other valid and collectible insurance or self-insurance available to the Authority and shall contain a contract waiver of subrogation in favor of the Authority. The Contractor shall furnish to the Authority certificate(s) of insurance evidencing the required coverage and endorsement(s) and, upon request, a certified duplicate original of any of those policies. Prior to the expiration of a certificate of insurance, a new certificate of insurance shall be furnished to the Authority showing continued coverage. Each policy shall be endorsed to provide thirty (30) days written notice of cancellation or non-renewal to the Authority and the Authority shall be named as an Additional Insured under each policy, except Professional Liability insurance if required by this Contract. All insurance policies shall be written by reputable insurance company or companies acceptable to the Authority with a current Best's Insurance Guide Rating of A+ and Class XIII or better. All insurance companies shall be authorized to transact business in the State of Texas. The Contractor shall notify the Authority in writing of any material alteration of such policies, including any change in the retroactive date in any "claims-made" policy or substantial reduction of aggregate limits, if such limits apply or cancellation thereof at least thirty (30) days prior thereto. The below requirements only represent the minimum coverage acceptable to the Authority and these requirements are not intended to represent the maximum risk or the maximum liability of the Contractor. The Contractor shall be responsible for setting its own insurance requirements, if any, for the kind and amounts of insurance to be carried by its Subcontractors in excess of the insurance required by the Authority.

<u>The Contractor shall carry and pay the premiums for insurance of the types and in the amounts stated below.</u>

CAPITAL METRO MINIMUM COVERAGE REQUIREMENTS

(1) **Comprehensive General Liability Insurance** Coverage with limits of not less than <u>One Million Dollars</u> and No/100 Dollars ($<u>1,000,000</u>) with an aggregate of Two Million Dollars_and No/100 Dollars ($<u>2,000,000</u>) with coverage that includes:

- (i) Products and Completed Operations Liability
- (ii) Independent Contractors
- (iii) Personal Injury Liability extended to claims arising from employees of Contractor and the Authority.
- (iv) Contractual Liability pertaining to the liabilities assumed in the agreement.

(2) **Automobile Liability Insurance** covering all owned, hired and non-owned automobiles used in connection with work with limits not less than <u>___One Million_</u>and No/100 Dollars ($<u>_1,000,000_</u>) Combined Single Limit of Liability for Bodily Injury and Property Damage.

(3) **Statutory Workers' Compensation Insurance** coverage in the State of Texas. Employers Liability Insurance with minimum limits of liability of One Million Dollars_ and No/100 Dollars ($1,000,000)

(4) **Professional Liability Insurance** covering negligent acts, errors and omissions arising from the Contractor's work to pay damages for which the Contractor may become legally obligated. Minimum limits of liability shall be not less than One Million Dollars and No/100 Dollars ($1,000,000) on an annual aggregate basis.

(b) The limits of liability as required above may be provided by a single policy of insurance or by a combination of primary, excess or umbrella policies but in no event shall the total limits of liability available for any one occurrence or accident be less than the amount required above.

(c) The Contractor, and all of its insurers shall, in regard to the above stated insurance, agree to waive all rights of recovery or subrogation against the Authority, its directors, officers, employees, agents, successors and assigns, and the Authority's insurance companies arising out of any claims for injury(ies) or damages resulting from the work performed by or on behalf of the Contractor under this Contract and/or use of any Authority premises or equipment under this Contract.

(d) Each insurance policy shall contain the following endorsements: PRIMARY AND NON-CONTIBUTORY INSURANCE and WAIVER OF TRANFER OF RIGHTS OF RECOVERY AGAINST OTHERS, which shall be evidenced on the Certificate of Insurance. The General Liability insurance shall include contractual endorsement(s) which acknowledge all indemnification requirements under the Agreement. All required endorsements shall be evidenced on the Certificate of Insurance. Proof that insurance coverage exists shall be furnished to the Authority by way of a Certificate of Insurance before any part of the Contract work is started.

(e) If any insurance coverage required to be provided by the Contractor is canceled, terminated, or modified so that the required insurance coverages are no longer in full force and effect, the Authority may terminate this Contract or obtain insurance coverages equal to the required coverage, the full cost of which will be the responsibility of the Contractor and shall be deducted from any payment due the Contractor.

