UNITED STATES DISTRICT COURT
DISTRICT OF COLORADO
PROBATION OFFICE

LAVETRA A. CASTLES
Chief U.S. Probation Officer

Byron G. Rogers U.S. Courthouse
1929 Stout Street, Suite C-120
Denver, CO 80294-0101
Phone: (303) 844-5424

212 North Wahsatch Avenue, Suite 300
Colorado Springs, CO 80903-3476
Phone: (719) 471-3387

ELIZABETH MILLER
Deputy Chief U.S. Probation Officer

400 Rood Avenue, Room 309
Grand Junction, CO 81501-2520
Phone: (970) 245-5396

La Plata County Courthouse
1060 E. 2nd Avenue, Suite 130
Durango, CO 81301
Phone: (970) 385-1934

May 17, 2018

RESPOND TO: Denver

Dear Vendor:

The U.S. Probation Office for the District of Colorado is soliciting GSA Schedule quotes for a UA Call-in/Calendaring software. A fixed price award from this request for quote will be made based on the lowest priced, technically acceptable offer. The attached statement of work provides the mandatory requirements. The statement of work indicates that the software must interface with our Probation and Pretrial Services Automated Case Management Tracking System (PACTS). Interested vendors may see a demo of PACTS and ask questions of our Information Technology Director on May 24. This demo and question and answer session will be taped and posted to our website (http://www.cop.uscourts.gov/VendorInformation/VendorSolicitations.aspx) directly afterwards.

Please note the following dates:
- May 17: Request for proposal emailed to vendor and posted to our website
- May 24: PACTS demo and Q and A Session at 9:00am Mountain Time. Please contact me prior to the 24th to determine call in number or office location
- May 31: Proposals are due at 1:00pm Mountain Time at the following address:

    U.S. Probation Office
    1929 Stout Street, Suite C-120
    Denver, CO 80294
    Attention Mary Kysor
    Or
    Mary_Kysor@cod.uscourts.gov

Sincerely,

Mary Ellen Kysor

Procurement Specialist
303-335-2454
US Probation Office – District of Colorado

Item No.	Description	Quantity	Unit	Unit Price	Extended Price
1	Software system that interfaces with our client system (PACTS), allowing users to input vendor scheduling information. See paragraphs 1.3 thru 2.5	1	1	$	
2	License Fees if Applicable			$	
3	Implementation Fees if Applicable			$	
4	Phone Lines for Call-In (vendor to determine number of lines needed based on RFQ's information)			$	
5	Create US Probation Chain of Custody that will populate as noted in RFQ			$	
6	Training – In Person Please be detailed as to how long and how many people you can train.			$	
7	Training – Remote Please be detailed as to how long and how many people you can train.			$	
8	Support – Vendor shall provide customer support for the Probation Office (fill in if 24 hour support, or business hours, etc) – Initial year of support			$	
9	Support – Please include software support for year 2 (potential discount for early obligation)			$	
10	Support – Please include software support for year 3 (potential discount for early obligation)			$	
	Other fees – be specific:				
	Other fees – be specific:				
	Other fees – be specific:				

	Other fees – be specific:				
	Other fees – be specific:				
	Other fees – be specific:				
				TOTAL	*(contractor will fill in)*

_____
Vendor's Name

_____
Vendor's Street Address

_____
Signature of Person Authorized to Sign Quote

_____
Vendor's Phone Number/fax number/e-mail address

_____
Vendor's City, State, and Zip Code

_____   _____
Date   DUNS number

Statement of Work

1.1   Introduction:

The Probation Office for the District of Colorado, herein to be referred to as Probation Office, wishes to procure a software that assists officers in the District of Colorado with creating a randomized urine collection schedule and a call-in line for approximately 500 clients assigned throughout 40 vendor locations.

1.2   Objective:

The Probation Office wishes to procure a solution which will:

- Give probation and pretrial services officers greater control over drug testing appointments
- Provide clients with universal, clear and consistent daily reporting instructions, regardless of testing location
- Encourage additional vendors to compete for the Probation Office drug testing contract
- Automate the creation of Chain of Custody forms in order to reduce the number of collection errors resulting in rejected or invalid specimens due to data entry errors from manual entry

1.3   Scope

The vendor shall provide a software/hardware-based solution that will allow the Probation Office to operate an in-house drug testing call-in line that will interface with our electronic client database, Probation and Pretrial Services Automated Case Management Tracking System (PACTS). The software shall randomize drug testing schedules for each client taking into consideration specific vendor hours of operation and capacities. The software shall include a 24/7 call-in line that can accommodate over 500 clients daily. The software shall integrate our current chain of custody form and include reporting functionality.

2.   Requirements

2.1.   **PACTS:** The vendor must have the ability to interface with PACTS to extract and upload relevant client information into the scheduling software.