(f) If any part of the Contract is sublet, Contractor shall be liable for its Subcontractor's insurance coverages of the types and in the amounts stated above, and shall furnish the Authority with copies of such Certificates of Insurance. No delay in the work caused by the Contractor's enforcement of its Subcontractor's insurance requirements shall be excusable delay in the contract. In the event a Subcontractor is unable to furnish insurance in the limits required under the Contract, the Contractor shall endorse the Subcontractor as an ADDITIONAL INSURED on the Contractor's policies.

(g) All insurance required to be maintained or provided by the Contractor shall be with companies and through policies approved by the Authority. The Authority reserves the right to inspect in person, prior to the commencement of the Contract work, all of the Contractor's insurance policies required under this Contract.

(h) If the Contractor has procured insurance at the time of the Contractor's submission of the Contractor's bid, proof of the required insurance should be submitted with the Contractor's bid or proposal. Alternatively, the Contractor is requested to submit evidence of a commitment from an insurance company or companies, or a duly licensed agent, that the Contractor has made arrangements for the required insurance. If the bid or proposal is considered for award, and the Contractor has not previously furnished either the proof of insurance or evidence of commitment, the Contractor will be required to provide proof of the insurance or evidence of a commitment within five (5) days of request. If the Contractor is awarded the bid, and has submitted evidence of commitment rather than proof of the required insurance, the Contractor must furnish proof of the required insurance within five (5) days of the award of the contract. The Certificate of Insurance must indicate the Contract number and description. The insurance certificate should be furnished to the attention of the Contracting Officer.

(i) The Contractor and its lower tier Subcontractors are required to cooperate with the Authority and report all potential claims (workers' compensation, general liability and automobile liability) pertaining to this Contract to the Authority's Risk Management Department at (512) 389-7549 within two (2) days of the incident.

8. PERSONNEL ASSIGNMENTS

(a) Contractor shall perform the Work in an orderly and workmanlike manner and shall employ persons skilled and qualified for the performance of the Work assigned to such persons under the contract. The Authority will have the right to review the experience of each candidate and approve assignments of Contractor's personnel.

(b) Contractor certifies that contractor has established a criminal history background policy that complies with guidance issued by the U.S. Equal Employment Opportunity Commission and that contractor conducts criminal history checks on its assigned personnel in accordance with such policy to identify, hire and assign personnel to work on this Contract whose criminal backgrounds are appropriate for the work being performed, considering the risk and liability to the Contractor and the Authority. The Authority reserves the right to require the Contractor to disclose any criminal or military criminal convictions of assigned personnel and the right to disapprove the use of assigned personnel with criminal or military convictions.

6448 Hwy. 290 East, Suite E105
Austin, TX 78723
P (512)772-5110
F (512)772-5130

www.ARCpointLabs.com/AustinNorth

Date: June 26, 2024

Kimberly Craft
{Delivered via email}
RE: RFQ 806182

Ms. Craft,

Thank you for considering ARCpoint Labs of Austin North as your trusted partner for occupational health services. We are pleased to submit our response to your Request for Quotation (RFQ) #806182 for Occupational Health Service, including DOT Regulated Drug and Alcohol Testing, MRO Services, Random Program Management, and DOT Physicals. With a proven track record in delivering accurate, reliable, confidential, and efficient occupational health services, ARCpoint Labs of Austin North is committed to ensuring the highest standards of safety and compliance in the workplace. Our extensive experience, state-of-the-art facilities, and dedicated team of professionals uniquely position us to meet your organization's needs and exceed your expectations in maintaining a safe and productive working environment.

Please see the following which details our experience and the methodologies we will provide to deliver these services.

5. Scope of Services

5.1 Primary Description of Services

5.1.1 Drug and Alcohol Test Collections

a) Drug Test Collections

ARCpoint Labs of Austin North has been providing Drug Testing services in the Austin Area since July of 2017. We have performed both DOT Regulated Testing and Non-DOT testing since that time for a variety of customers.

All our collectors have been trained and completed the necessary steps to become DOT collectors. This training is repeated at a minimum of every two years. Training certificates for all current and prior collectors are on file with CAP Metro and/or available on request.

We use electronic Chains of Custody and perform almost all tests using platforms that are approved for administering DOT Drug tests. We also have paper forms if and when needed for collections.

All of our collectors follow 49 CFR Part 40 regulations for all collections. We can provide other panels on request.

All test results are available to the DAPM and/or others with required access on our platform.

(b) Alcohol Testing Collections

Breath Alcohol Tests are administered as per 49 CFR Part 40. We use Evidential Breath Testing (EBT) devices thar are approved for use by the National Highway Traffic Safety Administration (NHTSA). All of our technicians are certified Breath Alcohol Technicians. We use Jupiter Alcovisor devices and have multiple devices at our offices as well as 1 each at 2910 E. Fifth Street and 9315 McNeil for use in onsite collections.

(c) Laboratory Testing

All UA Specimens that are collected for DOT Tests are sent to a HHS approved laboratory. We use both Quest Lenexa and CRL labs which are both SAMSHA Certified. All tests are performed in accordance with the U.S. DOT's requirements for testing. Laboratory scientists would be happy to provide all initial, confirmatory, and any split sample testing documentation upon the request of CAP Metro's designated Substance Abuse Professional (SAP).

(d) Medical Review Officer Services

We provide Medical Review Officer (MRO) Services through Dr. Janelle Jaworski at I3 Screen. Dr. Jaworski's and her staff's credentials are available upon request.

The I3Screen platform is an integrated software environment used by collectors, TPAs, DERs, SAPs and MROs to facilitate DOT Drug and Alcohol testing. Through this platform the MRO can communicate securely with the DER for test results as well as to other important roles in the drug testing process.

(e) Other Services

The contractor will participate in any random service provider and/or program audits conducted by CAP Metro as well as any federal audits as necessary.

(f) DOT Physical Examinations

ARCpoint Labs provides a Certified Medical Examiner who is qualified to perform DOT Physicals according to all guidelines associated with those Physicals. In the case of Level – 2 Physicals, the healthcare professional will be at least an advanced practice Nurse Practitioner as required by regulation to perform those physicals.

All Physical results and associated certifications are available on a secure, HIPPA compliant portal with auditable access by authorized parties.

5.1.2 Random Program Management

(a) Roster Management

ARCpoint labs of Austin will manage CAP Metro's monthly random roster. We do so today for a number of other businesses, including KEOLIS NA in their service to CAP Metro.

When provided with a list of safety sensitive employes before the last day of the month, ARCpoint Labs will provide the random list of employees to be tested by the 1st day of the following month. This list will be available in a secure SharePoint folder with limited, audited access.

(b) Monthly Random Selection Process

Random management is an integral part of I3Screen and provides scientifically valid, random-number selection method to select safety-sensitive employees subject to drug and alcohol testing for that month. It is fully compliant with the FTA's requirements.

The platform also maintains data for the full year, ensuring that the required number of tests are administered.

(c) Testing Statistics

All testing information will be kept in I3Screen's portal, easily accessible by the DER / DAPM at any time. Reports can and will be generated at any time, as needed to provide testing and random pool statistics over the course of the year.

(d) DAMIS Submittal

ARCpoint Labs of Austin North will prepare and submit the DAMIS statistics to CAP Metro's DER in February for review and will prepare and submit the final submission through the FTA's portal by the deadline date.

The DAMIS report will at a minimum include the following:

- Random Testing Statistics
- Total Positive Test Results
- For Cause Tests (Post-Accident and Reasonable Cause/Suspicion)
- Cancelled Tests

6. <u>Types of Drug Testing</u>

6.1 Reasons for Testing

(a), (b), and (c) All test reasons

ARCpoint Labs of Austin provides all testing for all reasons required by DOT and FTA including Pre-Employment, Random, Post-Accident, and Reasonable Cause/Suspicion. We follow DOT procedures on all collections including verifying employees via photo identification. We are flexible if other tests are required based on CAP Metro's Drug and Alcohol Policy and Testing Program. In those cases, we can provide the type of test required at the DER's request.