2.2   **Call-in Line:** The vendor must provide a call-in line that can accommodate up to 500 clients calling in daily. Clients must have the ability to access the call-in line 24 hours a day 7 days a week; therefore, the lines must have the capacity to handle large volumes of calls. Call-in line/s should be linked to vendor information that is input into the system via the Probation Office (see 2.3) and capture caller ID information. Call-in line/s must link the specific client to its assigned testing location by providing the client with an individualized message based on their assigned client identification number.

Call-in line must provide the caller with the following information: designated testing location, date, hours of operation, and if the client is required to report for collection on that particular day. The message must provide an option for clients to receive the information in Spanish.

In addition to a call-in line, the Probation Office would also accept a web based system for clients to check in from their mobile device. The minimum requirement, however, is the call-in line.

2.3   **Drug Testing Vendor Configurability**: Vendor must provide software that will accommodate up to 40 collection sites. At a minimum, each urine collection site must include the following minimum information for scheduling purposes: testing location name, days of the week, hours of operation, gender specific testing availability, maximum appointments per day based on specific agency capacities, an agency contact and email address.

2.3.1   Ability to schedule hours on a daily basis (Monday thru Sunday) and Holidays for each vendor. Hours must be able to vary. For example, a collection site may only be open for 3 hours on Monday but then all day on Tuesday. This information must be able to be amended at any time to accommodate the testing agency's availability.

2.3.2   Ability to enter gender specific testing hours on a daily basis.   For example, a collection site's staffing may only be able to accommodate female urine collection on Mondays, male urine collection on Tuesdays, and both male and female urine collection on Wednesday. This information must be able to be revised at any time to accommodate the testing agency's testing capacity.

2.4   **Calendars and Appointment Management**: Vendor must provide a monthly appointment calendar per phase assignment and testing location.   The software must allow the probation officer the ability to add, delete or edit client drug testing appointments.

2.4.1   The software must have the ability to notify each collection site of the clients scheduled to report each day. It must have the functionality to be generated and emailed to each collection site daily.

2.5   **Reporting Capability:** Vendor must provide software that allows the Probation Office to view daily call-in records for each client. The available data must include the date and time the client called into the call-in line, the number from which the client called, and what message the client received.

2.5.1   Vendor must provide software that allows the pre-populated chain of custody forms (see 2.6) to be automatically sent to each collection site daily.

2.6   **Chain of Custody Capability:** The software must be able to auto-generate pre-filled Chain of Custody forms in the format of our existing form (see exhibit A). Client information must be auto-populated from PACTS to the Chain of Custody form. At a minimum, the following fields must auto-populate on the Chain of Custody form: client name, PACTS identification number, date of birth, and date of collection.

2.7   **Training:** Vendor must provide training to Probation Office staff prior to going live on the system. Vendor shall quote both a price for in-person training and training via Web-Ex. Training sessions must be able to accommodate up to 40 staff.

2.8   **Support**: Vendor shall provide customer support for the Probation Office to include 24/7 toll-free telephone software technical support and remote desktop assistance. Response time within two hours, if not immediate.

2.9   **Technical Requirements:** Vendor solution must be able to operate and adhere to local security compliance in the following environment:

2.9.1   Server/Database: Application and database servers must be able to be run in a VMWare virtual environment, on a Windows 2012 R2 or 2016 server. If the application is web-based, it must use Microsoft IIS. The database must use MS SQL Server.

2.9.2   Desktop: Access to scheduling and reporting must be able to work in a Microsoft Windows 7/10 environment, via a full desktop client or web-based client.

2.9.3   Access and Control – Access to the data must be able to be isolated based on user roles and responsibilities, with supporting security at the client level. Connection to PACTS Informix database for data retrieval must be read-only.

3.0   Schedule of Performance and Delivery/Milestone Schedule

Deliverable	Due Date
Teleconference to initiate schedule of implementation	7 working days after date of award
Update from vendor on schedule of implementation and specific date of district training	14 working days after date of award
User to enter collection site specific information	25 working days before district training
District training	30 to 35 working days after date of award
Software live for client call-in	7 working days after date of district training
Conference call with vendor to review implementation concerns or on-going issues	10 working days after software goes live for client call-in

3.1   Schedule to be finalized after date of award. Dates may vary within a two week timeframe.

4.0   **Review Period of the Software**: The Probation Office has 90 days to determine if the software works in the manner it is expected to work. If within that 90 days the product is found to have deficiencies that deviate from the mandatory requirements stated in section 2 the Probation Office will alert the vendor immediately in order for the vendor to correct the issue. If issues persist, and vendor is unable to meet all of the necessary requirements, the software will be terminated/returned and the Probation Office will receive a full refund less training expenses.

5.0   **Environment**: The vendor will provide software that can be loaded onto a Judiciary owned server.

5.1   **Location for Performance:** Vendor will be expected to participate in meetings with Probation Office staff to discuss the software at various stage of implementation as needed to address any issues or concerns. The Probation Office is willing to facilitate remote participation in these meetings; therefore, travel is only necessary for the initial install/set-up if so contracted for.