We will maintain documentation required, including Authorizations with proper signatures, shy bladder logs, Chain of Custody copies, BAT forms and any other documentation required. This information will be available to the DER and other personnel with a need for access 24x7x365 in both our I3Screen Platform, and our HIPPA Compliant Share Point Folder system.

7. <u>Statistics and Reporting</u>

(a) ARCpoint Labs has strong quality control processes already in place. We perform regular audits and checks to ensure consistent and reliable reporting and services. We have redundancies in our recordkeeping to ensure data will not be delayed due to any system outages. We can provide any reports needed in support of monthly testing as required.

8. <u>Service Hour Requirements</u>

(a) ARCpoint Labs is available 24/7/365 with a single phone number to call which will provide access to a tester to perform drug and/or Alcohol testing services on site.

(b) ARCpoint Labs will have staff available during posted business hours (8:30am to 5:00pm, Monday through Friday, with exceptions for federal holidays). Whether full or part time employees, or subcontractors this staff will be able to provide all services required by this RFQ for Cap Metro at their request.

(c) We always require photo ID and obtain signed copies of any required documents, prior to submission to medical services or drug/alcohol testing.

(d) Through our nationwide network, we can provide equivalent services throughout the United States at the same unit prices.

9. Test Results

(a) All testing is done through our I3Screen Platform. All test results are available via secure email and/or web access in a secure password-protected Portal.

(b) The MRO follows the standard practice of notifying the DER when unable to contact a donor after 8 hours of trying. The MRO will issue a "Start the Clock" notification which means the donor has 72 hours to contact them before a non-contact result will be transmitted. All results are transmitted within 30 minutes after the donor interview.

10. Cost / Reimbursement

(a) ARCpoint Labs of Austin North Invoices monthly with net 30 terms. Our invoices are granular and list date of service, employee name, last four of social and service provided for each individual service.

(b) All costs are detailed in Section 14 and 15 below; we have added costs associated with testing at locations other than our offices and after hours testing.

11. Evaulation Criteria and Award

(a)(1) Demonstrated understanding of the project undertaking, the proposed plan for the performance of the work and the technical approach proposed by the offeror.

a. Describe relevant work experience of projects of similar size and scope within the past (3) years.
   ARCpoint Labs of Austin North has been providing service to the CAP Metro system on and off since 2018. We also provide related services to many other Austin area businesses such as Texas Disposal Systems, Ranger Excavating, First in Cargo, several Amazon DSPs and others. Here is a list of some of our similar projects with parts of CAP Metro:

   1. *MV Transit, All test collections. From June of 2021 through December of 2023, we provided on site services at 2910 E. Fifth Street and 9315 McNeil for all MV Transit testing.*

2. *Cap Metro. Since February of 2022 we have been providing collections, Lab services, and MRO services to Capital Metro.*
3. *MTM / Metro Access. We have provided DOT Physicals and drug testing on and off site to MTM Metro access since November of 2023.*
4. *Keolis / Cap Metro. We provided 1157 Pre-Employment DOT Drug tests with Lab and MRO services for Keolis in December of 2023. Since then, we have been handling Random Selections, all testing, lab services, MRO services, DAMIS Reporting, Scattergrams, and onsite testing for them.*

b. Provide and explain the firms' technical approach or implementation plan. *ARCpoint Labs of Austin utilizes technology to provide a paper free solution while still meeting all FTA and DOT testing regulations within CFR 49 Parts 40 and 655.*
   1. *We have tablets or computers, and printers at both CAP Metro main sites at 2910 E Fifth St. and 9315 McNeil. We perform all Drug Testing using the I3Screen Platform which integrates Chain of Custody, Laboratory, DER and MRO in one platform. This platform can be used for all reasons for test under DOT/FTA regulations, as well as non-DOT testing.*
   2. *We have a dedicated Breath Alcohol Evidentiary device at each location and each of our offices that is approved for use by DOT and FTA.*
   3. *We utilize the I3Screen platform to select randoms by a computer-generated algorithm. Each month, Cap Metro will provide a list of current Safety Sensitive employees by the 25th day of the month and we will produce a list on the first day of the month with the selections for both Drug and Alcohol Random tests. We will work with the DER to assure that the minimum number of each test type is completed.*
   4. *The I3Screen platform also provides DAMIS reports built in.*
   5. *In addition to storing data in I3Screen, we also provide a secure copy of relevant documents for each test (Authorization, Chain of Custody, Shy Bladder Log, Memorandums of Correction, etc.) on a private SharePoint folder with a closely monitored access list.*