5.2   **Government Furnished Information:** Information uploaded to vendor software is of a confidential nature and protected by HIPPA. Vendor at no time shall disclose this information or utilize it for any type of training material other than for the Probation Office.

5.3   **Government Furnished Property:** The Probation Office will provide the necessary servers needed to run the software environment. Vendor shall have not access to these servers. Software will be run on Probation Office computers located in the District of Colorado.

5.4.   **Access to Judiciary Networks**: Vendor will have access to Probation Office network only for the purpose of system support.

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DELIVERY ORDER TERMS AND CONDITIONS

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The terms and conditions in the GSA contract are invoked by referencing the GSA contract number in the task order. The following standard judiciary provisions and clauses are also incorporated into this request and will be included in the resulting task order.

1. Clause B-5, Clauses Incorporated by Reference (SEP 2010)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the contracting officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address:

    http://www.uscourts.gov/procurement.aspx

2. The following judiciary clauses, that the Contracting Officer has indicated are applicable, are incorporated in this contract by reference:

_X__ Clause 1-15   Disclosure of Contractor Information to the Public (AUG 2004)

__X__ Clause 6-20   Insurance – Work on or Within a Judiciary Facility (APR 2011)

_X__ Clause 7-30   Public Use of the Name of the Federal Judiciary (JUN 2014)

_X__ Clause 7-35   Disclosure or Use of Information (APR 2013)

_X___ Clause 7-55   Contractor Use of Judiciary Networks (JUN 2014)

____ Clause 7-65   Protection of Judiciary Buildings, Equipment and Vegetation (APR 2013)

____ Clause 7-115   Availability of Funds (JAN 2003)

__X__ Clause 7-130 Interest (Prompt Payment) (JAN 2003)

_X__ Clause 7-140   Discounts for Prompt Payment (JAN 2003)

_X__ Clause 7-235   Disputes (JAN 2003)

EXHIBIT A

United States Probation and Pretrial Services
District of Colorado
Chain of Custody for Drug Analysis

*REQUIRED (FAILURE TO COMPLETE WILL DELAY PROCESSING)

Screening Tray No.

*Offender/Defendant Name (last, first, MI)		
*Date of Birth	***PACTS NO.**	**PLACE SPECIMEN ID LABEL HERE**
*Status (check one) ___ Presentence / Pretrial ___ Supervision / Probation	***Supervising Federal Officer:**	
*Collection Date	***Collection Time** AM PM	Admitted Illegal Drug Use by Offender / Defendant If so, list substance(s) and date(s) with donor initial in space above.

Medications (include date taken)	Special Test Options (circle all that apply):
	PCP Hydrocodone ETOH 6-AM Other:_____ Benzo Fentanyl OXY Buprenorphine

Collector Comments: _____ Unobserved   _____ Appears Diluted   BAC (if applicable)_____

OFFENDER/DEFENDANT CERTIFICATION	COLLECTOR CERTIFICATION
I certify that the information I provided above is true and correct. I certify that the specimen I have provided on this date is my own and has not been adulterated or diluted. The security seal was applied to the specimen bottle by me, and I have verified that the specimen identification on this form and the bottle are identical. _____ Offender / Defendant Signature Date	I certify that I witnessed the above offender/defendant provide the specimen identified by the Specimen ID Label on this form. I certify that the security seal was applied to the specimen bottle in my presence, and I have verified that the specimen identification on this form and the bottle are identical. _____ Collector Signature Date

☐ Check if the above offender/defendant failed to provide a urine specimen, and fax this form to the supervising officer.

Staff Signature: _____   Date: _____

ON-SITE LABORATORY USE ONLY

		TEST DATE:	REV'D BY:	NEGATIVE	TEST TIMES /
Date Specimen Received	Specimen Received Intact and received by: ___ NO ___ YES				

POSITIVE	ON-SITE INITIAL	ON-SITE RETEST
AMPHETAMINE	_____	_____
CANNABINOID	_____	_____
COCAINE	_____	_____
OPIATE	_____	_____
BENZODIAZEPINE	_____	_____
ETHYL ALCOHOL	_____	_____
OXYCODONE	_____	_____
PHENCYCLIDINE	_____	_____
6-AM	_____	_____
BUPRENORPHINE	_____	_____
FENTANYL	_____	_____
HYDROCODONE	_____	_____

PLACE ON-SITE BARCODE LABEL HERE

CREATININE ___ Normal (≥20 mg/dL) ___ Abnormal (<20 mg/dL)

On-Site Laboratory Comments:

Alere Confirmation Specimen ID Number: _____   Date Transferred for Confirmation: _____

SUBMIT ORIGINAL FORM TO ON-SITE LABORATORY

PSA21 (rev. 01/2018 SND)