(a)(2) The offeror's demonstrated technical background, past performance, and experience on projects of similar size, scope, complexity in nature, and capabilities of the proposed project personnel.

a. Provide resumes for key individual(s) that will be assigned to this project, highlighting relevant experience applicable to the requirements of this solicitation.
   See resume of Paul Casterlin which is attached to this response. Paul is the president and owner of ARCpoint Labs of Austin North. Paul has created the Vision and Core Values of ARCpoint Labs of Austin North and as an entity the business will continue to reflect these values, with or without Paul's direct involvement. These core values also represent those of the other employee's of ARCpoint Labs of Austin.
   1. *<u>Passion for the Business</u> - We are motivated by our desire to see our business grow. We care about what we are doing, and we care about each other. We want recognition for being experts in our field. We want*

our competitors to react to the moves we make. All of us here are dedicated to putting in the effort, the time, and the loyalty to make our vision a reality. We don't put business ahead of ourselves as individuals, but our desires, goals, and dreams are aligned with those of ARCpoint Labs of Austin North.

2. *<u>Passion for our Customers</u> - We have a passion for our customers and every person who walks through our doors. We want to make their experience as pleasant as we possibly can. We want our donors and customers to speak highly of us and freely recommend us to others. Customer service is the differentiator that will set us apart from our competitors. We will strive to be quick and accurate in collections and knowledgeable about our customers' needs. We recognize that the conditions that bring customers and donors to us are often due to uncomfortable situations, and we will do everything we can to be compassionate and empathetic.*
3. *<u>Passion for Learning and Growth</u> - We are always in a self-improvement mode, constantly seeking to learn more about our industry and things that will bring success. New challenges will be met with enthusiasm and a zest for learning. We view problems as an opportunity to learn and grow. Any failures, large or small, will be looked at as lessons and an opportunity to educate ourselves and others. We are self-motivated and continuously challenge ourselves to reach new heights. Most importantly, we don't seek just to understand what, how, or when, we want to know why – it is truly important not to just know how we do things, but why we do them the way we do.*

b. Provide any certifications held by key individuals(s) that will be assigned to this project.
Attached to this response are the credentials of our MRO, our CME, and our current Drug and Alcohol testing technicians. These records will be kept by ARCpoint Labs of Austin North and updates can be requested at any time.

(a)(3) Methodology and Quality of the Work Plan:

a. Describe the methodology that will be used to complete the services requested in this solicitation.
As described in 11.a.1.b above, we rely heavily on the I3Screen Platform for a lot of the automation of the processes related to this response such as random program management, chain of custody tracking, and DAMIS reporting.
Other methodologies include proprietary programs, spreadsheets, and processes that allow us to manipulate data to be used by I3Screen (such as the monthly upload of safety sensitive employee data); employee scheduling; call center management; Invoice creation, and client communications. We utilize Artificial Intelligence in order to speed up mundane tasks such as organizing and presenting large amounts of data in a consumable file structure and exporting data for billing and reporting purposes.

(b) and (c) – These paragraphs are understood.

12. <u>Solicitation Attachments</u>

This is understood.

13. <u>Solicitation Terms and Conditions</u>

We believe we have met all terms and conditions in this RFQ Response.

14. <u>Pricing For Services – Base Year One (1)</u>

[redacted]

15. <u>Pricing For Services – Option Year (1)</u>

[redacted]

[redacted]

Please have authorized personnel write/print, sign and date in the spaces provided below:

Company: Plasa Inc. d/b/a ARCpoint Labs of Austin North
Address: 6448 East Hwy 290, Suite E105, Austin, TX, 78723
Phone: 512-772-5110 Fax: 512-772-5130 email: pcasterlin@arcpointlabs.com
[redacted]

I, Paul Casterlin, hereby attest that all information submitted in this proposal to be true and verifiable.

Signature of Authorized Agent Paul C

<u>This page must be signed and returned. Failure to sign quote may result in disqualification.</u>